

Research Article

E-Government Policy Study on Service Quality in Soppeng Regency

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Abstract.

The rapid development of technology and information has made the government adapt by transforming to the electronic government (e-Government) system. The transformation of governance is towards a good governance system, namely, good governance, more modern, transparent, and accountable. The purpose of this study is to find out the extent of the quality of e-Government services provided by government institutions based on the public perspective, especially on the KIM formed by the Department of Communication and Information. Qualitative descriptive methods of secondary data sources were used, such as studies of literature, journals, articles and documents, and regulations related to this policy. The results of this study illustrate that the implementation of e-government from the perspective of public services is still not optimal, this is evident as it has not significantly increased public participation, especially in technology-based public services.

Keywords: e-Government, public service quality, good governance, public participation, information and communication technology (ICT)

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1. Introduction

The Industrial Revolution 4.0 and the development of the digital era have encouraged many countries to adapt to the development of the times and technology. Currently, Electronic Government (e-Government) has become a global phenomenon that marks the transformation of governance towards a more modern, transparent, and accountable system. Through the e-Government transformation, the government is expected to be able to optimize and utilize advances in Information and Communication Technology (ICT) to provide proper, fast and accurate access to information to the public. The e-Government system is believed to be able to encourage the creation of good governance, accelerate the democratization process, and prevent budget misappropriation so that this e-Government system is widely adapted by various countries. The implementation of e-Government is also adopted by Indonesia as an effort to improve the quality of public services so that the government system is more efficient and effective.



Over time, the adoption of e-Government policies in various agencies governance, both at the central and regional levels, continues to improve. This shows the government's commitment to responding to the dynamics of changes in science and technology, especially in the field of information and communication technology.

The government's commitment to the development of e-Government is reflected in the birth of various strategic regulations, such as Presidential Instruction No. 6 of 2001 concerning the Policy Framework for the Development and Utilization of Indonesian Telematics, Presidential Instruction No. 3 of 2003 concerning the National Policy and Strategy for the Development of e-Government, Law No. 11 of 2008 concerning Electronic Information and Transactions, Law No. 14 of 2008 concerning Public Information Disclosure, and Presidential Regulation No. 95 of 2018 concerning the Electronic-Based Government System (SPBE). All of these regulations serve as a strong legal basis in supporting the implementation of e-Government in a comprehensive, integrated, and sustainable manner.

As a form of support for the policies of the Governor of South Sulawesi and National regulations, the Soppeng Regency Government has issued Soppeng Regent Regulation Number 30 of 2022 concerning the Electronic-Based Government System. This regulation confirms the region's commitment to making digital transformation a success in the scope of local government.

The Soppeng Regency Government through the Soppeng Regency Communication and Informatics Office initiated the establishment of the Community Information Community (KIM) as a concrete manifestation of the implementation of Adaptive Governance. KIM, which is regulated in the Regulation of the Minister of Communication and Informatics Number 08/PER/M.KOMINFO/6/2010 [1], is a public service institution formed and managed by the community, for the community, and from the community. The function of KIM is very relevant to the government's goal of increasing public access to information, facilitating public education, and providing a two-way communication channel between the government and the community.

The government facilitates openness of public information and community participation in regional development. Regulations The regent emphasized the importance of using an integrated information technology system, in where KIM functions as a liaison between the government and the community in the dissemination process information. The integration of KIM with SPBE enables more effective delivery of information and efficient, and provide space for the public to provide feedback on policies. taken by

the government. Community involvement in this system is important, because it can increasing transparency, accountability and participation in every step of government, which is a main element in the concept of Good Governance.

KIM is expected to be at the forefront in supporting openness public information as mandated in Law Number 14 of 2008 concerning Public Information Transparency, which guarantees the public's right to information and encourages public bodies public to be transparent [2]. Furthermore, KIM is also a strategic instrument in realizing the principle of participation as stated in Law Number 23 of 2014 concerning Regional Government, which emphasizes the importance of community participation in the implementation of good governance.

The implementation of e-government certainly has its own challenges in Indonesia because it changes conventional or manual things to digital things. This causes the government to have to transform the bureaucratic culture both in terms of its government apparatus and the government's work system and management based on technology. This paradigm shift should also encourage the willingness of government institutions to change in order to realize e-government as an agenda for change or national bureaucratic reform (Napitupulu, 2015) [3]. Lack of understanding of the e-government paradigm can result in failure in its implementation.

SPBE is here to ensure that digital public services can be implemented in an integrated and effective manner to meet the public's need for information. However, even though SPBE has been designed systematically from the central to regional levels, the challenges of its implementation are quite large, especially in non-technical aspects such as community digital literacy, regional institutional capacity and government and community involvement in supporting the government's digital ecosystem. In this case, KIM was formed to bridge the government and the community, especially in the information dimension and community participation in the use of electronic-based public services in local governments. KIM is expected to support the implementation of SPBE in the regions.

In Soppeng Regency, the implementation of KIM is expected to support public services towards digital transformation of government through e-Government, but this has not gone well. After the formation of KIM by the KIM Service, it went into hibernation and was no longer active. The lack of information and government socialization to the public regarding KIM and real action in its implementation has caused KIM to be vacuum in recent years. Therefore, with this research, it is hoped that it can find the root of the

problem of the lack of public demand and the inactivity of KIM and the government in implementing its own policies.

The purpose of this study is to determine the extent to which the quality of services provided by government institutions is based on the public perspective, especially in the Electronic-Based Government System (SPBE) and KIM formed by the Communication and Information Service as a means of two-way communication between the government and the public, whether it can run well or whether it does not run effectively.

2. Materials and Methods

This study focuses on examining the phenomenon of e-Government as a medium of information and public openness in Soppeng Regency with a focus on the Public Service Information Model as one of the 4 dimensions proposed by Kim (2003) [4]. This study aims to be understood not only as the adoption of technology in government administration, but also as part of the social and cultural transformation that encourages the creation of more open, participatory, and transparent governance. The information management model is used to accelerate public services and build interactive relationships between the government and the community. Several online service applications and systems have begun to be developed by the Communication and Information Service, such as complaint services or public information. However, its utilization has not been maximized due to the low digital literacy of the community, limited internet access in some areas, and lack of socialization of the use of available digital platforms.

2.1. Methods

This study applies a qualitative descriptive method with an emphasis on the analysis and interpretation of current conditions. Qualitative descriptive research is a technique used to describe and explain the phenomena to be studied in detail and in depth. This study uses secondary data sources, namely studies of literature, journals, articles and documents and regulations related to this policy. All references are analyzed to determine the indicators contained in the e-government policy. In taking the analysis technique, it is done by analyzing documents and regulations related to document triangulation and policy framing analysis related to SPBE and KIM.

3. Results and Discussion

E-Government is divided into six dimensions, namely 1). Ease of Use, namely how easy it is for the public to interact with e-government, 2). Trust, namely public trust in e-government regarding how freedom and doubt during the service process are used, 3). Functionality of the, namely how e-government can be used to improve user communication 4). Interaction Environment Reability, namely how the public or user trusts it to be able to access it correctly and on time so that the accuracy and precision of the data is guaranteed, 5). Content and Appearance of Information, namely how the quality of the information itself and the visual aspects of the presentation of the right layout make it easy for the public to use it and 6). Citizen Support, namely assistance provided by the government to help the public interact and access information properly and for the progress of development and community welfare. As explained in the Figure 1 below:

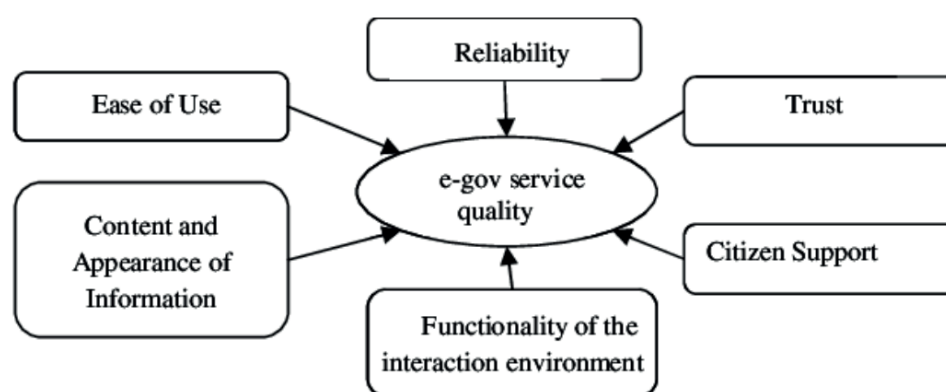


Figure 1: Conceptual Model of E-Government Service Quality. Source :Papadomichelakis, 2001 [5].

3.1. Digital Service Innovation

This improvement in digital services is carried out to create a technological system that can reduce operational costs, shorten service times, cut lengthy bureaucracy and provide public trust in government performance. One of the things that can be done to improve the quality of digital services is to create digital service innovations. Innovation in the development of digital services carried out by the government through SPBE and KIM is certainly one of the efforts to create good governance. However, systems and

programs if not balanced with good evaluation and supervision will not run effectively and efficiently.

3.2. Factors Affecting the Quality of Public Services

Some factsThe factors identified can have an impact on public services, including: (1). The ability of human resources of public service management apparatus. (2). Lack of public interest in adapting to technology because they are used to using conventional or manual methods. (3). Social supervision and control as well as evaluation of service performance are still not optimal. (4). Bureaucratic behavior and culture. (5). Organizational structure and management.

Factors that affect the quality of public services, especially in SPBE and KIM in Soppeng Regency are: (1). Community Participation and Digital Literacy are still low, so they are one of the obstacles in utilizing SPBE services. (2). The technological infrastructure is inadequate, there are still many blank spot areas in Soppeng Regency, so it can hinder the process of accelerating information from the district city to several villages, especially in mountainous areas. (3). The capacity and quality of human resources in KIM are still low, so they are less cooperative in creating KIM activities, so KIM is inactive and tends to be vacuum in recent years. (4). The government's commitment is still not optimal in implementing policies that have been made, especially in the integration of SPBE and KIM. (5). Public trust in the digital system is still low. (6). Monitoring and evaluation of digital services are still low, this can be seen from the inactivity of KIM for several years after it was formed.

3.3. Implementation of E-Government

Overall, the Soppeng district government is still considered good with an overall index value of 2.66041. Several aspects are considered very good. with an index of 3.6 to 4.2 such as aspect 7 Electronic-Based Government Administration Services. And there are aspects that get a good predicate with an index of 2.6 to 3.5 such as aspect 1 on internal policies related to SPBE governance, Aspect 03 Information and Communication Technology, and aspect 8 Electronic-Based Public Services. And there are also aspects that get a fair predicate with an index of 1.8 to 2.6 such as aspect 2 SPBE Strategic Planning, and Aspect 04 SPBE Organizers, However, there are still aspects that get a less predicate with a less index from 1.8 such as Aspect 05 Implementation of SPBE

Management, and Aspect 06 ICT Audit. This shows that Soppeng district needs to make improvements and enhancements in aspects that are still lacking.

The development of e-Government is one of the government's efforts to improve the quality of public services effectively and efficiently by structuring the management system and quality of the work environment to be more conducive with the maximum use of technology and information. Support and support from community elements to participate in supporting government efforts so that in the future they can synergize in increasing economic growth and development development with the use of good and appropriate information technology.

4. Conclusion

Based on the results of research that has been conducted on the quality of public services, it can be concluded that E-Government in Soppeng Regency shows that in general the performance of services is still below public expectations, which means that the quality of services provided is still not optimal due to several factors, one of which is the human resource factor or service users, both the community and employees, still do not have adequate knowledge related to the service. Likewise, the public's interest in using technology-based public services is still low due to conventional habits and cultures that have not been able to adapt to technological advances. The recommendations from this study are to conduct comprehensive socialization and evaluation of all factors that can affect the quality of e-Government services. The recommendations are for SPBE to be more participatory by explicitly including KIM as an institutional component in the design of public digital services. The absence of a structural position for KIM in the SPBE Architecture, although mentioned in the KIP Law and the Kominfo Regulation, makes KIM's position in the eyes of the government very weak, so this should be given more attention to reactivating KIM in the SPBE ecosystem so that the initial goal of establishing KIM can be achieved properly.

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