

E-Government Quality: Responding to Needs in Public Policy

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Abstract: This study aims to determine the implementation of e-Government quality in public policy at the Denpasar City Population and Civil Registration Office. The Taringdukcapil application is an effort to develop government administration by utilizing information technology with the aim of improving public services. Of course, in this case, e-Government really needs good accessibility in providing services to the community. e-Government makes it very easy for the government to interact with the public in an accountable, efficient, transparent and timely manner. The method used in this study is a qualitative descriptive method. Data was collected through documentation, observation and interviews at the Denpasar Population and Civil Registration Office. The results of the study show that the character and condition of society are increasingly dynamic as seen by the higher education of the community, therefore the people in a country are increasingly aware and aware of the various rights and obligations they have. So in this case, the government as the main gateway that provides public services and determines public policy must always be able to adapt to the development of society itself by making various efforts to improve the quality of service to the community by utilizing technology, for example, so in this case e-government quality is able to answer the needs in public policy.

1. Introduction

In the era of digital transformation, almost all aspects of life can be reached by technology, for example in the fields of industry, education, and the scope of government (Amalia et al., 2022). Currently, the government has begun to use technological assistance in all activities that will be held. This digitalization process is usually known as *e-Government*, which is defined as the use of communication and information technology to support the implementation of government in improving government efficiency, accountability, effectiveness and transparency (Azmi & Asmarianti, 2019).

In Indonesia, *e-Government* was first introduced in 2001 through Presidential Instruction Number 6 of 2001. This instruction explains the empowerment and development of telematics in Indonesia, in which case the President directs all government agencies to create a better government by utilizing information technology. This is done with the aim of increasing efficiency and improving the perfor-

mance of relations between government institutions and to improve services to the community and the public. *e-Government* plays a very important role in implementing public policies in the hope of increasing public satisfaction with government services (Ismail, 2022). From the perspective of public services, *e-Government* is an effort to develop the administration of government by utilizing information technology with the aim of improving public services. The implementation of *e-Government* is not an easy thing, not changing the system from manual to computerized, not just by installing a computer or just implementing it for the community, whether it has answered the needs of the public itself or not (Azmi & Asmarianti, 2019).

e-Government aims to optimize public services through the implementation of information and computer technology. Of course, in this case, *e-Government* really needs good accessibility related to services to the community. *e-Government* assists the government in interacting with the community in an accountable, transparent, efficient and timely manner (Janureksa et al., 2022). Public administration and services are included in eight areas in the changes in bureaucratic reform, through the Electronic-Based Government System (SPBE). Denpasar is one of the cities in Indonesia that has implemented *e-Government* on a massive scale. One form of *e-Government* implemented in the city of Denpasar is implemented by the Population and Civil Registration Office (DISDUKCAPIL). Population services are a public service that is most often encountered by people in Indonesia. Population is all matters related to gender, religion, age, birth, death, marriage and social mobility of the community including the cultural, economic and political realms. The government in this case is responsible for everything related to population.

One form of responsibility of DISDUKCAPIL is to issue population documents, this obligation is delegated to the government in each district/city. In carrying out its activities, the government in districts/cities provides public spaces for public services so that people can obtain the population documents they need. The implementation of *e-Government* at the Denpasar City Population and Civil Registration Office which can be accessed through the website <https://taringdukcapil.denpasarkota.go.id/> on the website there are a number of menus to take care of several types of population documents. Therefore, this study aims to ascertain whether the use of *e-Government* in public policies implemented by the Denpasar City DISDUKCAPIL is a need that the community wants and what factors can affect it. One way to measure this *e-Government* service is by using *e-Government Quality* which is a *framework* for measuring the quality of the Denpasar City Population and Civil Registration Office website services.

2. Literature Review

E-Government Quality

According to Syaepudin & Nurlukman (2022), *e-Government Quality* is defined as the use of information technology by the government that has the ability to create relationships with the community, business people, and other government institutions. Budasi et al., (2019) define *e-Government Quality* as related to services, products, information providers that are prepared electronically with and by the government, which are not limited by place, time and offer more value to be able to participate with all circles of society. *e-Government* is a means with the aim of increasing government and community interaction through information technology-based public services.

E-Government quality in a government process utilizing ICT (information, Communication and Technology). *e-Government Quality* is used with the aim of optimizing public services by implementing information and computer technology (Ismail, 2022). *e-Government* requires good accessibility in interacting with the community. The implementation of *e-Government* itself will help the government to interact with the public in an efficient, accountable, transparent and timely manner (Saputra et al., 2018). By implementing *e-Government Quality*, it is hoped that in the future it will make it easier for the public to access information and to supervise policies issued by the government (Napitupulu, 2016). *e-Government* is the use of technology by the government for various purposes. According to Tasyah et al., (2021) there are three main classifications of *e-Government*, including government and society (G2C -*Government to citizen*), government and business enterprises (G2B-*Government to business enterprise*) and intergovernmental relations (G2G-*Inter agency relationship*) (Tahir, 2018). One way to provide *e-Government services* to the public is in the form of a government website (Nugroho, 2013).

Public Policy Theory

Policy in principle is generally a step taken so that agencies can achieve goals (Tahir, 2018). Public policy is referred to as an effort to make decisions. In the current generation, public policy is an application of policy with a study of decision-making in the public sector or service (Afiah, 2021). In implementing public policy, it can be done through two options, namely by implementing through derivative policies of a public policy and implementing in the form of programs. Public policy is carried out with the aim of improving the efficiency and performance of relations between government institutions and most importantly aims to improve services to the community and the public. *e-Government* plays a very important role in implementing public policies in the hope of increasing public satisfaction with government services (Ismail, 2022).

Public policy can be defined by a series of activity plans, programs, actions, attitudes and decisions in acting or not which will later be carried out by certain parties as a stage in solving the problems faced (Player & Palko, 2020). The determination of public policy is a very important factor for an organization in achieving its goals (Sendjaja et al., 2015).

Community Needs

The character of society is currently in a phase of very rapid and rapid development, both in terms of education and in terms of the dynamics of society itself, thus in this case the higher the level of education and the dynamics of society, the higher the need of the society itself to be served by the government as an element of public service to the community (Rahyuni, 2020).

Another thing related to the needs of the community is about matters and wisdom in the process of implementing public services, according to Rahyuni (2020) stating "People are increasingly aware of their rights and obligations as Indonesian citizens in the scope of society, nation and state". Of course, the community will be more courageous to submit various kinds of demands, desires and aspirations to the government as one that provides public interest in terms of public services. The public will be more critical and of course more courageous in controlling what the government does, both in terms of policy and in terms of implementing public policies. As one of the community controls, of course, the community will be more free to supervise the implementation of services and government implemented by the government (Nasution & Zahrah, 2017).

3. Research Methods

The design of this research is a type of qualitative research. Sugiyono (2015) stated "Qualitative research is a term for a unit of interpretation techniques that seeks to describe, decode, translate and even arrive at the meaning of the term, not the frequency, of a phenomenon that occurs more or less naturally in the social world". This type of qualitative research aims to analyze more deeply about *E-Government Quality: Answering Needs in Public Policy*.

Primary Data Sources are data sources that are directly obtained by researchers, but secondary data sources are data sources that are not directly obtained by researchers. The research object is according to the needs and scope of the research then to obtain it with technical activities and tools, in the form of observation/observation directly in the field and from informants by conducting interviews with related parties (Sugiyono, 2015). The author conducted interviews with the Head of Data Utilization and Service Innovation, the Head of Data Utilization and Service Innovation and the Staff of Data Utilization and Service Innovation as well as people who use the Taringdukcapi application according to their needs.

4. Results and Discussion

The character and condition of society are increasingly dynamic as seen by the higher education of the community, therefore the people in a country are increasingly aware and aware of the various rights and obligations they have. So in this case, the government as the main gateway that provides public services and that determines public policy must always be able to adapt to the development of the community itself by making various efforts to improve the quality of services to the community by utilizing technology, for example. Because the community with its better capacity will certainly also form a more dynamic society.

With the need of the community, in this case the community can be said to be one of the elements of social control in the element of supervisory supervision of public policies through *e-Government Quality*. Facing the current era of technological advancement, government bureaucratic agencies will be more motivated to improve the quality of public services considering that services to the community are everyone's right, on the other hand for the government to provide services is an obligation that must be fulfilled because it has become the basic function of the government.

The main factors that hinder the violation of public services are known from two sides, namely public service standards and bureaucracy. The Indonesian government has a long and convoluted bureaucratic structure. Not a few people are disappointed with the available public service conditions. Along with the development of the times and logic, the condition of public services in the government improves the quality of communication and service management by increasing the accessibility of public services by utilizing *e-Government Quality* in answering public policy needs. Seeing the many benefits provided to the community.

- a. By implementing *e-Government*, the services provided to the community will certainly be better. Information is available 24 hours a day, 7 days a week without having to wait for the office to open. Therefore, the community benefits greatly because they can access the information they need from their offices, homes without having to come to the Denpasar City Disdukcapil office.
- b. Improve resource management in terms of increasing the span of *control* and organizational resources.

- c. The creation of efficiency in the scale of space and time, systematized structure and organization, improvement of government efficiency, especially in administrative services, to avoid waste in the public sector or inefficiency in various processes.
- d. Reduced corrupt practices, as well as the creation of better governance due to more transparent service processes, stronger public control and more real-time supervision.

In the current generation, public policy is an implementation of policies with the study of decision-making in the public sector or service. In implementing public policy, there are two options, namely by implementing it through derivative policies of a public policy and implementing it in the form of programs. Public policy is carried out with the aim of increasing efficiency and improving the performance of relations between government institutions and to improve services to the community and the public. Public policies are carried out with the aim of increasing efficiency and improving the performance of relationships between government institutions and most importantly aiming to improve services to the community and the public. *e-Government* plays a very important role in implementing public policies in the hope of increasing public satisfaction with government services. Therefore, *e-Government Quality* can be concluded as a form of government efforts at the Denpasar City Population and Civil Registration Office in managing bureaucratic information by utilizing information technology.



Figure 1. Initial Conditions Before the Implementation of *e-government Quality*

Before the implementation of *e-Government Quality*, the Population and Civil Registration Office experienced queues every day (figure 1), which could have a bad effect on agencies because they were considered unable to answer the current needs of the public who have high mobility in managing population administration. "Sewaka Dharma" or serving is an obligation is the motto of the City of Denpasar itself for the community as an important component in the implementation of *e-Government Quality*, because of the increasing need of the community for services at the Population and Civil Registration Office, since August 1, 2018 the Denpasar City Population and Civil Registration Office began to implement the existence of *e-Government*. In the implementation of policies, it must be supported by the availability of resources consisting of materials, methods, and people. The implementation of public policies must of course be carried out clearly, consistently and carefully. If the implementation of the policy lacks resources, there is a risk that it cannot be implemented effectively. Without public policy resources, it will

only be a document that cannot be realized to solve problems in society or efforts to provide services to the community.

The use of *e-Government Quality* in responding to public needs is very effective and transparent and efficient in providing services to the community. In accordance with the results of the interview, taringdukcapil is a digital-based platform provided by the Denpasar City Population and Civil Registration Office in facilitating providing services to the community, in this case the community can take care of various types of population administration online. The tanger of dukcapil can be said to be able to answer the needs of the public due to the government's contribution in improving efficiency, transparency, accountability and effectiveness in public services. Efficiency: with the existence of the Taringdukcapil website, the community feels helped because files can be submitted more efficiently, easily and quickly through the online registration system. Transparency: Files submitted by the community will be very easy to see the status of the files while they are being processed. With the implementation of *e-Government Quality*, it is also able to improve and help government accountability. With the needs of the community, the community can be said to play a role in the social control component in the element of supervisory supervision of public policies through *e-Government Quality*. Facing the current era of technological advancement, government bureaucratic agencies can be motivated to improve the quality of public services considering that the services presented to the community are the rights of the community, while for the government to provide services is an obligation to be fulfilled as the basis for government functions.

5. Conclusion

The main factors that hinder the violation of public services can be known from two sides, namely public service standards and bureaucracy. The Indonesian government has a long and convoluted bureaucratic structure. Not a few people are disappointed with the condition of public services. Along with the development of the times and logic, the condition of public services in the government improves the quality of communication and service management by increasing the accessibility of public services by utilizing *e-Government Quality* in answering public policy needs. The character and condition of the community are increasingly dynamic every day as seen with the higher education of the community, therefore the community is increasingly aware and knows their various rights and obligations. So in this case, the government as the main gateway that provides public services and determines public policy must always be able to adapt to the development of the community itself by making various efforts to improve the quality of services to the community by utilizing technology. The community increasingly has a better capacity, so that a more dynamic society is formed. *E-Government Quality* provides benefits, especially to the community.

The government needs to ensure adequate technological infrastructure, such as a stable internet network and other supporting devices, so that the implementation of *e-Government* runs optimally. In addition, increasing the capacity of human resources through continuous training is important to ensure the competence of the apparatus in operating and developing *e-Government* services. Socialization and education to the public are also needed so that they understand the benefits and how to access these services, so that participation can increase. Continuous evaluation and improvement using frameworks such as E-GovQual must be carried out regularly to ensure quality services. Transparency and accountability in the public service process also need to be improved so that public trust is higher, by providing real-time information. In addition, the government must be more adaptive to the needs of an increasingly dynamic society by adding technology-based service features that are easily accessible at any time.

With the implementation of these measures, *e-Government Quality* is expected to be able to answer the needs of the community in public policy and improve the efficiency, transparency, and quality of government services.

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