

## E-Government: Integrated, Fast, Certain and Easy Public Service Quality Management in Bali

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### Abstract

**Purpose** – Electronic-Based Government System is a government administration that utilizes information and communication technology to provide services to the public. The application of an electronic-based government system plays an important role in accelerating the achievement of government goals in public sector services and contributing to regional economic growth.

**Methodology** – This study uses a quantitative descriptive research method. Researchers conducted an analysis of digital transformation in Bali in improving the quality of public services through the implementation of E-Government. An analysis of e-government seen from the perspective *Government to Citizen* (G2C) and *Government to Business* (G2B)

**Findings** – This research places the community as the main user of government-owned public services and the government as a service provider. The results of this study describe that e-government has an important role in improving integrated public services, among others. Improving the accessibility of public services; Improving service efficiency and effectiveness; Increase transparency and accountability; as well as increasing community participation.

**Originality** – Originality produces new knowledge without repeating what has already been done by others.

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## 1. Introduction

Presidential regulation of the Republic of Indonesia Number 95 of 2018, concerning Electronic-Based Government Systems, stipulates that in order to realize clean, effective,

transparent and accountable governance as well as quality and reliable public services, an electronic-based government system is needed. Electronic-based government system, hereinafter abbreviated as SPBE, is administration of government that utilizes information and communication technology to provide services to SPBE Users. To achieve this goal, the government implements information and communication technology (ICT) which plays an important role in accelerating the achievement of government goals in public sector services and contributing to regional economic growth (Bertucci, 2008).

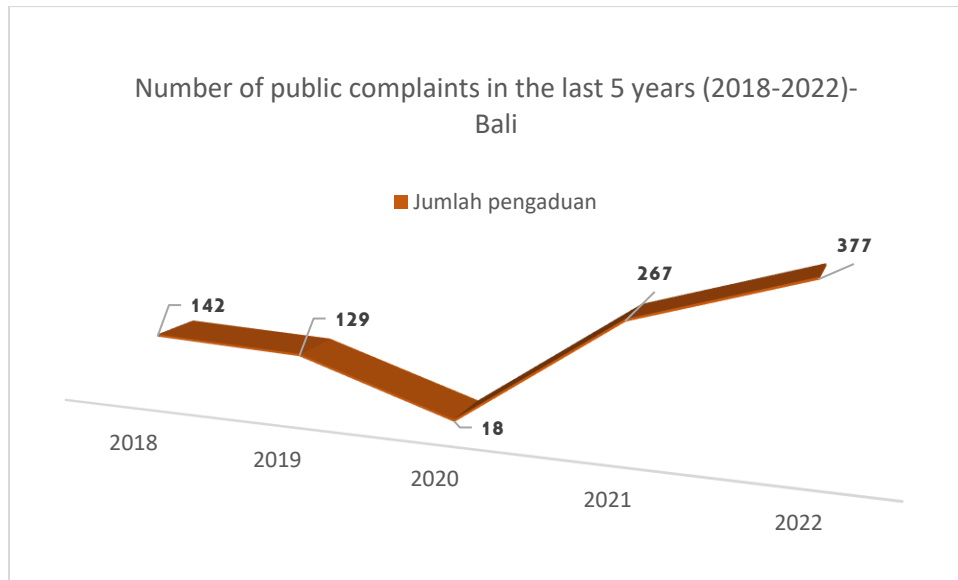
According to United Nations (2020), e-government can be an indicator of development because of its role in delivering basic services to the community such as education, health, finance to social welfare. To improve the public sector, the government is required to improve performance, efficiency, responsibility and trust and to focus more on providing better services. E-government often described as the use of IT with the aim of: (1) facilitating the public to access information and services provided by the government (2) improving service quality by increasing speed, completeness of information and more efficient processes, and (3) providing platforms and opportunities for society to participate as a form of the democratic process.

Society is an important component that must be considered in the application e-government. Because the main purpose of e-government itself is to serve the community and facilitate interaction between the community and the government. One way that can be used is to create facilities where public information is more easily accessible through websites/online. The relationship between government and society is commonly referred to as government to citizen (G2C). With the implementation of G2C, the public as consumers will feel comfortable accessing government information anytime and anywhere (efficiency in terms of cost and time) (Alshehri & Drew, 2010). The community demands a better quality of service from time to time, so it is important for the government to continue to evaluate and identify the problems encountered as a form of improving the quality of service to meet the needs of the community (Nguyen, 2014). One of the problems associated with this is the large number of people who have not fully benefited from the service e-government even though the government has provided the facilities. This could be caused by the poor quality of the services provided or because of the public's distrust of the services provided by the government. In order to provide efficient and cost-effective services and maintain public trust, the government must understand and consider input from the community as an evaluation for service quality e-government itself (Zaidi, 2004).

Based on data from the annual report of the Indonesian Ombudsman Institute for the 2018-2022 period, from 2018, 2019 to 2020 there has been a decrease starting from 142, 129 and 18 reports. The year 2020 experienced a drastic decline due to the Covid-19 disaster which limited people's outdoor activities, this of course made public services not play their full role. However, in 2021 and 2022, there will be an increase from 267 to 377 public complaints. The distribution of Balinese community reports for the last 5 years from 2018 - 2022 is shown in Figure 1.

Based on data on the classification of alleged maladministration, the 3 (three) most common are Protracted Delays of 33.62%, Procedural Deviations of 28.97%, and Not Providing Services of 17.70%. Data on alleged maladministration is presented in Figure 2. Based on data from the Reported Agencies, the agencies that rank 3 (three) with the highest number of reports are: Local Government at 41.62%, Government Agencies/Ministries at 11.22%, and Police at 10.25%. This must be addressed immediately so that in the future public trust in the government

in providing quality public services will soon be realized. Information Technology has an important role in digital transformation in the central and regional governments, especially in Bali.



**Figure 1. Number of Public Reports/ Complaints in the last 5 years (2018-2022)**  
Source: Ombudsman Institute Annual Report 2018-2022, (2022)



**Figure 2. Alleged Maladministration**  
Source: Obudsman RI annual report, (2019)

Currently, Information Technology (IT) has developed significantly in many fields, not only those that are closely related to Information Technology or Information Systems, but also penetrated into various fields including government policy and business (Susanto & Bahaweres, 2013). Electronic-based governance (e-government) is a government administration that uses

information and communication technology to provide services to e-government users, namely the public. To encourage an increase in the quality of public services, a government paradigm shift is needed to implement it e-government optimally.

From the background description above, researchers conducted an analysis of digital transformation in Bali in improving the quality of public services through the implementation of e-government. Analysis e-government which is seen from the point of view government to citizen (G2C) and government to business (G2B). This research places the community as the main user of government-owned public services and the government as a service provider. The evaluation process will later be seen from the side of service users (community) and service providers (government). To answer this research, the authors use a combination model or approach sequential explanatory namely a combination of quantitative and qualitative methods sequentially, where the first stage uses quantitative methods to obtain quantifiable measurable data that can be descriptive, comparative and associative and qualitative methods to prove, deepen and expand the quantitative data that has been obtained in the early stages.

The expected data from the survey results with the questionnaire instrument are data related to service quality e-government from society's point of view. And interviews, observations and documentation from the government as qualitative data. The results of the qualitative analysis are expected to obtain credible data. From the results of the analysis will provide output on three things, namely: 1) knowing the significant factors that influence the creation of service quality public through the implementation of e-government; 2) become an evaluation of the suitability of the services requested by the community with the services already provided by the government, and 3) become a reference for improving the quality of public services through the implementation e-government.

## **2. Research Method**

In this study, a quantitative descriptive research method was used, which is a method that aims to create an objective picture or description of a situation using numbers, starting from data collection, interpretation of the data as well as the appearance and results (Arikunto, 2006). This type of research is quantitative using a descriptive observational research design. Research is used to see an overview of phenomena, descriptions of activities are carried out systematically and place more emphasis on factual data than on conclusions (Nursalam, 2013). Observational research is research that does not manipulate or intervene in research subjects. This study only made observations (observations) on research subjects.

In designing the research, researchers conducted an analysis of digital transformation in Bali in improving the quality of public services through the implementation of e-government. An analysis of e-government seen from the perspective *government to citizen* (G2C) and *government to business* (G2B). This research places the community as the main user of government-owned public services and the government as a service provider. The evaluation process will be viewed from the perspective of service users (community) and service providers (government).

## **3. Results and Discussions**

## 1) Integrated Public Service

Some definitions of integrated public services according to Law Number 25 of 2009 concerning Public Services, integrated public services are "public services that are organized in an integrated, efficient, effective, transparent and fair manner by one or more public service providers to meet public needs and obtain societal satisfaction". According to the World Bank, integrated public services are "an approach that integrates various public services in a single integrated service point, with the principle of service that is fast, simple, and easily accessible to the public". According to the Ministry of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia, integrated public services are "an approach that integrates and simplifies various public services provided by government agencies in one service window, with a focus on community needs and satisfaction".

Based on several references to the definition of public service, it can be explained that integrated public service is an approach that combines various public services provided by various government agencies or sectors into one entity that is integrated and easily accessible to the public. The aim of the integrated public service concept is to provide efficient, effective, transparent and responsive services to the community in order to meet their needs.

## 2) The role of E-Government in improving integrated public services.

E-government or electronic government is the use of information and communication technology (ICT) in government administration with the aim of increasing efficiency, effectiveness, transparency, accountability and public participation. E-government can play an important role in improving integrated public services, because it can provide easier, faster and more transparent access for the public to access various integrated public services. The following are some of the roles of e-government in improving integrated public services:

- 1) Improving the accessibility of public services: E-government can provide platforms or portals that can be accessed by the public online, so that they can access various integrated public services without having to come to the physical office in person. This can improve the accessibility of public services, especially for people who are in remote areas or have physical limitations.
- 2) Improving service efficiency and effectiveness: E-government can automate public service processes, reduce bureaucracy and increase service efficiency and effectiveness. The application of an integrated public service system electronically can speed up the process of filing, processing, and publishing documents, so that people can get services more quickly and efficiently.
- 3) Increase transparency and accountability: E-government can increase transparency in the delivery of integrated public services by providing wider access to the public to monitor service processes, track application status, and provide feedback. This can increase government accountability in the delivery of public services.
- 4) Increase citizen participation: E-government can facilitate the active participation of citizens in the integrated public service delivery process through features such as filing complaints, suggestions, and feedback. Thus, the community can play an active role in monitoring and providing input to improve the quality and satisfaction of public services.

### 3) The role of E-government in accelerating, ensuring, and facilitating public services

Some of the roles of e-government in accelerating, making certain, and facilitating public services are:

- 1) Speeding up public services: E-government can reduce bureaucracy, automate processes, and provide easy online access, thereby speeding up public services. For example, submitting documents online, paying online, or processing applications automatically (UN E-Government Survey, 2016)
- 2) Creating certainty in public services: E-government can improve certainty in public services by providing clear and transparent information about service requirements, procedures and timeframes. This can avoid ambiguity or rule changes that often affect certainty in public services (World Bank. (2016).
- 3) Facilitating access to public services: E-government can provide easy access for the public to access public services without having to come to the physical office directly. Through the online portal, people can submit applications, upload documents, track application status, or provide feedback easily and quickly (Scholl & Klischewski, 2018).
- 4) Improving citizen satisfaction: E-government that is efficient, fast, and easily accessible can increase people's satisfaction with public services. The public can access public services anytime and anywhere, and monitor the service process transparently (Ministry of Communication and Information of the Republic of Indonesia, 2016).

## 4. Conclusions

E-government or electronic government is the use of information and communication technology (ICT) in government administration with the aim of increasing efficiency, effectiveness, transparency, accountability and public participation. E-government can play an important role in improving integrated public services, because it can provide easier, faster and more transparent access for the public to access various integrated public services. E-government has an important role in improving integrated public services such as increasing the accessibility of public services; Improving service efficiency and effectiveness; Increase transparency and accountability; as well as increasing community participation.

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