THE QUALITY OF E-GOVERNMENT IN POPULATION SERVICE IN BANDUNG 2021

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Abstract

This study explains the quality of e-government in population service in Bandung City. E-Government is an activity or activity utilizing tools in the form of information technology in helping implement a government system so that it can run more efficiently. However, e-Government are still not running optimally. The theory used in this study is the e-Government Quality (e-GovQual). This study uses a qualitative descriptive research method. The data sources used are primary data and secondary data. As well as data collection techniques carried out by researchers, namely observation, in-depth interviews, and documentation. Based on the research that has been done, it is concluded that the quality of e-government at the Bandung City Population and Civil Registration Office is still not running optimally, indicated by data leaks and cybersecurity systems that are not yet qualified and services that can only be accessed via Android. Also, the features in the application cannot be used in real-time, but are opened only if there are human resource (HR) constraints in e-government management, which are also still very limited.
Keywords: e-Government, population service, user community

Abstrak

Penelitian ini menjelaskan tentang kualitas e-government dalam pelayanan kependudukan di Kota Bandung. E-Government adalah kegiatan atau kegiatan memanfaatkan alat berupa teknologi informasi dalam membantu melaksanakan suatu sistem pemerintahan agar dapat berjalan lebih efisien. Namun, e-Government masih belum berjalan optimal. Teori yang digunakan dalam penelitian ini adalah e-Government Quality (e-GovQual). Penelitian ini menggunakan metode penelitian deskriptif kualitatif. Sumber data yang digunakan adalah data primer dan data sekunder. Serta teknik pengumpulan data yang dilakukan peneliti yaitu observasi, wawancara mendalam, dan dokumentasi. Berdasarkan penelitian yang telah dilakukan, diperoleh kesimpulan bahwa kualitas e-government di Dinas Kependudukan dan Catatan Sipil Kota Bandung masih belum berjalan dengan optimal, ditandai dengan kebocoran data dan sistem keamanan siber yang belum mumpuni serta pelayanan yang dapat hanya dapat diakses melalui Android. Selain itu, fitur dalam aplikasi tidak dapat digunakan secara real-time, melainkan hanya dibuka jika terdapat kendala sumber daya manusia (SDM) dalam pengelolaan e-government yang juga masih sangat terbatas.
Kata Kunci: e-Government, pelayanan kependudukan, masyarakat pengguna

INTRODUCTION

Advances in the field of information technology are developing very rapidly, which has encouraged various countries in the world to always follow developments in information technology advances that are occurring, including Indonesia. Information technology in Indonesia is currently utilized in various sectors of life, one of which is in government activities. In the context of governance, this phenomenon has provided opportunities for structuring various areas of national and state life. So the government needs to strive for smooth relations with high state institutions, and local governments, and increase the participation of the wider community by utilizing information technology and implementing various services by implementing Electronic Government or e-Government.[1] Increasing the efficiency, effectiveness, transparency, and accountability of the government is a demand for the government by utilizing advances in information technology. Therefore, the government has a very crucial role in providing excellent services (both civil and public services) for the entire population, as stated in Presidential Instruction Number 3 of 2003 concerning e-Government Development Policies and Strategies.

In Indonesia itself, the rapid increase in the rate of population growth makes the need for fast information technology, especially in the field of population and civil registration, to be important because the field of the population is the basis of service, several cities in Indonesia have implemented e-government in the field of population. one of them is the City of Bandung through the Office of Population and Civil Registration. Implementation of e-government in the field of population besides being a form of public service innovation is also to ensure the legality of the population, protection for the population, and guarantee accurate population data so that a population event from birth to death of a resident can be recorded and managed with certainty. The city of Bandung is one of the big cities in Indonesia with a population of 2.5 million people and the annual population growth averages 0.23%.

The types of services in e-government are divided into three, namely: public, interact, and transaction. The e-government-based population data updating service is included in the type of interactive service because it is a two-way service.[2]

Initially, the Bandung City Population and Civil Registration Office had several e-government products that were running, namely E-Punten, Salaman, and Pemuda. This e-government application integrated with the Population Administration Information System (SIAK), but after running for four years in 2021 the e-government application run by the Bandung City Disdukcapil must be deactivated because there is a new policy from the center regarding the

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[1] Frandika Septa, Anton Yudhana, and Abdul Fadlil, "Analisis Kualitas Layanan E-Government Dengan Pendekatan E-GovQual Modifikasi," *Jurnal Sistem Informasi Bisnis* 9, no. 2 (2019): 157, https://doi.org/10.21456/vol9iss2pp157-164.
[2] Richardus Eko Indrajit, *Electronic Government; Seri Bunga Rampai Pemikiran Ekoji Edisi 2* (Yogyakarta: Preinexus, 2016), 26.

transition of SIAK which was previously a distributed system to SIAK with a centralized system. In the Regional Regulation of the City of Bandung Number 04 of 2015 Concerning the Implementation of Population Administration Article 1, it is explained that SIAK is an information system to facilitate the management of population administration information at the Administrator and Implementing Agencies level as one unit by utilizing information and communication technology.

After the transition from a distributed system to a centralized SIAK in 2022, the Bandung City Population and Civil Registration Service finally relaunched its e-government application which is then managed through one application, namely SALAMAN.

After the transition to SIAK being centralized in the e-government application SALAMAN, it turns out that there are still many obstacles both in implementation and form.

E-Government

E-Government is an application of the implementation of tasks and governance of a government that uses information and communication technology. With the existence of e-Government applications, this provides opportunities for improving and optimizing relations between government agencies and relations between the government and the business world and the community. The utilization of information technology in the form of a combination of computers and communication network systems is a process that is followed in improving and optimizing these relationships.

E-Government is a process of new interaction between the government and the community and other parties who have interests that involve the use of information technology which aims to improve service quality.[3] e-Government is the implementation of electronic-based government activities to improve the quality of public services to make them more efficient, effective and interactive. What is essentially e-Government is the use of information technology that is useful for improving relations between the government and other interested parties (residents, entrepreneurs, and agencies).

E-government as a technology-mediated service that facilities a transformation in the relationship between government and citizens.[4] From the expert's explanation above, it can be concluded that the use of information technology is useful for improving relations between the government and other interested parties (ie residents, entrepreneurs, and agencies) in realizing good governance.

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[3] Indrajit, 36.
[4] K. Oakley, *What Is E-Governance ?* (e-Governance Workshop, Strasbourg, 2002), 14.

E-GovQual

This theory was introduced by Xenia Papadomichelaki and Gregoris Mentzas. The e-GovQual instrument was developed by measuring service quality based on e-Government services from the perspective of the end-user or community.[5]

e-GovQual itself consists of 6 (six) dimensions, namely the ease of use dimension, the trust dimension, the functional dimension of the interaction environment, the reliability dimension, the content dimension and display of information (content and appearance of information), and dimensions of support to the public.

1) Ease of Use, this instrument measures how easily e-Government interacts with society.

2) Trust, this instrument measures how people trust e-Government in terms of freedom from risk of harm or doubt during the service process carried out online.

3) Functionality of the Interaction Environment, this instrument measures how e-Government allows users to communicate, enables the collection of the necessary information, the main medium for sending information online, and the role of internal managers to provide users with the necessary information.

4) Reliability, this instrument measures public trust in the correct and timely delivery of services. The term includes the correct technical functionality (accessibility and availability) and the accuracy of the information required by users.

5) Content and Appearance of Information, this instrument measures the quality of information as well as its presentation and layout, such as the correct use of colors, graphics, and web page sizes.

6) Citizen Support, this instrument measures what features are provided to help users find the information they need.

The level of quality of service can be assessed using various methods of measuring service quality. The need for a method that can be used to measure and assess the level of quality of service. And one method of measuring the quality of service is quality Government (e-GovQual).[6] e-Government Quality (e-GovQual) is a method of measuring the quality of electronic-based information systems in providing services to the public.

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[5] Xenia Papadomichelaki and Gregoris Mentzas, *E-GovQual: A Multiple-Item Scale for Assessing e-Government Service Quality* (Elsevier, 2011).

[6] Witya Tryanti and Aldri Frinaldi, "Efektivitas Implementasi E-Government Dalam Pelayanan Kependudukan Di Dinas Kependudukan Dan Pencatatan Sipil Kota Padang," *Ranah Research*, 2009.

RESEARCH METHOD

The method used in this research is qualitative by describing the state of the object under study by the facts that appear and obtaining data through interviews, namely obtaining data through question and answer. And dealing directly with informants or resource persons.[7] One of the reasons for using a qualitative approach is the experience of researchers where this method can be used to find and understand what is hidden behind a phenomenon which is sometimes difficult to understand satisfactorily, besides that qualitative research is very suitable to be carried out in this condition. Because of its elaborative nature, qualitative research can easily help researchers to dig deeper into information related to a research topic which later the information obtained can be used to determine research objectives.[8]

The research conducted is descriptive in nature, namely to find out or describe the authenticity of the events under study, making it easier for researchers to obtain objective data and dig deeper to find out and understand how e-Government-based population services in the city of Bandung are. Data processing techniques are carried out through a triangulation process with the qualitative method, the author hopes to be able to get accurate and in-depth data and be able to explore and share other information obtained through observation and in-depth interviews with actors and the user community.

RESULT AND DISCUSSION

Referring to the existence of a policy regarding centralized SIAK in 2021, the Bandung City Population and Civil Registration Service are following this directive by temporarily closing e-government applications that were previously running and transferring all services in the offline form which are carried out directly at the office or several service points provided already spread in the city of Bandung. During the time transition SIAK, the Bandung City Population and Civil Registration Service finally opened e-government services by email temporarily during the transition period, many obstacles were felt during this transition period, especially in 2021, namely the period of high cases of the spread of covid-19 in Indonesia which resulted in all our activities being restricted by the government, this then makes the high need for the use of e-government in the field of population.[9]

It is undeniable that the need for e-government at this time is a necessity, apart from referring to service innovation, the government is also being demanded by the public, and the surrounding environment that is mobile and fast, the convenience of population problems should

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[7] Sugiyono, *Metode Penelitian Kuantitatif Kualitatif Dan R&D* (Bandung: Alfabeta, 2013).

[8] Lexy J. Moleong, *Metodologi Penelitian Kualitatif* (Bandung: Remaja Rosda karya, 2017).

[9] Hardiansyah, *Kualitas Pelayanan Publik: Konsep, Dimensi, Indikator Dan Implementasinya* (Yogyakarta: Gava Media, 2011).

be an important issue. SIAK and other e-government services should facilitate population services as stated by Indrajit, one of the benefits of e-government is to improve the quality of government services to the community and stakeholders.[10] If we look at the change to a centralized SIAK, it should improve the quality of the e-government service product itself, but the fact is that it cannot be denied that many obstacles were felt afterward, such as the results of interviews that researchers conducted with employees of the Population and Civil Registration Office and several user communities. services in the city of Bandung.

Ease of Use

This dimension is a manifestation of the convenience that can be felt by the community in providing services through the Salaman Application in repairing and submitting population administration documents online. To assess the quality of e-Government-based population services in this dimension of ease of use, researchers looked at the parameters which include the ease of use of applications by the public, the clarity of the application structure, and the ease of uploading documents. According to the results of the interviews in the parameters of ease of use of the application, informants or participants interviewed researchers felt that there were various conveniences in using the Salaman E-Government Application in managing population administration documents, both in terms of time, cost, and in conditions that are now all digital, such as This is the people who want to apply just from home to reduce the occurrence of crowds.[11] However, on the other hand, services through e-Government-based applications are still not sufficiently understood and utilized properly and optimally by some groups of people because it turns out that some people do not know about the online application system, some people are still queuing because they don't know yet.

In terms of the clarity of the application structure based on the results of interviews conducted with the Youth Application user community, in the parameters of the clarity of the application structure, some informants said that the clarity of the application structure was clear enough and easy to follow, but some responded that sometimes the appearance of the application experienced errors and for ordinary people who are not too familiar with technology, the menus presented in the application will be quite confusing in terms of placement. In the case of uploading documents, it turns out that there is still an error in the submission, such as failing when uploading the document, so you have to repeat the submission process from the beginning again. And users still feel confused about what the standard format specified in uploading the document looks like, because it can be seen from one of the user's responses which shows that

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[10] Indrajit, *Electronic Government; Seri Bunga Rampai Pemikiran Ekoji Edisi 2*, 6.
[11] Nina Rahmayanty, *Manajemen Pelayanan Prima* (Yogyakarta: Graha Ilmu, 2010).

when uploading a KTP photo if the photo is not straight or doesn't fit properly it will fail to upload.

The Department of Population and Civil Registry itself explained that in terms of ease of use, there were some troubles even after centralized SIAK, one of which was a crash in the centralized SIAK application itself. Crashes can occur if the signal from the application user is suddenly interrupted. and that makes it difficult for the user to reconnect, the centralized SIAK which is integrated with the SALAMAN application then has to reconnect from the beginning which causes failure. Apart from that, errors often occur from the user himself who does not carry out the document requirements according to the recommendations given, but if you look directly at the SALAMAN application itself, you don't see a guide or step-by-step in the upload process, which of course makes Peru users confused.

Trust

In providing e-government-based services, the manifestation of the efforts made by the Population and Civil Registration Office of the City of Bandung in increasing public trust and how is the level of public trust as users in carrying out services through the Salaman E-Government Application in repairing and submitting population administration documents automatically online.

Looking at the parameters of trust from the risk of data leakage, some people still say that they don't fully believe in it security of their data because they are afraid that there will be a data leak, even so, they still use it because they feel that Salaman's e-Government product has helped them a lot. The Department of Population and Civil Registration is also aware of this distrust and from the results of the interview above it can be seen that efforts have been made to increase From this, we can see that the Population and Civil Registration Service pays great attention to data confidentiality, as should be done in the population service sector.

In increasing public trust, the Department of Population and Civil Registration has carried out a lot of outreach to the public both online and offline, even though there was a significant crisis after the transition from distributed SIAK to the center, this shows that previously high public trust in e-products -the government has been down since the transition to centralized SIAK, this has resulted in the agency having to work harder in increasing public trust as we can see until now there are still people who still cannot trust 100% of e-government products in the form of this application for security reasons and data leaks.[12] The Department of Population and Civil Registry itself cannot confirm whether the socialization they convey to the public regarding

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[12] Yayat Rukayat, "Kualitas Pelayanan Publik Bidang Administrasi Kependudukan Di Kecamatan Pasirjambu," *Jurnal Ilmiah Magister Ilmu Administrasi* 11, no. 2 (2017).

the security of this e-government product can reach all of the community directly or not because the agency itself only limited can convey through the local sub-district and RT RW, due to the large population of the City of Bandung which reaches 2.5 million people the Service cannot be able to reach all the people directly.

Even so, according to the results of an interview with the Head of the SIAK Section at the Population and Civil Registry Service, he said that there had been an application burglary in 2022, the burglary was then successful in taking all the population data of Bandung City, which resulted in the agency having to cooperate with other agencies and the Bandung City Government. in negotiating with these hackers. The speed of response to this emergency has accelerated the process of returning Bandung resident data.

From the results of the interview, it can be seen that data breaches can still occur even though the Population and Civil Registration Office has made efforts to protect population data from being spread easily, this shows that the security system is still weak in applications that hackers can still penetrate. Of course, this is a big problem, especially since the users of this application are not the least bit natural when people feel that their level of trust has not fully seen an incident like this.

Even the courts or lawyers cannot just ask for the data of a person affected by a particular case, they must first provide an official letter and all other procedures. So that in terms of data confidentiality parameters, the Bandung City Population and Civil Registration Office has done this well.

The functionality of the Interaction Environment

This dimension is a manifestation of the role of the Bandung City Population and Civil Registry Office in providing or providing the information needed by users to submit complaints or questions related to service provision through the Youth Application (Independent Population Data Update) in repairing and submitting population administration documents online. To assess how the quality of e-Government-based population services is in the dimension of the functionality of the interaction environment, researchers look at parameters that include providing the required information, preventing errors from occurring, and handling errors in the service process.

Based on the results of the interviews with the informants above, it can be concluded that the people of Bandung City are not aware of or even do not know about the existence of a single data system that is being implemented by the Bandung City Population and Civil Registry Service so that difficulties occur such as difficulties when logging in to an application that due to non-identification of NIK can be minimized and people become aware to immediately improve their

population data. related to the parameter of handling errors in the service process, the Bandung City Population and Civil Registry Office always monitor application performance when it must immediately carry out maintenance on the application to avoid errors and also to perform data backup processes so that the application's memory is not full, which will affect the online services performed by the community. Apart from that, if there is an electrical problem at Disdukcapil, a generator is provided to minimize it so that services to the community can still be carried out.

Reliability

This dimension is a manifestation of how the efforts made by the Population and Civil Registration Office of the City of Bandung in providing correct and timely services and how accurate information is in the view of the public as users in carrying out services through applications in repairing and submitting population administration document online. To assess how the quality of population services is based on e-Government in dimensions of reliability. In this case, the researcher looks at the parameters which include the accuracy of the information, the accuracy of the delivery service, and the certainty of time.

From the interview results that although the information made already accurate, there are still those who complain about information that is unclear or too late, even though the accuracy and accuracy of the information is needed in improving the ease of e-government services provided, the Department of Population and Civil Registry admits that at first launch e-government applications still experience many shortcomings, one of which is because the IT team at the Population and Civil Registration Office is still very limited, especially when they have to coordinate with other agencies such as the Ministry of Communication and Information in developing this e-government application, this also hampers the accuracy of the information in e-government applications. government at the Department of Population and Civil Registration of the City of Bandung.

It is quite unfortunate that within the parameters of the accuracy of this delivery service, there are users who complain that the accuracy of the delivery service provided in the provision of service products is still not timely. It can be seen that several factors can make the product of the service take a long time to obtain, namely, the process of data integration first so that the data issued by Disdukcapil is truly valid and verified data. In addition, the distribution process for sub-districts, which sometimes encounters the obstacles described earlier, makes the timeliness aspect in terms of delivering service products not on time.

Content and Appearance of Information

This dimension is a way to measure the quality of information and the layout and presentation of the application in the eyes of the public as users of the Youth Application (Independent Population Data Update). To assess the quality of e-Government-based population services in the dimensions of content and appearance of information, researchers look at parameters that include the quality of available information, application layout and presentation, as well as regular feature updates. Based on the interview above, in terms of the quality of the available information, it is felt that it is informed. Users only need to follow the steps that have been provided. However, other users feel that the flow or flow of submissions and what data is required to be informed is still unclear.

Regarding the parameters of the layout and presentation of information, the informants said that the layout and presentation of the information were quite good, but there were still menus that were concurrent but had the same information. According to the community as users of the Youth Application, this double menu is enough to make the layout and presentation of the application less effective. Then some suggest that other online service applications (besides the Youth Application) be merged into one application, making it easier for the community and realizing a one-stop service.

Based on the interview above, regarding regular feature updates on the Youth Application which are carried out based on need, it cannot be determined when to develop the application. Whereas in terms of receiving input for the development of the Youth Application, the Bandung City Population and Civil Registration Office received it from the LAPOR admin and also by reading reviews on the play store. So, Disdukcapil in terms of updating features regularly has tried to always update or develop applications based on needs and strive to make these applications according to what the community wants by paying attention to complaints regarding applications submitted by the community.

Citizen Support

This dimension is a form of measuring what features are provided to help users find the information they need, how efforts are being made to help the community as users when performing services through the Youth Application (Independent Population Data Update) in repairing and submitting population administration documents online to get the information needed and how to do it by the Department of Population and Civil Registration of the City of Bandung socialize this application so that it is better known by the public (community). To assess the quality of e-Government-based population services in this dimension of citizen support, researchers look at parameters that include the implementation of application socialization,

employee responsiveness, and features that are poorly understood by users. According to interviews that have been conducted related to the parameters of the implementation of application socialization e-Government based population services are increasingly known by the public, namely the Bandung City Disdukcapil has made every effort to socialize both directly and through social media. However, based on direct interviews with the community as application users, this has not been felt by the public community so people don't know about the existence of the Salaman Application.

Based on the interviews that have been conducted above, regarding the responsiveness of employees in responding to the community, it is quite good, but it is quite unfortunate because some users still do not understand the actual function of the chat feature so some people think that the responsiveness of employees in the chat feature is not optimal. According to Youth Application users, the chat feature is quite confusing whether it can indeed be used for two-way communication to be able to ask questions or interact interactively through this feature or can only be used as one-way communication from the Department of Population and Civil Registration to the public.

So that people who interact through the chat feature think that the response given via chat is lacking or even no response. And this is enough to make people confused about the actual function of the chat feature. Then another problem that can be seen from the results of the interviews above is that users still feel confused about the respective functions of other online service applications (namely the Salaman Application and the e-Punten Application), so it can be seen that the community does not understand the functions of all applications issued. by the Department of Population and Civil Registration of the City of Bandung.

In an interview conducted by the researcher with the Head of the Population Administration Information System (SIAK) Section of the Bandung City Population and Civil Registration Service, Mr. Widi Munajat, he said that in e-Government-based population services, there are many supporting factors and inhibiting factors. Talking about supporting factors, of course in this day and age the use of gadgets is very familiar to people today. In addition, access connection anywhere reachable, the point is that we have a gadget, and connection access is fulfilled. That is a supporting factor in e-Government-based population services.

So the obstacles that come from the external environment are because there is an age range that does not understand technological advances, but like it or not, the Department of Population and Civil Registration (Disdukcapil) has to enforce these conditions so that people can follow suit. Therefore the Department of Population and Civil Registration (Disdukcapil) continues to make efforts to disseminate information to the community which aims to find out the mindset or mindset of the community that current population services have gone online. Because

Youth services themselves are still going through two service channels, namely manual services and online services, this is an option so that people can still choose which service to use. But maybe if all manual population services are closed, people will inevitably be forced to try and find out how online services are.

Based on the interpretation of the results of the research that has been done, the researchers conclude that the quality of population-based e-Government services is still not optimal enough due to several things as follows:

1. Online service through this application still confuses the public as users in terms of placing the menus presented in the application and many users service complain that frequent errors when uploading document so you have to repeat the whole process from the beginning.

2. Users complain about timeliness in terms of delivery or delivery of service products. As well as some people also complained that the certainty of the time promised to be completed in eight working days has not been fulfilled.

3. Information about the flow or flow submissions and submission tutorials in the application are still unclear so it is still quite confusing for the public as users of services through the application.

4. There are still trust crisis from user that worrying about their personal data which turned out that had been data leaks and breaches.

5. Lack of Human Resources (HR), namely operators who handle services through applications, so that when submissions through the application increase, it takes quite a long time to complete the submission process.

CONCLUSION

From the results of research conducted by researchers, it can be concluded that e-Government-based population services in Bandung City are still not running optimally based on the parameters of each dimension in the theory of e-Government Quality (e-GovQual).

1. Ease of Use, for some service users through the Youth Application this is still quite confusing in terms of placing the menus presented in the application and many users of the Youth Application service complain that errors often occur when uploading documents when submitting so you have to repeat the entire submission process from the beginning.

2. Trust, some people still doubt the competence of application makers and also doubt population data that can experience leaks. There was a data breach on the application by hackers.

3. Functionality of the Interaction Environment, in providing information that is needed regarding the submission of complaints, the Department of Population and Civil Registration of the City of Bandung has provided communication media via WhatsApp and social media that can be accessed by users. In terms of dealing with errors in applications, Disdukcapil has maximized its efforts by carrying out maintenance processes on applications as well as carrying out data backup processes to minimize errors in online services carried out by the public. The Disdukcapil also always informs when a maintenance process will be carried out through its social media. So that the provision of information needed by users is quite well implemented.

4. Reliability, it can be concluded that there are still users who complain about the untimely delivery or delivery of service products.

5. Content and Appearance of Information, it is quite unfortunate that in the menu layout of the application, there are still double or concurrent menus but the information presented in it it is the same, so the presentation becomes less effective. Also, people complain that information about the flow or flow of submissions and submission tutorials in the application is still unclear so it is still quite confusing for the community as users of services through the application.

6. Citizen Support, it's a shame that the "chat" feature is needed by the public as application users still don't understand what the actual function of this feature is like. People who interact through the chat feature think that the response given via chat is lacking or even non-existent.

Acknowledgments

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