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Research Article

# Implementation of Electronic Government Policy in Improving Public Services Quality During The Covid-19 Pandemic in Indonesia

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## Abstract

This study aims to analyze the implementation of e-government policies in improving public services in the Covid-19 pandemic era. The era of the Covid-19 pandemic has negative impacts from various sectors, including the government sector, in providing public services; therefore, e-government policies are an alternative solution in providing online public services to the community. This research will aim to analyze the extent to which the success rate of e-government policies and analyze their effect on improving the quality of public services. The research method used in this study is a mixed-method with a sampling technique using random sampling. Validation and qualitative analysis using the triangulation method, while verification and quantitative analysis using Equation Modeling (SEM) Partial Least Square (PLS) analysis. The results of the qualitative research show that the implementation of e-government during Covid-19 has empirically proven to be one of the alternative solutions to maintain the stability of public services provided by the government to the community, and these results are strengthened by testing the hypothesis that e-government has a significant effect on the quality of public services. Based on the study results, this study recommends that the government improve the performance of the website and operationalization system so that it can be accessed more quickly and easily for people who need services according to their needs.

***Keywords:*** *Covid-19, Implementation Policy, E-government, Public Service Quality*

## Introduction

The Covid-19 pandemic that has occurred in Indonesia since 2020 has had a negative impact on public service activities carried out by the government for the community. The deteriorating system of government services to the community resulted in a tendency to decline in the public service index. Based on the results of the April 2020 Kompas R&D Survey during the Covid-

19 pandemic in Indonesia, there have been concerns about the decline in ASN professionalism (9.2%), a decline in quality services (23%), and being unable to take care of correspondence and permits that have an impact on business. (8%) (Mangu Kanisius, 2020). Based on the report (Darius Beda Daton, 2020), the main obstacle in the public service process is the low compliance of Regional Apparatus Organizations (OPD) in implementing public service standards in almost all government agencies. This results in a high-cost economy, investment barriers, and of course, the impact on public confidence in the apparatus and government decreases, which can lead to public apathy.

Several studies have shown the negative impact of the Covid-19 pandemic on public service problems and economic activities (Mustafi, 2020; Zilincikova & Stofkova, 2021). Therefore, innovations are needed during the Covid-19 pandemic to improve service quality. Public service innovation can be done through digital services. According to (Maya Septiani, 2020), in current conditions, it is necessary to improve good governance by using information and communication technology or commonly called e-government. Through e-government, the improvement of public services can be realized. (Dwiyanto, 2011, p. 181) stated that the government bureaucracy could develop information and communication technology (ICT) in the implementation of government activities, facilitate interaction with the community, and encourage accountability and transparency of public service providers

Electronic Government (E-Government) is often described as the use of IT which aims to: (1) make it easier for the public to access information and services provided by the government (2) improve service quality by increasing speed, completeness of the information and more efficient processes, and (3) providing a platform and opportunities for the public to participate of the democratic process. The application of e-government includes a deep transformation of way government interacts with citizens and the management of internal and external processes of government organizations (Grönlund, 2003). Efficiency and effectiveness in public services include processes/workflows, human resources, structures, and institutions that can get maximum results with their resources (Waller & Genius, 2015). E-Government is believed to contribute significantly to the transformation process of a better government, such as facilitating communication and improving coordination between functional levels in government. Another advantage obtained from the implementation of e-government is creating a better business climate and the impact on improving the local economy, transparency, ease of access, regional income, and better service delivery (The World Bank, 2015; United Nations, 2008).

Government policies and regulations on e-government in Presidential Regulation of the Republic of Indonesia Number 3 of 2003 concerning National Policies and Strategies for E-Government Development and Law Number 11 of 2008 concerning Information and Electronic Transactions (UU ITE) 13 chapter 54 articles concerning the Implementation of E-Government In Central and Regional Government Agencies; (1) Regulations and policies issued by each central and regional government agency related to the implementation of e-government must refer to and be in line with the Indonesian e-government Master plan and applicable regulations (2) Implementation of e-government in every central and regional government agency must refer to and be in line with the Indonesian e-government Master plan and applicable regulations

(3) The implementation of e-government is carried out by each central and regional government agency in accordance with their duties and functions, and must be coordinated with the Minister of Communication and Information and other relevant Ministers. (4) The development and implementation of e-government in each central and regional government agency is evaluated periodically by the Minister of Communication and Information Technology and reported to the President of the Republic of Indonesia (5) The procurement of goods and services for the development and implementation of e-government could be carried out through partnerships with business entities, by obtaining pay attention to the efficiency obtained from the balance of capital expenditures and operational expenditures (6) The source of financing in the development and implementation of e-government can be implemented from the APBN, APBD, grants, loans or other sources of financing following the provisions of the applicable legislation.

The Majalengka Regency Government's domain is http://www.majalengkakab.go.id/ which is managed by the Majalengka Regency Communication and Information Office. There is an information system within this domain and each of which functions as a public service, directories to essential places in Majalengka Regency, official announcements regarding Palembang City, public complaints, and public information news—responded by the relevant agency / OPD following the submission submitted. In addition to carrying out these functions, the Majalengka Regency Government's website also provides complete information on the profile of the City.

The development of technology and information has become an attraction for researchers to conduct studies on how advances in technology are changing the work system to be more effective and efficient. The effect that is felt directly is on government agencies with an e-government system in increasing satisfaction with the public. Several researchers have conducted studies on e-government, such as that conducted by (Chipeta, 2018; Erhan et al., 2017; J.A. Sánchez-Torres; F.J. Arroyo-Cañada; Alexander Varon-Sandoval; J.A. Sánchez-Alzate, 2021; Mi'rojul Huda, 2016). In his research, he examined the policy and development aspects of the e-government system implemented in government agencies. Study (Sánchez-Torres & Miles, 2017) grouped into four keywords in government, including government and policy, ICT (e-government) and bureaucratic services, outcomes and stakeholders, and strategic planning. Based on a review of previous research, it can be indicated that the research study is more towards the aspects of government and policy. In contrast, apart from discussing the E-Government aspect, this study will also examine the outcome aspect, namely its impact on society, so that the research to be carried out complements previous research did not analyze the outcome aspect.

## Literatur Review

### E-Government

Actually, in the current digital era, any condition will not be an obstacle in productivity, especially for the organizers and implementers of public services. This is because of technological sophistication and can be seen by the many media that have features of electronic-based meetings (teleconferences) and so on. There have been innovations in

technology-based government activities after this, referred to as e-government. E-government, which means the use of information technology by the Government to provide information and services for its citizens, business affairs, and other matters relating to the Government. Meanwhile, according to experts, e-government uses digital technology to transform government activities that aim to improve effectiveness, efficiency, and service delivery (Kurniasih, 2019). So the aim is to increase the effectiveness and efficiency transparency, convenience, and accessibility in public services.

E-government is essentially the process of utilizing information technology as a tool to help run the government system more efficiently (Sosiawan, 2008). E-government in its implementation uses the use of information and communication technology. By using this information and communication technology, government management can become more efficient and trigger social change in society (Mohammad Afshar Ali, Md. Rakibul Hoque, 2018). The implementation of e-government expands the reach of government services because it is no longer limited by the physical location of the service provider agency. The term e-government or e-government is related to the previously known term e-commerce. E-government uses information and communication technology in the public sector that provides information and services from the government. The interactions in e-commerce are business to business (B2B) or business to customer (B2C).

Meanwhile, the interactions that occur in e-government are government to citizens (G2C), government to business (G2B), and government to government (G2G) (Bhatnagar, 2004). According to research (Chipeta, 2018), the application of e-government in government can develop Open Government Data, which will encourage transparency, accountability, openness, trust, efficiency, and participation. This is in line with research (Sharmin & Samiul Islam, 2013) that e-government makes government processes more accountable, responsive, and transparent. On the other hand, good governance means participation, transparency, and accountability in governance. Research (Suhardi et al., 2015) states that good E-government management influences good governance.

E-government systems, such as e-commerce systems, have stages of development. The stages of e-commerce development consist of pure publishing, interactivity, completing transactions, and delivery stages. Meanwhile, the stages of e-government development consist of web presence, limited interactions, commerce, and transformation. At the web presence stage, information is disseminated through the media website to find out various government service procedures. Online interactions occur in the limited interactions stage; for example, users can download applications for certain services. At the stage of the transaction, transactions occur through electronic document submission. There is an electronic service delivery at the transformation stage involving more than one department (Bhatnagar, 2004). Therefore, in designing an e-government system, it is necessary to evaluate and improve so that the system can operate until the transformation stage, not only at the web presence stage.

**Public Service Quality**

Public service is the provision of services by government agencies through their employees (Riyadi Suprapto, 2005). The essence of public service bureaucratic reform is an effort to

improve the performance of public services to produce good service quality. There are at least three main reasons why public service reforms occur, namely: (1) a strategic environment that is constantly changing, (2) a paradigm shift in the implementation, development, and community services, (3) the condition of the community experiencing dynamics. Public service can be interpreted as providing services (serving) the needs of people or communities who are interested in the organization following the basic rules and procedures that have been set. The government's role is essentially a service to the community (Jonathan et al., 2017), so the government must provide good service and be able to improve its performance so that quality public services can be built-in giving satisfaction to the society (Gayatri et al., 2013; Rhee & Rha, 2009). Research (Setyaningrum, D., Wardhani, R., & Syakhroza, 2017) quality public services interpret good governance systems and reduce corruption. Even a study (Putra, 2019) explains the importance of quality public services in increasing public satisfaction. Therefore, the importance of quality public services is realized by the state apparatus as public servants and state servants. Public services by the public bureaucracy are intended for the welfare of the people (citizens) of a welfare state.

The State Administration Institute (1998:11) defines Public Service as: "Public services are all forms of public service activities carried out by Government Agencies at the Center, in the Regions and within State/Regional Owned Enterprises in the form of goods and or services both in the context of efforts to community needs as well as in the context of implementing the provisions of laws and regulations. Public service thus can be interpreted as providing services (serving) the needs of people or communities who have an interest in the organization following the basic rules and procedures that have been set. Professional public services, meaning public services that are characterized by accountability and responsibility from service providers (government officials). With the following characteristics:

a. Effective, prioritizing the achievement of what are the goals and objectives;
b. Simple, meaning that the procedures/procedures for the service are carried out in an easy, fast, precise, uncomplicated manner, easy to understand, and easy to implement by the public who request services;
c. Clarity and certainty (transparent), implies the existence of Clarity and confidence;
d. Transparency means that the procedures/procedures for requirements, the work unit/officer in charge of the service provider, the time of completion, the details of the time/tariff, and other matters relating to the service process must be informed openly so that it is easily known and understood by the public, whether requested or not. Not requested;
e. Efficiency;
f. Timeliness, this criterion implies that the implementation of community services can be completed within the specified timeframe;
g. Responsive, more directed at responsiveness, and quickly respond to what are the problems, needs, and aspirations of the people being served;
h. Adaptive, quickly adapting to the demands, desires, and aspirations of the people served who are always experiencing growth and development.

Based on the service principle as stipulated in MENPAN Decree Number 24 of 2013, which was later developed into 14 relevant, valid, and reliable elements

**Research Hypothesis Development**

E-Government is a solution for the government to use technology to carry out all government activities, whether related to government or relations with the community in the form of public services. E-Government as an innovation carried out by the government as a form of government response to the development of communication and information technology which is growing, is used as a system that helps the government facilitate government activities, especially public services. E-government makes government management more efficient (Ali, et al., 2018). This positive impact is obtained because e-government can increase transparency, reduce administrative corruption, improve service quality and convenience, empower rural communities, improve employee performance in government agencies, and reduce operational costs while increasing profits (Bhatnagar, 2004; Ali, et al., 2018).

With the existence of an electronic system in government activities, it is certainly used to improve government work efficiency, which has been considered less than optimal. The creation of this system is expected to reduce time and costs so that all government activities are carried out optimally and have good quality work so that the quality of public services can be improved. Research conducted by (Dhaheri, Mohammed Ateeq, 2021; Ibrahim et al., 2021) shows that the implementation of e-government that is well managed and supported by human resource capabilities, especially the ability to share knowledge in information systems, can improve public services which have an impact on increasing community satisfaction. This is confirmed in research (Mishra & Sharma, 2013), which states that human factors influence the success or failure of any technology initiative.

E-government or e-government is a form of implementation of information technology for government services to the public. The development of e-government is an effort to develop electronic-based government administration to effectively and efficiently improve public services (Ridwan & Nurhakim, 2014). Meanwhile, research (Wulandari et al., 2012) shows that the optimization of public services can be improved through E-Government services. Likewise, with research (Marganda & Sh, 2017) that the E-Government system impacts improving the quality of public services. Referring to the theoretical concept and empirical basis, the development of the hypothesis in this study.

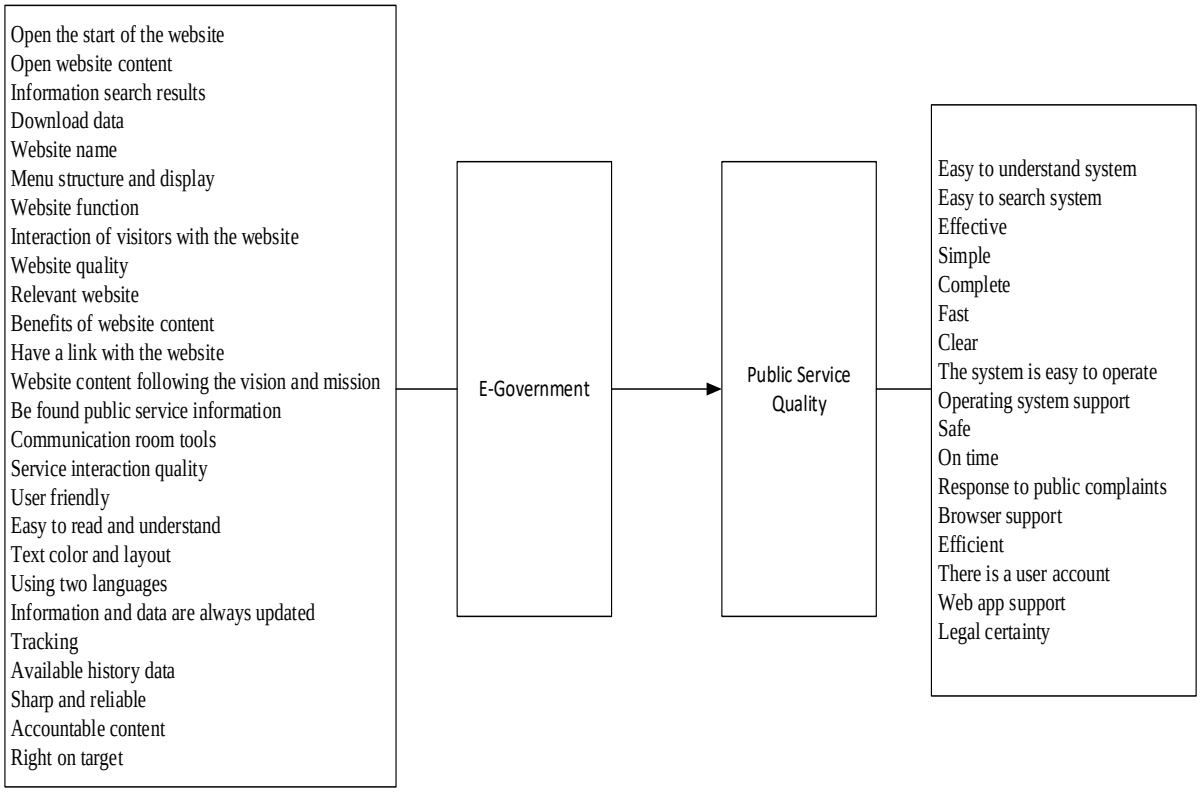


*Figure 1*. Research Paradigm

## Research Method

The method used in this study uses a mixed-method, a combination of quantitative and qualitative methods. Quantitative methods are used to answer the research hypotheses. In contrast, qualitative methods are used to strengthen the results of research conducted by observation, interviews, and documentation studies, the results of which are descriptions of research data. The population in this study was students from the University of Majalengka. The sample used was the Faculty of Social and Political Sciences students, semester III and V, semester III and V communication sciences.

These as many as 40 people had used the Majalengka Regency government website. From the number of questionnaires distributed to 40 respondents, the questionnaire data filled out completely and successfully collected were 37 respondents. In using qualitative methods with interview techniques, this study uses a validation and data analysis system with triangulation techniques. In contrast, validation and analysis of quantitative research data use the Partial Least Square (PLS) method. Field testing is taking data using research instruments that are already valid and reliable on samples from the target population. The sample used in this study were students who had already used Surabaya Single Windows online public service. Tests in this study using Structural Equation Modeling (SEM) Partial Least Square (PLS).

## Findings

The results of descriptive research on the e-government variable use 24 indicators developed from the concept of E-Government Quality (E-Govqual), which include the dimensions of Ease

of use, trust, functionality, reliability, content, and appearance of information (Papadomichelaki & Mentzas, 2012), while service quality uses 17 indicators which developed from the concept of measuring service principles based on the Decree of the Minister of Administrative Reform Number 24 of 2013 concerning service standards. The results of the analysis are described as follows:

Table 1. *E-government Descriptive Analysis*

| No | Indicators | Average |
|---|---|---|
| 1 | Open the start of the website | 3.676 |
| 2 | Open website content | 3.703 |
| 3 | Information search results | 3.757 |
| 4 | Download data | 3.757 |
| 5 | Website name | 3.676 |
| 6 | Menu structure and display | 3.784 |
| 7 | Website function | 3.892 |
| 8 | Interaction of visitors with the website | 3.486 |
| 9 | Website quality | 3.730 |
| 10 | Relevant website | 3.730 |
| 11 | Benefits of website content | 3.838 |
| 12 | Have a link with the website | 3.703 |
| 13 | Website content following the vision and mission | 3.837 |
| 14 | Be found public service information | 3.649 |
| 15 | Communication room tools | 3.568 |
| 16 | Service interaction quality | 3.541 |
| 17 | User friendly | 3.703 |
| 18 | Easy to read and understand | 3.703 |
| 19 | Text color and layout | 3.784 |
| 20 | Using two languages | 3.514 |
| 21 | Information and data are always updated | 3.649 |
| 22 | Tracking | 3.458 |
| 23 | Available history data | 3.459 |
| 24 | Sharp and reliable | 3.649 |
| 25 | Accountable content | 3.757 |
| 26 | Right on target | 3.811 |
| | Average | 3.685 |

Based on table 1 on the results descriptive analysis of the e-government the average value is 3.685, and this value is included in the high category. This means that e-government has been implemented following community expectations in improving the service quality. The data shows that the value of each indicator varies from the lowest value to the highest value. The highest score in this study is the website's function with an average value of 3.486, the benefits of website content with an average value of 3.838, and website content following the vision and mission with an average value of 3.837. Other findings in this study indicate that the lowest

indicators include the visitor interaction indicator with the website with an average value of 3.486, tracking with an average value of 3.458, and the availability of historical data with an average value of 3.459.

Table 2. *Public Service Quality Descriptive Analysis*

| No | Indicators | Average |
|---|---|---|
| 1 | Easy to understand system | 3.918 |
| 2 | Easy to search system | 3.757 |
| 3 | Effective | 3.351 |
| 4 | Simple | 3.703 |
| 5 | Complete | 3.622 |
| 6 | Fast | 3.432 |
| 7 | Clear | 3.514 |
| 8 | The system is easy to operate | 3.386 |
| 9 | Operating system support | 3.678 |
| 10 | Safe | 3.568 |
| 11 | On time | 3.595 |
| 12 | Response to public complaints | 3.649 |
| 13 | Browser support | 3.676 |
| 14 | Efficient | 3.632 |
| 15 | There is a user account | 3.838 |
| 16 | Web app support | 4.000 |
| 17 | Legal certainty | 3.919 |
| | Average | 3.655 |

Based on the table above, the description analysis of the variable quality of public services regarding the implementation of e-government is in the high category with an average value of 3,655. The average value of the analysis results has a value that varies from the lowest value to the highest value. The highest value is found on the website support indicator with an average value of 4.00, ease of operating the system with an average value of 3.918, and formal legality of 3.919. The lowest value for this variable is found in the system is easy to operate with an average value of 3,386, the speed indicator with an average value of 3,423, and the effectiveness indicator with an average value of 3,351. In this study, hypothesis testing uses the Partial Least Square (PLS) analysis technique with the smart PLS 3.0 program. The following is a schematic of the PLS program model tested :

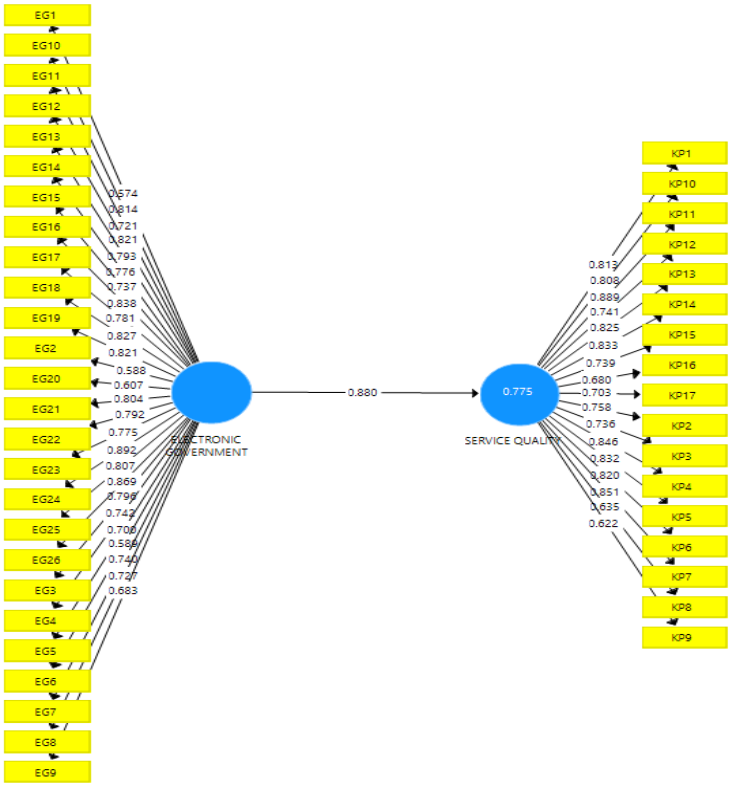


*Figure 2*. Outer Model

Evaluating the outer model in this study uses convergent validity, discriminant validity, composite reliability, and Cronbach alpha. The first test evaluates the outer model's convergent validity by using the outer loading or loading factor value. An indicator is declared to meet convergent validity in a good category if the outer loading value is > 0.700. The following is the value of the outer loading of each indicator on the research variable.

Table 3. *Outer Loading*

| Variable | Indicator | Outer Loadings |
|---|---|---|
| | EG 1 | 0.574 |
| | EG 2 | 0.588 |
| | EG 3 | 0.796 |
| | EG 4 | 0.742 |
| | EG 5 | 0.700 |
| | EG 6 | 0.589 |
| | EG 7 | 0.740 |
| | EG 8 | 0.727 |
| | EG 9 | 0.683 |
| | EG 10 | 0.814 |
| | EG 11 | 0.721 |
| | EG 12 | 0.821 |
| | EG 13 | 0.793 |
| E-government | EG 14 | 0.776 |

| | | |
|---|---|---|
| | EG 15 | 0.737 |
| | EG 16 | 0.838 |
| | EG 17 | 0.781 |
| | EG 18 | 0.827 |
| | EG 19 | 0.821 |
| | EG 20 | 0.607 |
| | EG 21 | 0.804 |
| | EG 22 | 0.792 |
| | EG 23 | 0.775 |
| | EG 24 | 0.892 |
| | EG 25 | 0.807 |
| | EG 26 | 0.796 |
| | KP 1 | 0.813 |
| | KP 2 | 0.758 |
| | KP 3 | 0.736 |
| | KP 4 | 0.846 |
| | KP 5 | 0.832 |
| | KP 6 | 0.820 |
| | KP 7 | 0.851 |
| | KP 8 | 0.635 |
| Public service quality | KP 9 | 0.622 |
| | KP 10 | 0.808 |
| | KP 11 | 0.889 |
| | KP 12 | 0.741 |
| | KP 13 | 0.825 |
| | KP 14 | 0.833 |
| | KP 15 | 0.739 |
| | KP 16 | 0.680 |
| | KP 17 | 0.703 |

Based on Table 3, it is known that each of the research variable indicators has a value of outer loading > 0.7. However, it appears that there are still some indicators that have an outer loading value of <0.7. According to Chin, quoted by Imam Gozali, the outer loading value between 0.5-0.6 is considered sufficient to meet the convergent validity requirements (Imam Ghozali 2014, 39). The data above shows no indicator variable whose outer loading value is below 0.5, so all indicators are declared feasible or valid for research and can be used for further analysis. The second test is a discriminant validity test that uses a cross-loading value. An indicator is declared to meet discriminant validity if the value of the cross-loading indicator on the variable is the largest compared to other variables. The following is the cross-loading value of each indicator:

Table 4. *Cross Loading*

| | E-government | Public Service Quality |
|---|---|---|
| EG 1 | 0.574 | 0.474 |
| EG 10 | 0.814 | 0.755 |
| EG 11 | 0.721 | 0.582 |
| EG 12 | 0.821 | 0.783 |
| EG 13 | 0.793 | 0.658 |
| EG 14 | 0.776 | 0.705 |
| EG 15 | 0.737 | 0.705 |
| EG 16 | 0.838 | 0.713 |
| EG 17 | 0.781 | 0.669 |
| EG 18 | 0.821 | 0.681 |
| EG 19 | 0.588 | 0.440 |
| EG 20 | 0.804 | 0.659 |
| EG 21 | 0.775 | 0.816 |
| EG 22 | 0.892 | 0.801 |
| EG 23 | 0.807 | 0.697 |
| EG 24 | 0.869 | 0.889 |
| EG 25 | 0.796 | 0.648 |
| EG 26 | 0.869 | 0.889 |
| EG 3 | 0.796 | 0.648 |
| EG 4 | 0.742 | 0.590 |
| EG 5 | 0.700 | 0.601 |
| EG 6 | 0.589 | 0.432 |
| EG 7 | 0.740 | 0.617 |
| EG 8 | 0.727 | 0.533 |
| EG 9 | 0.683 | 0.509 |
| KP1 | 0.717 | 0.813 |
| KP10 | 0.610 | 0.808 |
| KP11 | 0.729 | 0.889 |
| KP12 | 0.549 | 0.741 |
| KP13 | 0.619 | 0.825 |
| KP14 | 0.632 | 0.833 |
| KP15 | 0.649 | 0.739 |
| KP16 | 0.458 | 0.680 |
| KP17 | 0.518 | 0.703 |
| KP2 | 0.691 | 0.758 |
| KP2 | 0.691 | 0.758 |
| KP3 | 0.597 | 0.736 |
| KP4 | 0.836 | 0.846 |
| KP5 | 0.875 | 0.832 |
| KP6 | 0.851 | 0.820 |
| KP7 | 0.797 | 0.851 |

| | | |
|---|---|---|
| KP8 | 0.617 | 0.635 |
| KP9 | 0.605 | 0.622 |

Based on the data in Table 4, it can be seen that each indicator in the research variable has the most significant cross-loading value on the variables it forms compared to the cross-loading value on other variables. Based on the results obtained, it can be stated that the indicators used in this study have good discriminant validity in compiling their respective variables. In addition to analyzing the value of cross loading, discriminant validity can also be known through other methods; namely, the average variant extracted (AVE) for each required value must be > 0.5 for a good model.

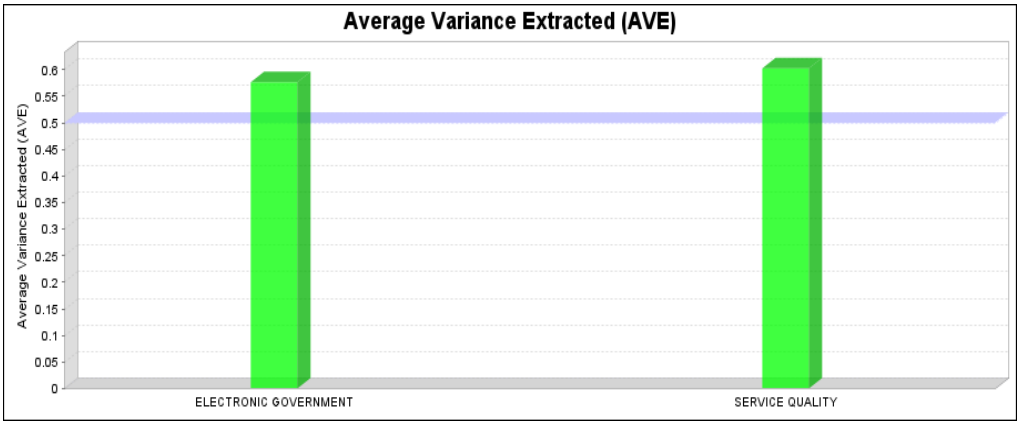


*Figure 3.* Average Variance Extracted (AVE)

Based on the data in Figure 3, it is known that the AVE value of the e-government and service quality variables is > 0.5. Thus it can be stated that each variable has good discriminant validity. The third test is composite reliability which aims to test the reliability value of indicators on a variable. A variable can be declared to meet composite reliability if it has a composite reliability value > 0.6. The following is the composite reliability value of each variable used in this study.

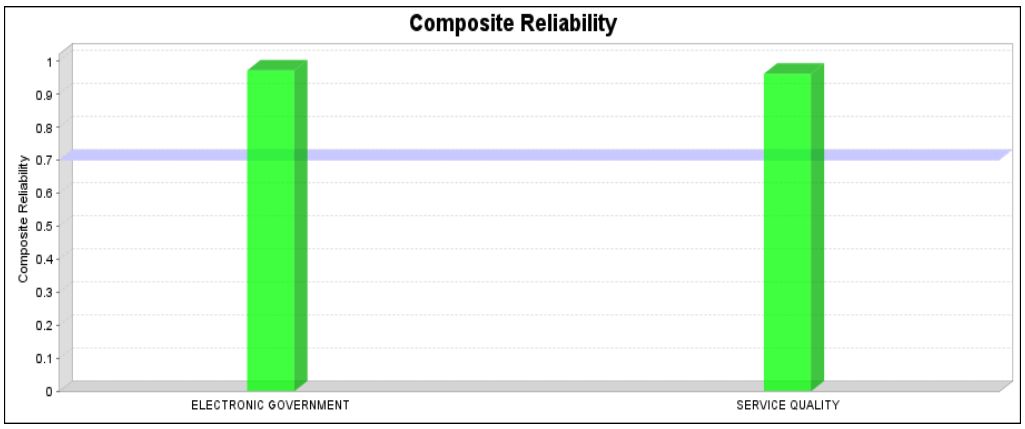


*Figure 4.* Composite Reliability

Based on the data in Figure 4, it can be seen that the composite reliability value of all research variables is > 0.6. These results indicate that each variable meets composite reliability, and it is concluded that all variables have a high level of reliability. The fourth test is a reliability test with composite reliability, which is strengthened by using Cronbach's alpha value. A variable can be declared reliable or fulfills Cronbach alpha if it has a Cronbach alpha value > 0.7. The following is the Cronbach alpha value of each variable:

Table 5. *Construct Reliability*

| | Cronbach's Alpha |
|---|---|
| E-government | 0.970 |
| Public Service Quality | 0.958 |

Based on the data in table 4, it can be seen that the Cronbach alpha value of each research variable is > 0.70. Thus, these results have met the requirements of the Cronbach alpha value and it is concluded that all variables have a high level of reliability. After the results of the analysis on the evaluation of the outer model are categorized as good, then the next stage of analysis is to evaluate the inner model. The evaluation of the inner model consists of path coefficient tests and hypothesis testing.

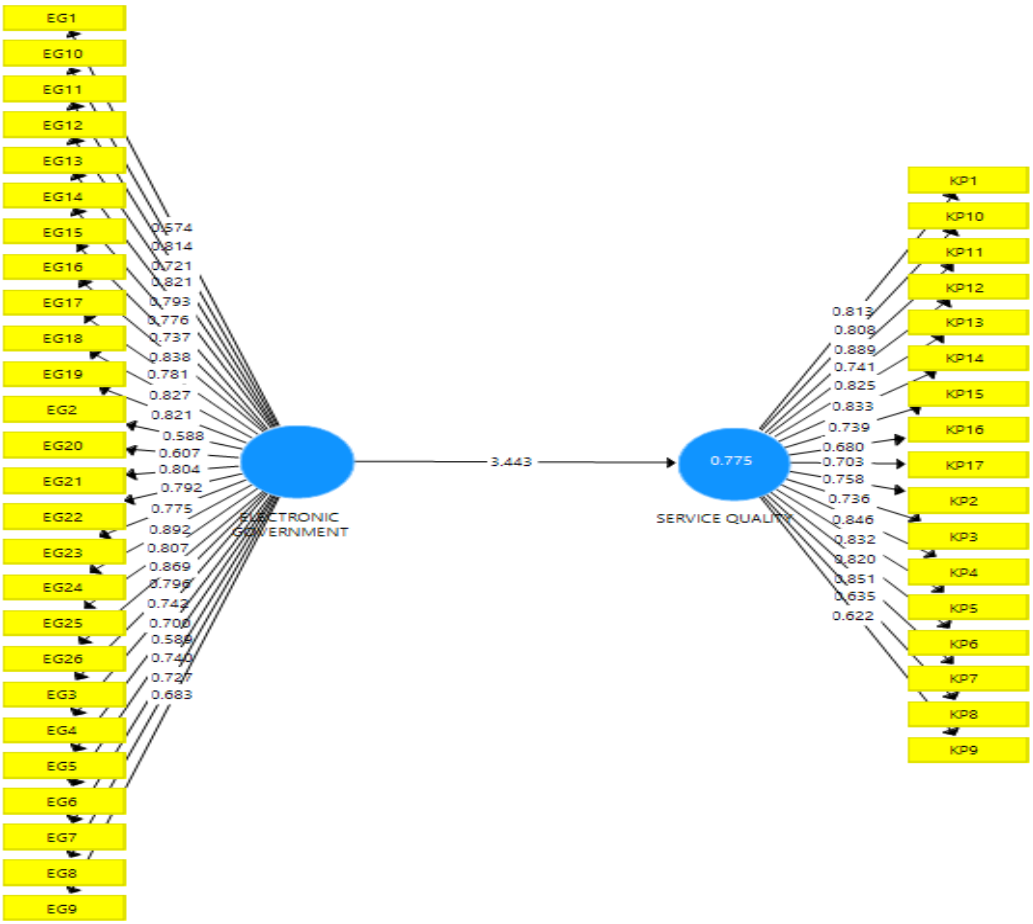


*Figure 5*. Inner Models

Path coefficient evaluation is used to show how strong the effect or influence of the independent variable is on the dependent variable. While coefficient determination (R-Square) measures how much other variables influence the endogenous variable. Chin said the results of R2 were 0.67 and above for endogenous latent variables in the structural model, indicating that the effect of exogenous variables (influenced) on endogenous variables (influenced) was in a good category. Meanwhile, if the result is 0.33 – 0.67, it is included in the medium category, and if the result is 0.19 – 0.33, then it is included in the weak category (Imam Ghozali 2014, 42).

Based on the inner model scheme that has been shown in Figure 1, it can explain that the path coefficient value is indicated by the influence of e-government on the quality of public services of 3.443. The description of these results shows that the variables in this model have a path coefficient with a positive number. Based on the data processing that has been done, the R Square value is obtained as follows:

Table 6. R-Square

| Variable | Nilai R-Square |
|---|---|
| Public Service Quality | 0.775 |

Based on the data presented in the table, the R Square value of the public service quality variable is 0.775. The value obtained explains that the e-government of 77.50% can explain the percentage of public service quality. Based on the data processing that has been done, the results can be used to answer the hypothesis in this study. Hypothesis testing in this study was conducted by looking at the value of T-Statistics and P-Values. The research hypothesis can be concluded accepted if the P-Values value <0.05.10. The hypothesis of the effect of e-government on the quality of public services has a T-Statistics value of 3.443 with a P-Values value of 0.000. The P-values are more significant than the standardized value of 0.05. These results indicate that e-government has a significant effect on the quality of public services.

## Discussion and Conclusion

Based on the findings of the analysis of e-government (e-government) and the quality of public services, it shows a causal relationship. This indicates that E-government implemented by the government is very supportive in providing responsive and accountable services, especially about the Covid-19 pandemic; the implementation of E-government is the best solution in providing services and reducing the number of Covid-19 transmission in the Public service Government. E-Government is an interpretation of advances in information and communication technology that can improve efficiency, speed of information delivery, affordability, and transparency in government. Another finding is that the implementation of E-government supports the realization of good governance in the era of autonomy in government. Through e-government, improving public services can be realized. (Dwiyanto,

2011, p. 181) stated that the government bureaucracy could develop information and communication technology (ICT) in the implementation of government activities, facilitate interaction with the community, and encourage accountability and transparency of public service providers.

Paragraph 4 of Law Number 25 of 2009 concerning Public Services explains the principles of public service delivery which are closely related to the implementation of e-government, especially in the realization of the principle of letter f, namely participatory, letter h regarding openness, the letter I regarding accountability, letter k, which is punctuality, and letter l about speed, convenience, and affordability. Then, referring to Article 23 paragraph (1) of Law Number 25 of 2009 concerning Public Services, it is stated that to provide information support for the implementation of public services, it is necessary to organize an Information System that is national in nature and paragraph (4) explains that the Operator is obliged to manage the Information System. Electronic or non-electronic information systems include; organizer profile, implementer profile, service standard, service notice, complaint management, and performance evaluation. The Majalengka Regency website looks as follows:

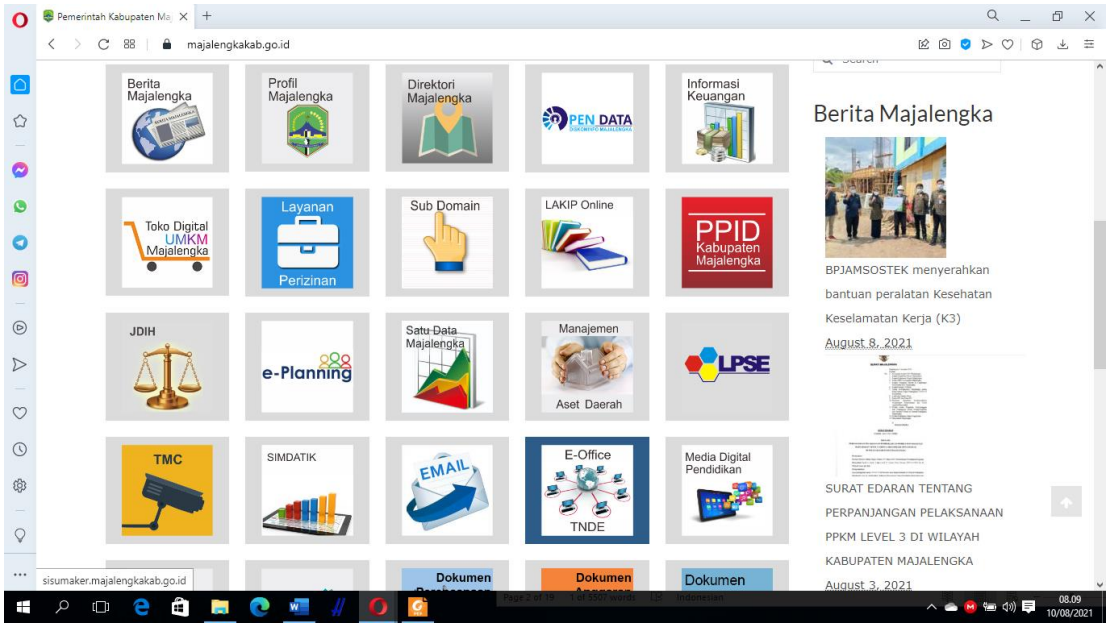


*Figure 6.* Majalengka Regency Website Display

Based on this, it can be understood that the implementation of e-government will facilitate the implementation of public services. In addition, public service supervisors such as the Ombudsman of the Republic of Indonesia and representatives will be more accessible in the supervision process. For example, online-based complaint management allows the public to access it quickly, and the Ombudsman of the Republic of Indonesia can monitor it. Furthermore, based on the rules of e-Government mandated in Presidential Instruction No. 3 of 2003 concerning the Strategy for Development of e-Government to support good governance (including transparency and public accountability) and accelerate the democratic process. Then, to realize transparency and public accountability, it is also stated in Law Number 14 of 2008 concerning Openness of Public Information. As for the priority program, e-government is one of Indonesia's Broadband Development priority sectors following

Presidential Regulation Number 96 of 2014 concerning the 2014-2019 Indonesian Broadband Plan. Article 7 lists Indonesia's broadband development priorities in five sectors, such as e-Government, e-Health, e-Education, e-Logistics, and e-Procurement, so it is clear that e-government has become an important thing to be applied in various fields. Government.

The results of hypothesis testing indicate that e-government has a positive and significant effect on service quality. The value of the magnitude of the influence of e-government on service quality is 77.50%; this shows that the impact of e-government is considered high in influencing higher quality public services. The results of this study are relevant to research (Delly Mustafa, Umi Farida, 2020; Wulandari et al., 2012) that e-government services can increase optimization in public services. This is confirmed by research (Marganda & Sh, 2017) that e-government impacts the quality of public services. The study results indicate that e-government is very relevant to its use along with the development of information technology and the increasing demands of the people who want effective and efficient services.

From the results of the structural equation modeling (SEM) test with PLS, it was found that the indicators that have the most significant influence on the implementation of e-government are sharp and reliable (0.869), right on target (0.892), and user friendly (0.838). Other findings that the lowest indicators of influence on the implementation of e-government are opening the website (0.574), menu display and structure (0.589), and the use of two languages (0.604). While the quality of public services the most significant indicators are responses to public complaints (0.889), clear (0.851), and simple (0.846), these results indicate that e-government factors significantly affect the quality of public services, especially in the aspect of the response to public complaints, clear and simple. Other findings indicate that the weakest indicators of contribution to improving the quality of public services are operating system support (0.622), the system is easy to operate (0.635), and Web app support (0.680).

## Suggestions

Based on the results of the analysis and discussion, it shows empirical facts that e-government that has been implemented in government has a vital role in realizing an effective, efficient, and accountable bureaucracy that impacts improving the quality of public services. In addition, the use of e-government in every aspect of service during the COVID-19 pandemic is the best solution to provide services such as e-Government, e-Health, e-Education, e-Logistics, and e-Procurement greatly assist the community in service. This is reinforced by the respondent's perception of the good use of e-government in the local government environment. The three highest indicators play a significant role in e-government, including sharp, reliable, targeted, and user-friendly. In contrast, the lowest indicators contributing to e-government include opening the website, menu structure, display, and using two languages. These findings indicate that the government as a public service provider must improve website performance and carry out intensive maintenance, so that website performance is always maintained.

The impact of using e-government is empirically proven to be very supportive in improving the quality of public services. The government as a public servant should improve the capabilities of the e-government system, especially in the speed of service operating systems, considering this result is considered less significant in improving the service quality. The

respondents have very well responded to the current e-government system. The application of the e-government system is beneficial for the community to get easy, effective, and efficient services. In addition, during the current Covid-19 pandemic, government policies that impose social restrictions are very appropriate to use electronic-based services so that people can access services anywhere without having to come to service locations that result in crowds so that the potential for the spread of the covid-19 virus is potential.

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