



sciendo

## BALTIC JOURNAL OF LAW & POLITICS

A Journal of Vytautas Magnus University

VOLUME 16, NUMBER 3 (2023)

ISSN 2029-0454

Cit.: *Baltic Journal of Law & Politics* 16:3 (2023): 3574:3577

DOI: DOI: 10.2478/bjlp-2023-00000271

### Factors Influencing E-Government at The Population and Civil Registration Office of Gowa Regency

Hardi Setiawan<sup>1\*</sup>

Muhammad Akmal Ibrahim<sup>2</sup>

Muhammad Yunus<sup>3</sup>

<sup>1\*</sup>Public Administration, University of Hasanuddin, Indonesia, irwhansetiawhan@gmail.com

<sup>2</sup>Public Administration, University of Hasanuddin, Indonesia, Muhakibuh62@gmail.com

<sup>3</sup>Public Administration, University of Hasanuddin, Indonesia, myunus59@yahoo.com

**\*Corresponding Author:** Hardi Setiawan

\*Public Administration, University of Hasanuddin, Indonesia, irwhansetiawhan@gmail.com

#### Abstract

This article investigates the factors influencing the successful implementation of e-government at the Population and Civil Registration Office of Gowa Regency. By analyzing four key approaches, namely Web Portal Quality, Skilled ICT Professional Availability, Technological Infrastructure Quality, and Government Policy, the study offers valuable insights into the complexities of digital transformation in public service administration. The result show that the implementation of e-government at the Gowa Regency Population and Civil Registration Service showcases promising aspects, such as a supportive web portal, government policy backing, and sufficient human resources proficiency. While the technological infrastructure presents challenges, the use of alternative platforms demonstrates adaptability in overcoming obstacles. Addressing the technological limitations and continuously supporting the skilled human resources will further enhance the efficiency and effectiveness of e-government services in Gowa Regency.

**Keywords:** e-governance, public service, online services.

#### INTRODUCTION

In an era characterized by technological advancements and digital transformation, e-government has emerged as a prominent strategy to enhance the efficiency and accessibility of public services. E-government, or electronic government, involves the adoption of digital technologies to deliver government services, engage with citizens, and streamline administrative processes. As governments worldwide continue to embrace e-government initiatives, understanding the factors influencing the successful implementation of such programs becomes crucial for ensuring their effectiveness and impact. According to (Margetts & Dunleavy, 2002), e-government aims to make all government activities available electronically. This encompasses a wide range of functions, from internal processes to delivering information and services to citizens.

Public service plays a vital role in fostering positive relationships within society. It can serve as a focal point for shaping collective identities and public imaginaries and also contribute to nurturing strong bonds of solidarity under certain circumstances. (Clarke & Newman, 2009). The government must deliver public service with a set of innovations by giving attention to public needs (Stewart & Clarke, 1987)

The Department of Population and Civil Registration is one of the public service organizations that holds a crucial role in managing and administering population-related services and records within a region or country. As a government agency, it plays a vital role in maintaining accurate and up-to-date population data, overseeing vital events such as births, marriages, and deaths, and issuing essential documents like identification cards and certificates. The department's responsibilities are essential in ensuring the effective functioning of public administration and fostering a strong and organized society.

This article delves into the factors influencing e-government adoption at the Population and Civil Registration Office of Gowa Regency, with a focus on four crucial approaches: Web Portal Quality, Skilled ICT Professional Availability, Technological Infrastructure Quality, and Government Policy. Each of these factors plays a pivotal role in shaping the trajectory of e-government initiatives and determining their ultimate success. Through a comprehensive analysis of these four approaches, this article aims to provide valuable insights into the challenges and opportunities faced by the Population and Civil Registration Office of Gowa Regency in its pursuit of e-government adoption.

## RESEARCH METHOD

This study uses a qualitative research method with a descriptive approach. where Moleong (2008) explains that qualitative research is research that intends to understand phenomena about what is experienced by research subjects, for example, behavior, perceptions, motivations, and actions. In this study, the researcher use primary and secondary data. The primary data is obtained from in-depth interviews with several key informants, both from public service providers namely the service planning section, the section for managing and presenting online service data, online service managers, and people who have handled online-based population administration, and public service recipients namely the citizen of gowa regency. While secondary data is obtained through document reports from the Population and Civil Registration Office of Gowa Regency. This study uses an interactive model from (Miles & Huberman, 1994) as a data analysis technique, the data analysis process is carried out through 4 stages namely Data Condensation, Data Display, and Conclusion.

## RESULT AND DISSCUSION

### 1. Web Portal Quality

Web portal quality in the context of e-government refers to the usability, functionality, and overall user experience of the digital platform through which citizens access government services and information. It encompasses aspects such as design, navigation, responsiveness, accessibility, and content relevance (Weerakkody et al, 2007; rani et al, 2014; Scholl and Scholl, 2008). The Web Portal Quality approach explores the significance of having a user-friendly and accessible online platform for citizens to interact with government services. An intuitively designed web portal with relevant information and easy navigation fosters citizen trust and encourages increased usage of e-government services.

Based on the analysis and interviews conducted by the researchers, the web portal quality of the Gowa district population and civil registration service showed both strengths and challenges. The researchers found that the website experienced occasional issues, particularly during web maintenance periods necessitated by central policy upgrades or updates. These situations caused temporary disruptions, rendering the mobile Dukcapil website inaccessible to users. However, despite these challenges, the planning sub-section of the Gowa district population and civil registration service demonstrated an effective solution. They provided an alternative means of access through a WhatsApp service number. This allowed citizens to continue receiving services and information, mitigating the impact of the website's temporary unavailability.

### 2. Skilled ICT Professional Availability

Al-Hujran et al (2010) emphasize the crucial role of skilled ICT professionals in successful e-government projects. They highlight that a shortage of skilled professionals can hinder the implementation and maintenance of e-government initiatives, leading to delays, inefficiencies, and potential failure of projects. Skilled ICT Professional Availability is another essential factor in the successful implementation of e-government. The expertise and proficiency of information and communication technology (ICT) professionals within the Population and Civil Registration Office of Gowa Regency are instrumental in developing and maintaining efficient digital systems, ensuring a seamless user experience.

Based on the research findings, the Skilled ICT Professional Availability at Dukcapil (Department of Population and Civil Registration) is deemed to be sufficient for the effective operation of the website and WhatsApp service. The Back Office Team (BOT) and IT staff responsible for managing the website and handling complaints demonstrate the necessary expertise and proficiency to ensure smooth functionality and address technical issues promptly.

Additionally, the HR staff at Dukcapil possesses the required capabilities to utilize the website and WhatsApp service efficiently. The research results indicate that both IT staff and operators at Disdukcapil are adequately skilled and equipped to handle the digital platform. Moreover, the human resources at Dukcapil are found to be competent in assisting individuals who may face challenges in navigating the population administration processes. They are able to provide clear explanations and guidance on how to use the website and WhatsApp service effectively.

The presence of skilled ICT professionals within Dukcapil and Disdukcapil contributes to the successful implementation and operation of the digital platforms. Their abilities ensure that citizens who may not be familiar with the digital tools receive proper support and assistance, leading to improved citizen understanding and engagement with e-government services.

### **3. Technological Infrastructure Quality**

Heeks (2003) highlights the importance of technological infrastructure quality in ensuring the success and sustainability of e-government projects. He argues that a robust and well-maintained technological infrastructure is essential for providing secure and efficient e-government services to citizens. Gil-Garcia and Martinez-Moyano (2007) discuss technological infrastructure quality as a key determinant of the level of sophistication and complexity of e-government services that can be offered. They emphasize the need for modern and adaptable technological infrastructure to accommodate evolving citizen needs and government objectives. Skilled ICT Professional Availability is another essential factor in the successful implementation of e-government. The expertise and proficiency of information and communication technology (ICT) professionals within the Population and Civil Registration Office of Gowa Regency are instrumental in developing and maintaining efficient digital systems, ensuring a seamless user experience.

Based on the research findings at the Gowa district population and civil registration office, the Technological Infrastructure Quality is deemed to be sufficiently supportive for the activities and programs of the Gowa Regency Population and Civil Registration Service employees. The network support and quality in each region, as well as the provision of Wi-Fi at the office, contribute to a smooth and efficient internet/online access experience. However, a notable concern is the increasing number of computers with larger RAM memory and hard disk capacities. This signifies the growing demand for computing power and storage to handle the digital operations and services of the office.

### **4. Government Policy**

Moon (2002) highlights the pivotal role of government policy in driving e-government initiatives and shaping their objectives. Government policies provide a clear direction and framework for the integration of technology into public administration, ensuring alignment with national development goals and citizen needs. Government Policy holds the key to creating an enabling environment for e-government initiatives. Supportive policies and regulations provide the necessary framework for the implementation, funding, and sustainability of e-government projects.

Based on the data provided, government policy plays a significant role in driving the implementation of electronic-based work and e-government initiatives, particularly in the context of population administration services in the Gowa district. The government's policy, as outlined in Permendagri number 7 of 2019 concerning online population administration services, serves as the foundation for digitalization-based work systems across various government agencies. The presence of innovation in managing population administration letter services further exemplifies the government's commitment to making public services more accessible and convenient for the community. This innovation aims to streamline and improve the management of population administration services offered by the Gowa district's dukcapil for the benefit of citizens.

However, to fully realize the potential of online-based services, there is a need for specific regulations or policies at the local level, particularly from the Gowa Regency Population and Civil Registration Service. These regulations would provide a clear framework and guidelines for the implementation and management of the online-based service program. Government support is pivotal in ensuring the success and sustainability of e-government initiatives. By enacting specific rules or policies, the Gowa Regency Population and Civil Registration Service can create an enabling environment for the effective deployment of the online-based service program. These

policies can address operational guidelines, data security and privacy measures, service standards, and citizen engagement strategies, among other aspects.

## CONCLUSION

The implementation of electronic government at the Gowa Regency Population and Civil Registration Service exhibits a combination of strengths and areas for improvement. The following points summarize the findings regarding Web Portal Quality, Technological Infrastructure, Government Support, and Human Resources: 1) Web Portal Quality: The Gowa Dukcapil website program is commendable for its supportiveness and effectiveness. It provides clear and comprehensive information about the application process for population administration management. This user-friendly and informative portal contributes to citizen engagement and satisfaction with e-government services. 2) Technological Infrastructure: While the Gowa Regency Dukcapil faces challenges with its technological infrastructure, particularly with outdated computers having limited RAM memory and storage capacity, this has not significantly impacted the effectiveness of online-based services. The use of WhatsApp as an alternative platform for service management and community interaction compensates for these obstacles. 3) Government Support: The implementation of e-government is backed by government policies, as reflected in Permendagri number 7 of 2019 concerning online population administration services. This policy framework serves as a basis for all government agencies, including Gowa Regency Dukcapil, to adopt digitalization-based work systems, fostering an enabling environment for e-government initiatives. 4) Human Resources: The presence of adequate and proficient IT staff and human resources at Dukcapil and Disdukcapil positively influences the implementation of online services. Their competence in using the website and WhatsApp facilitates smooth operations and enhances service delivery to the community.

## REFERENCES

- Al-Hujran, O., Al-Debei, M. M., Chatfield, A., & Migdadi, M. (2015). The imperative of influencing citizen attitude toward e-government adoption and use. *Computers in human Behavior*, 53, 189-203.
- Clarke, J. H., & Newman, J. E. (2009). Publics, politics and power: Remaking the public in public services. *Publics, Politics and Power*, 1-232.
- Ebrahim, Z., & Irani, Z. (2005). E-government adoption: architecture and barriers. *Business process management journal*, 11(5), 589-611.
- Gil-Garcia, J. R., & Martinez-Moyano, I. J. (2007). Understanding the evolution of e-government: The influence of systems of rules on public sector dynamics. *Government information quarterly*, 24(2), 266-290.
- Heeks, R. (2003). Most eGovernment-for-development projects fail: how can risks be reduced?.
- Kazmi, S. N. A. (2010, July). Factors influencing e-Governance implementation: Issues and challenges in Pakistan. In *2010 Fifth International Conference on Digital Information Management (ICDIM)* (pp. 326-331). IEEE.
- Margetts, H., & Dunleavy, P. (2002). "Better Public Services through e-government": *Academic Article in support of Better Public Services through e-government.*
- Miles, M. B., & Huberman, A. M. (1994). *Qualitative data analysis: An expanded sourcebook*. Sage.
- Moleong, L. (2008). *Qualitative Research Methodology*. Bandung: PT Juvenile Rosdakarya.
- Moon, M. J. (2002). The evolution of e-government among municipalities: rhetoric or reality?. *Public administration review*, 62(4), 424-433.
- Scholl, H. J., & Scholl, M. C. (2008). E-government adoption and transparency: An empirical investigation. Proceedings of the 41st Annual Hawaii International Conference on System Sciences, 1-10.
- Stewart, J., & Clarke, M. (1987). THE PUBLIC SERVICE ORIENTATION: ISSUES AND DILEMMAS. *Public Administration*, 65(2), 161-177. <https://doi.org/10.1111/j.1467-9299.1987.tb00654.x>
- Weerakkody, V., El-Haddadeh, R., Al-Shafi, S., & Hindi, N. (2007). Assessing e-government web portal quality using a modified Delone and McLean model. *Transforming Government: People, Process, and Policy*, 1(3), 245-257.