

**DEVELOPMENT OF AN ELECTRONIC-BASED GOVERNMENT SYSTEM TO
IMPROVE PUBLIC SERVICES IN THE CITY OF MOJOKERTO**
(Study on the Palapa Mojo Application at the Mojokerto City Communication and
Information Service)

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Abstract

The use of e-government technology in public services plays an important role in increasing efficiency, transparency and accessibility. E-government, also known as electronic governance, involves the use of information and communications technology to provide services to citizens and businesses. This technology allows the government to interact with the public through digital platforms, improving the quality of services and increasing public participation. By implementing electronic services and digital platforms, the government can offer various services such as mail delivery, complaint services, and administrative procedures more efficiently and transparently. This research focuses on developing the Palapa Mojo application to improve public services in Mojokerto City. This research uses a descriptive qualitative approach. The data sources used are primary data and secondary data. Data collection techniques include interviews, observation and documentation. The research results show that the development of the Palapa Mojo application shows great potential in increasing transparency, efficiency and public participation in government. However, further efforts need to be made to perfect service integration and expand information accessibility for all levels of society. Better implementation of online communication and transaction features will also strengthen citizens' trust and satisfaction with the e-government services provided.

I. Introduction

The growing transformation of public administration has created disruption that has replaced the old public administration system with a new system. Replacing the old, all-physical system with a new, all-digital system has made the public administration work system more efficient, both in terms of technology, regulation and policy. One of the key aspects of the transformation of public administration is technology. With this technological transformation, it will create changes both in terms of bureaucratic order, organizational performance and also public services. These changes could open the door to a more efficient, open and responsive approach to policy making and implementation, leveraging technology and digital communications to better involve the public in more participatory and democratic decision processes. In addition, it also has the potential to improve the efficiency and performance of the public sector with the support of Information and Communication Technology (ICT).

To follow this current of disruption, the government must be able to see what its strengths and weaknesses are so that any changes in this era can make the government even better and continue to improve the service system in various public sectors. In Prasodjo's book, (2023) also explains that currently many people have experienced an increase in education, so that people will increasingly demand to continue making changes so that they get better quality services from the government. The government also has the responsibility to develop public services that are competitive in facing global challenges so that the government can create a supportive environment so that it can survive and develop to solve various problems faced and improve community welfare.

As a form of government intervention towards various demands and global revolutions which require continuous efforts to improve and change procedures in public administration, the Indonesian government issued Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems, issuing a presidential regulation to realize and support government governance. that is clean, effective, transparent, accountable, quality and trustworthy. To make this happen, comprehensive implementation of the principles contained therein must be carried out. Therefore, in implementing SPBE it is necessary to carry out monitoring and evaluation for the assessment process of SPBE implementation in government agencies to determine the SPBE index value which describes the *maturity level* of SPBE implementation in that agency (Hidayah & Almadani, 2022).

SPBE evaluation has been regulated in PANRB Ministerial Regulation No. 59/2020 concerning Monitoring and Evaluation of SPBE, as well as PANRB Ministerial Guidelines No. 6/2023 concerning Procedures for Monitoring and Evaluation of SPBE, where there are 47 assessment indicators in the SPBE

policy, governance, management and service domains. From the evaluation results, an SPBE index score will be obtained which will later be created as a scale for measuring success in the development of national SPBE, after which the MENPANRB issued Decree of the Minister of PANRB of the Republic of Indonesia Number 108 of 2023 concerning the Results of Monitoring and Evaluation of Electronic-Based Government Systems in Central and Regional Agencies in 2022 as reference material for central and regional government agencies to improve SPBE development in their regions which are still below the national target index. The location of this research focuses on the Mojokerto City Communication and Information Office. The selection of this location was based on the SPBE index score issued by the Decree of the Minister for Empowerment of State Apparatus and Bureaucratic Reform of the Republic of Indonesia Number 108 of 2023. The ongoing digitalization of government in Mojokerto City has had a positive impact on many aspects. Such as the increase in the electronic-based government system index (SPBE), from 2.92 in 2021 to 3.32 in 2022 with a good predicate.

The implementation of SPBE in the Mojokerto City area has been regulated in Mojokerto Mayor Regulation Number 7 of 2020 concerning Electronic-Based Government Systems in the Implementation of Regional Government. Some of the benefits of implementing SPBE in the Mojokerto City Environment are not only felt by the Mojokerto City Government internally, but also by the community as users of public services. Digitalization and innovation produce public services that are easier, faster, more effective and efficient. Another problem faced by the Mojokerto City Communications and Information Service is related to the large number of applications within the Mojokerto City government. This will cause confusion in the community Mojokerto City area when wanting to provide services in accordance with the type of service needed by the people of Mojokerto City.

In Mojokerto itself, there are 293 applications, each of which is usually used only to solve one public service problem. One form of solution to this problem is by launching the Palapa Mojo Application for integrated public services. This single application aims to provide easy quality services through one main door (*one gate apps*) to the people of Mojokerto City. With the Palapa Mojo application, it is hoped that it can become part of the process of simplifying various applications in government agencies, both for public services, business and for government itself. In the future, the Palapa Mojo application will become the home of various applications that previously existed in the city of Mojokerto. So, the people of Mojokerto City do not need many applications to get electronic-based services, because one application can be used to get various services. From the various explanations above, the implementation of SPBE is one part of digital transformation. And with digital transformation there are also stages in the development of SPBE which will be used to determine the development of SPBE in Mojokerto City which is focused on the Palapa Mojo application.

E-Government

According to Indrajit in Muliawaty & Hendryawan (2020), the definition of *E-government* is the use of data innovation by the government which allows the government to change relationships with society, the business world and interested parties, and practically. *E-government* is the use of the internet to solve government problems and provide public services so that they are better and oriented towards community service. *E-government* improvement is an effort to create an electronic-based government system in order to improve the quality of successful and capable public services.

Without reducing the importance of the different definitions that have been introduced previously, there are about three similarities in the characteristics of each meaning of *e-government*, namely: First, this is a new (modern) interaction mechanism between government and society and interested groups (stakeholders). Second, including the use of data innovation, especially the internet. Third, the goal to be achieved is to improve the quality of service to the community (Oktavya, 2015). From several different definitions of *e-government* above, it can be concluded that *e-government* is the use of data innovation or electronic information technology through Wide Area Networks, the Internet and Mobile Computing within the scope of government organizations in unlimited places to optimize public service processes. capable, transparent and effective (Aprianty, 2016).

SPBE

An Electronic Based Government System (SPBE) is a government administration that utilizes information and communication technology to provide services to SPBE users. The use of information technology has been widely implemented by Central and Regional Government Agencies (IPPD) in developing and improving their services, but is still hampered by implementation that is not yet integrated, unified and sustainable. As stated in Presidential Regulation Number 95 of 2018 concerning Government Systems Electronically based, SPBE is aimed at realizing clean, effective, transparent and accountable government governance as well as quality and trustworthy public services. This Presidential Regulation upholds the principles of effectiveness, integration, continuity, efficiency, accountability, interoperability and security. So SPBE is not just the use of applications or information systems in government, SPBE covers several domains, namely policy, governance, management and SPBE services.

Public service

Public services are activities or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services and/or administrative services provided by public service providers (Sellang et al., 2019). According to Law No. 25 of 2009 concerning Public Services, it is explained that public services are activities or a series of activities within the scope of fulfilling needs based on statutory regulations for the community and residents, in the form of goods, services and/or

administrative services provided by public organizer.

Public service can be defined as providing services (serving) the needs of people or society who have an interest in the organization in accordance with established rules and procedures (Rahmadana et al., 2020). Public Service is the provision of services (serving) the needs of people or society who have an interest in the organization in accordance with the basic rules and procedures that have been established (Mukarom & Laksana, 2016). So, the definition of public service is a service activity that is carried out professionally, with quality, and has positive services that are able to help meet the needs of the community in accordance with government regulations. Provision of public services can take the form of the public sector, such as government agencies, government-owned schools, post offices, government-owned hospitals and so on. In accordance with the foundations of the Indonesian nation state which mandates the state to fulfill the basic needs of every citizen for their welfare, the effectiveness of a government system is largely determined by the good and bad of public administration.

E-Service Quality

E-service quality, also called *E-servQual*, is the latest version of *service quality*. *E-servQual* was developed to evaluate a service provided on the internet network (Wahid & Ratmono, 2022). According to Albar et al., in Nurjanah & Mahendra (2022) the development of this model refers to several literatures related to website quality and *e-service quality*. This model does not combine *e-commerce* and *e-government*, but is only used to analyze the quality of services in accordance with *e-government*. *E-ServQual* is the ability of an organization or government to fulfill the needs of the community by using internet facilities. *E-ServQual* aims to ensure that service users have a satisfactory and efficient experience in using these electronic services, as well as providing a basis for further improvement and development in the provision of *online public services*.

2. Research Method

This researcher used descriptive qualitative research. The data sources used are primary data and secondary data. Data collection techniques include interviews, observation and documentation. The data analysis technique used is using the data analysis model from Miles Huberman (2014) which consists of data collection, data condensation, data presentation, and drawing conclusions/verification.

3. Results and Discussion

In this discussion, we will describe the data analysis of the findings obtained in the field which are in accordance with the research focus presented previously, namely the discussion regarding the development of the Palapa Mojo application. Palapa Mojo, a public service initiative in Mojokerto City, provides an example of how technology can be

used to facilitate interaction between government and society. Through Palapa Mojo, Mojokerto residents can access various public services, from paying taxes to processing business permits, online through one application platform. The development of an electronic-based government system is an important step in increasing the efficiency and transparency of public services in the City of Mojokerto. By utilizing the Palapa Mojo application, the Mojokerto City government can provide various services online, from administrative management to communication between the government and the community.

So based on this, the reference in carrying out this research stage is based on the theory of the Fietkiewicz, Mainka, & Stock Model (Irawan & Hidayat, 2021).

a. Information

One of the main goals of an electronic-based government system is to make it easier for citizens to access important information. According to Fietkiewicz et al., the dissemination of easily accessible information is key in e-government. In the context of the Palapa Mojo Application, this means providing various information about government services, such as administrative procedures, service schedules and the latest policies. The indicators contained in this variable include the availability of press releases, indicating that in an effort to increase transparency and accessibility of information to the general public, the Mojokerto City Diskominfo has developed a number of news portals which are the main source of information regarding government initiatives. The two main portals managed by Diskominfo are Gamamedia and Mojokertokota.id. On the other hand, the media provides broader reporting on Mojokertokota.id, including information from various other sectors that are relevant to the people of Mojokerto.

The second indicator concerns the availability of basic information. In an effort to increase government transparency and accountability, the Mojokerto City Information and Documentation Management Officer (PPID) plays an important role in providing basic information needed by the community. This information provision is also in line with the e-government typology, which means that e-government development is oriented towards administration, information provision and users (Antoni et al., 2022). Kurniawan et al., (2017) found that information is very important on city and district government websites in Indonesia to be able to interact with the public. The third indicator concerns the availability of health service information. All forms of health service information can be seen in the Palapa Mojo application in the health category, which includes Gayatri. Gayatri offers various features including Verivali, SIMKES, PSN, Prameswaei, Inventory, SIMRS, TTD, and many more. In the Gayatri application there are two distinguishing features in obtaining service information. In line with Maharina & Zonyfar (2022) The availability of health service information in e-government plays an important role in ensuring fair access to public services and promoting an efficient health care system.

The fourth indicator concerns the availability of political information. Based on research

results on the Palapa Mojo application, so far it is still not available. Based on research results according to Rudanetska & O.C., (2023) stated that the availability of political information in e-government services is very important to ensure transparency and citizen involvement. E-government, as a form of digital government organization, aims to provide public services and manage affairs through network communications. The fifth indicator concerns the availability of general public service information. The availability of general public service information in e-government is essential to ensure fairness, equality and efficient service delivery to citizens. Digital technologies, as highlighted in various research papers Rudanetska & O.C., (2023), Supardi et al., (2023), Weningsih et al., (2022), play an important role in improving access to public services by providing a transparent, efficient and responsive platform for interaction between government and the public.

The sixth indicator is the availability of public service forms. Based on the results of previous research presented, one form of availability of public service forms is through filling out public service application forms. In applying for this public service, the public can choose to submit the service form online or offline. This application will later be differentiated when receiving public services, namely priority will be given to those who have registered online. The seventh indicator is the availability of information for various user groups. There is no discrimination in terms of access to information, and every individual has the same right to obtain the information they need for personal, work or public interests. In the eighth indicator and the ninth indicator, the researcher chose to combine these indicators because they have the same meaning. Where the eighth indicator is about whether it can be accessed via smartphone and the ninth indicator is about the availability of applications for smartphones. The research results showed that with applications available on Android and the web, people can register for services, fill out forms and monitor the status of applications online.

The tenth indicator is regarding the availability of push service. Based on the research results, it shows that the government plans to introduce a notification service or push service to increase the efficiency of communication with the public. This service will cover various aspects of public services, such as schedule reminders, application confirmation, and emergency information. The technical team is currently working to ensure this system functions properly and can be accessed by all application users. According to the researcher, the eleventh indicator and the twelfth indicator chose to combine these indicators because they have the same meaning. The eleventh indicator concerns the availability of information in English, and the twelfth indicator concerns the availability of information in the three languages of large immigrant groups. Based on the research results, it shows that the government is considering providing information in various languages, including English, to increase accessibility for all levels of society. This step was taken to ensure that all citizens, including those who are not fluent in Indonesian, can access important information easily and effectively. The government recognizes the importance of an inclusive approach in disseminating information, considering the diversity of languages in Indonesia.

b. Communication

Effective communication between government and citizens is essential to creating a responsive government. Fietkiewicz et al. emphasizes that two-way communication must be facilitated by e-government technology. The Palapa Mojo application can provide features such as live chat with officers, public discussion forums, and channels for asking questions or complaints. It also allows citizens to provide feedback and suggestions that can be used to improve the quality of government services. The first indicator of the communication variable is the indicator of social media use. In this indicator, research results have been obtained which show that almost all Regional Apparatus Organizations (OPD) have utilized social media such as Instagram and WhatsApp to communicate with the public, although the use of Facebook is not yet fully distributed. Through social media, the government seeks to increase transparency, disseminate information quickly, and build more effective communication, with the hope of increasing public participation and involvement in various government programs and activities.

The second indicator concerns the availability of appointment options with government officials via the website. Based on the research results, it shows that although the option of making appointments with government officials via websites or applications is still not widely known, the online service managed by the Information and Documentation Management Officer (PPID) already provides procedures for requesting information that can be accessed directly via the application. This service makes it easier for people to get the information they need and increases access efficiency. According to the researcher, the third and fourth indicators chose to combine these indicators because they are related in their meaning. This is because the third indicator concerns the availability of answers regarding public services via email, and the fourth indicator concerns the availability of email channels. Based on the results of interviews, it shows that the government has provided various channels to provide answers and responses to public questions regarding public services, including via email.

Furthermore, in the fifth indicator, namely regarding the availability of features for providing feedback and complaints, the government also provides a special channel for feedback and complaints called "SAPA Mas PJ," which allows the public to submit complaints regarding various services, including internet services. Through these various channels, the government seeks to ensure easy and fast access for the public to obtain information and submit feedback or complaints, with the aim of improving the quality of public services and responsiveness to community needs. "SAPA Mas PJ" is often used by residents of Mojokerto City to handle various types of complaints. In this case, the communication variable in e-government, especially in the context of public services, is very important for efficient and effective service delivery. E-government services, when implemented through information and communication technology, can improve public services by making them more efficient, participatory and transparent, which ultimately increases citizen satisfaction and trust in government institutions (Weningsih et al., 2022). Furthermore, the transition to electronic platforms for public services is essential to ensure equal access opportunities for all citizens.

c. Transaction

A good e-government system must enable citizens to carry out transactions online. According to Fietkiewicz et al., this includes paying taxes, applying for permits, and other services. The Palapa Mojo application can facilitate these various transactions, so that residents no longer need to queue at government offices. The first indicator is regarding filling out the form online. Based on the research results, it shows that filling out forms online has been implemented by various Palapa Mojo applications, which include the SITIPINTER application feature. Through this application, people can easily fill out forms, check schedules, and access various other services online. This feature makes the administration process more efficient and makes it easier for people to access public services without having to come directly to government offices.

The second indicator is regarding online tax payments. Based on the research results, it shows that online services for paying taxes are currently still limited to checking tax information, with the payment process having to be done through a special portal that is not yet integrated with the tax checking application. Apart from that, there were technical problems in uploading applications to Google Play, where the process took a long time causing some units to fail to upload the application. The third indicator concerns online fine payments. Based on the research results, it shows that online fine payments can be made, but implementation depends on each Regional Apparatus Organization (OPD). With an online payment system organized by each OPD, it is hoped that it can increase the efficiency and comfort of the community in fulfilling their obligations.

The fourth indicator concerns online payment for services. Based on the research results, it shows that the government provides services in two formats, namely online and offline, providing flexibility for the public in choosing the most convenient way to access services. Offline services remain available for those who are more comfortable or have limited internet access, while online services allow access from anywhere and at any time for those who have internet access. The fifth indicator concerns the availability of public library services. Based on the research results, it shows that currently, public library services are still not available on the Palapa Mojo application. Although the application already provides various other digital services, special features for public library access have not been implemented.

And the last indicator is regarding the availability of customized portals. Based on the research results, it shows that the availability of customized portals already exists and is being implemented well. This portal provides services in various sectors, such as queuing services, health, transportation, and others. Each service is tailored to the user's specific needs, making it easier for people to access relevant information and services more efficiently. In this case, transaction variables in e-government play an important role in modernizing public services and increasing efficiency. Studies emphasize the importance of electronic services such as e-government, e-information, and e-banking in the digital economy. Evaluation of the usability of online services offered by governments reveals the importance of user control, guidance, and reassurance during interactions to improve service efficiency (Palma et al., 2014).

d. Integration

Integration is the ability to connect various government services in one unified platform. Fietkiewicz et al. stated that this integration is important to make data access and management easier. The first indicator is regarding the availability of homepage entries. Based on the research results, it shows that to access the homepage, there are two types of access, namely those that require a login and those that do not require a login. This shows that the system is designed to provide easy, flexible access, while maintaining security and comfort for users when accessing various e-government services.

The second indicator concerns the existence of coordination between authorities. Based on the research results, it shows that the existence of coordination between authorities is the key to achieving effectiveness and efficiency in the implementation of e-government services. However, coordination between authorities in the current e-government system is not yet fully integrated. In this case, integration in e-government services, especially in the context of public services, plays an important role in increasing government efficiency and citizen satisfaction. In addition, the E-government maturity model has been used to evaluate the effectiveness and efficiency of public services, emphasizing the importance of public service values. public value in e-government development (Ramadhane et al., 2023).

e. Participation

Citizen participation in governance is an important element that can increase transparency and accountability. Fietkiewicz et al. emphasizes the importance of features that allow citizens to participate in decision making. The Palapa Mojo application can provide features such as online surveys, polls, and platforms for conveying ideas or complaints. Active citizen participation not only enriches the decision-making process, but also creates a sense of shared ownership and responsibility for government policies and programs.

The first indicator is the availability of online questionnaires. Based on the research results, it shows that online questionnaires allow the government to collect data and input from the public more efficiently, whether related to the Community Satisfaction Index (IKM) or community satisfaction surveys. The second indicator is the existence of a forum or platform for providing questions to service providers. Based on research results, it shows that online forums or platforms play an important role in providing space for the public to ask questions, provide input, and discuss directly with government service providers. The existence of this forum helps increase two-way interaction between the government and the community, as well as providing transparency in answering public questions. Forums or platforms for providing questions to service providers are available through various channels, including major platforms such as "Sapa Mas PJ," social media such as Instagram Humas and Instagram Kominformo, as well as WhatsApp.

The third indicator concerns the availability of channels for holding online public

meetings. Based on the results of interviews, it shows that channels for holding online public meetings enable citizen participation in meetings, discussions or seminars organized by the government without having to be physically present. These facilities are important to ensure community involvement in public discussions and decision-making processes, especially for those who have limited ability to attend in person. This shows the government's efforts to ensure effective and inclusive communication with the public through online platforms.

The fourth indicator concerns the availability of channels for online voting. Based on research results, it shows that the use of online voting provides a mechanism for the public to cast their votes on various issues, from the election of public officials to referendums on certain policies. The availability of online voting channels can increase citizen participation, make the process more inclusive, and speed up the collection of results. In this case, if participation in e-government development, the Fietkiewicz, Mainka, & Stock (2017) model consists of 4 indicators as explained. So it is different from Mukminto et al., (2023) who show that participation in e-government services is influenced by various factors such as perceived responsiveness, transparency, security, ease of use, and usefulness. Additionally, IT service quality plays an important role in encouraging citizens to engage with e-government platforms. .

4. Conclusion

This research uses the Fietkiewicz, Mainka, & Stock Model theory which is used to evaluate the Palapa Mojo application in *the e-government context* , focusing on the variables of information, communication, transactions, integration and participation. The information variable shows that the Palapa Mojo application has succeeded in providing various important information such as administrative procedures and service schedules, although several indicators such as political information are not yet fully available. By providing accurate and up-to-date information, this application can reduce misunderstandings and increase public trust in the government. The communication variable shows that this application supports two-way communication through features such as live chat and social media, although use of several platforms is still uneven. The government is seeking to utilize digital technology to increase transparency and accessibility of information, as well as providing special channels for feedback and complaints. The transaction variable shows that the Palapa Mojo application allows filling out forms and several *online transactions* , such as paying taxes and fines. However, payment service integration still needs to be improved to make it more efficient and user-friendly. The Integration variable shows that this application has integrated various government services, although coordination between authorities still needs to be improved to achieve full effectiveness. This integration helps reduce data duplication and improve operational efficiency. The participation variable shows that participation features such as *online surveys* , discussion forums, and *online voting* help increase citizen involvement in the decision-making process. However, there is room for improvement in terms of providing more inclusive and participatory communication

channels.

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