

CHAPTER 1

I. INTRODUCTION

1.1. Background

Governments worldwide are currently digitizing their services to enhance efficiency, transparency, and public trust. To achieve excellent governance during the period of regional autonomy, one strategy is to implement ICT, also referred to as E-government (Mariano, 2018). The digitalization of government promotes the utilization of information and communication technology (ICT) for delivering government services, handling data, and interacting with citizens. E-government, as defined by Presidential Decree No. 20 of 2006, refers to the use of information and communication technology in government operations to enhance efficiency, effectiveness, transparency, and accountability in governance (Hikmah, 2020). The primary goal of implementing E-Government is to enhance the government's ability to deliver improved public services. The government must be fully dedicated to enacting new policies and resolving bureaucratic issues in this scenario. E-government benefits for politics can serve as a feasible substitute for political change to enhance customer service (Nugraha, 2018).

In Indonesia, the central government has issued Government Regulation No. 86 of 2018 concerning Electronic-Based Government Systems, which is an effort by the Government of Indonesia to modernize the government sector by utilizing information technology. With the use of appropriate technology, it is expected that public services can be more efficient, transparent, responsive and can better meet the needs of the community (jogjakota.go.id, 2023) Therefore, in providing e-government-based services that are public oriented, the government should be able to fulfill the wishes needed or desired by the public. In addition, in order to gain public trust, the government must improve the quality of services by being accountable, transparent and responsive. This is because public trust is one

of the impacts of the services provided by the government (Podungge & Aneta, 2020)

Seeing the importance of e-Government public services, local governments throughout Indonesia are starting to consider and even implement electronic-based public service systems. To realize better public services (Deswanto et al., 2021). Including South Lampung Regency in Lampung Province which has also implemented smart government. The South Lampung Regency endorses the smart government idea outlined in the South Lampung Regent Regulation No. 25 of 2017, which pertains to the Bureaucratic Reform Road Map for the Regional Government of South Lampung Regency for 2016-2021. South Lampung is in the stage of improving public services through e-government. In this context, studying public perceptions of Disdukcapil's accountability, transparency and responsiveness in the region is relevant to understanding the effectiveness of digital-based service implementation. The government, as a public service provider, is required to prioritize providing high-quality services to the community according to their demands, avoid creating obstacles for the community, and implement innovations to enhance government performance (Kurnia sari & Hasrul, 2022). so that bureaucratic reform will be more directed and experience an increase in community welfare and public services become effective and efficient (Anjarbati & Pribadi, 2022).

The Population and Civil Registration Office of South Lampung Regency introduces service improvements based on the requirements outlined in Minister of Home Affairs Regulation Number 19 of 2018, which focuses on enhancing the quality of population management services. The Population and Civil Registration Office of South Lampung Regency offers efficient and user-friendly online services in accordance with Minister of Home Affairs Regulation Number 7 of 2019. These services aim to streamline the population management process for the community. The online service is provided through a website and an application known as the PAKe-Oli (Pelayanan Administrasi Kependudukan Online) program (Nurmanisah, 2019). This online service program operates in compliance with Director's Decree

Number 800/255.c/IV.12/2020 of the Population and Civil Registration Services. The PAKe-Oli (Pelayanan Administrasi Kependudukan Online) was established in 2019 to enhance the process of managing population documents. This includes issuing KTP-El, Family Cards, Birth Certificates, Death Certificates, Divorce Certificates, Marriage Certificates, Resident Transfers, and child identity cards through online platforms (Selatan K. L., 2020).

Currently, numerous Dukcapil organizations are working to enhance their services using e-government tools in the digital age. Dukcapil can streamline processes, decrease wait times, and offer more effective services to the public by adopting e-government. The effectiveness of these services relies heavily on the community's perception and faith in them (Sitti Mirsa & Atrianingsih, 2020). Several challenges must be addressed in the creation and administration of e-government. Factors such as inadequate information, uncertainty or ambiguity over data management, service processes, and government responsibility for e-government services might provide obstacles. Individuals may experience uncertainty or skepticism as a result of not fully comprehending the services they utilize. This impacts public involvement in the utilization of online services (PAKe-Oli) at the population and civil registration office of South Lampung district. Therefore, it is necessary to provide more detailed information, increase community participation, need wider education to the public about technology, and ensure accessibility and inclusiveness of services (Herwinsyah, 2018).

In addition, in implementing e-government services, public perceptions of accountability, transparency, and responsiveness are crucial (Ridwan et al., 2018). Understanding how the public sees these aspects will provide insight into the successes and shortcomings of the services that have been implemented, especially at the South Lampung Population and Civil Registration Office.

The importance of Accountability in running e government services is a key element, Clarification of responsibilities and transparent accountability can provide a solid foundation for public trust (Sulaksono & Pribadi, 2018). Then, Transparency as a Foundation for Trust, Information disclosure related to population processes

and data management is an important foundation in building trust. Transparency can create better understanding among the public (Hikmah, 2020). And also Responsiveness as a Driving Factor, Responsiveness to community needs and input is a driving factor for trust. Responsive services can provide a positive experience to the public, increasing trust in the effectiveness and relevance of e-government services (Contesta, 2019). With the conclusion that accountability, transparency, and responsiveness are factors that influence public trust, especially in the success of e-government (Pribadi et al., 2022).

Based on the information provided, it is intriguing to further investigate the impact of perceptions of accountability, transparency, and responsiveness on public trust in e-government services at the Population and Civil Registration Office in South Lampung Regency in 2023.

1.2. Research Question

How much influence does perceived accountability, perceived transparency, perceived responsiveness have on public trust in the e-government services of the Population and Civil Registration Office in South Lampung Regency 2023?

1.3. Research Objectives

The objectives of the activities to be achieved from this research activity are to Explain the Effect of Perceptions of Accountability, Perceptions of Transparency, Perceptions of Responsiveness on Public Trust in E-Government Services of the Population and Civil Registration Office in South Lampung Regency 2023.

1.4 Research Benefits

1.4.1 Theoretical Benefits

This research aims to serve as a reference and basis for comparison studies, furthering the development of knowledge in the field of Government Science, particularly in E-Government studies.

1.4.2 Practical Benefits

This study aims to assist local governments, particularly the population and civil registration office of South Lampung, in enhancing e-government services. It also aims to lay the groundwork for creating policies that promote accountability, transparency, and responsiveness in service delivery to the community. This research aims to enhance positive impressions of e-government services in order to empower individuals to utilize these services more efficiently.

1.5. Literature Review

Previous research on Perceptions of Accountability, Transparency, and Responsiveness towards Public Trust in E-Government Services in Indonesia can be classed as follows:

- 1) (Anjarbati & Pribadi, 2022) This study examines how system quality, information quality, and service quality influence the utilization of smart government in South Lampung Regency. The study employed quantitative research methodologies and determined that the three variables positively and significantly influenced the utilization of smart government. The article emphasizes the need of adopting smart government to enhance public services and fulfill community requirements.
- 2) (Fatchurrahman & Bengkulah, 2019) This study outlines the implementation of the public service innovation known as SITUPAT in enhancing service quality at the Population and Civil Registration Office of Bantul Regency. This study employs a mixed methods approach and concludes that the SITUPAT innovation has been effectively deployed and has enhanced service quality. The paper also explores the concept of innovation and its attributes.
- (3) (Mariano, 2018) This study examines the execution of e-Government in Sidoarjo Regency, with a focus on government backing, capability, and the significance of the produced apps. The study discovered that the e-Government implementation in Sidoarjo Regency is suboptimal because of issues like

inadequate regulation, restricted budget allocation, and a scarcity of IT-competent human resources.

4) (Jalma et al., 2022) This study demonstrates that the Office of Communication and Information has utilized the e-government paradigm in implementing e-government systems. The study found that adopting the e-government paradigm has a beneficial impact on government-organized public services and the interaction between stakeholders and the Office of Communication and Information.

5) (Nugraha, 2018) This study centers on the advancement of e-government in Sleman Regency, Yogyakarta, and pinpoints crucial components and obstacles in its execution. This study highlights the importance of government dedication, sufficient resources, and recognized advantages for effective e-government advancement.

6) (Deswanto et al., 2021) This study examines the application of E-governance in municipal governance. This article emphasizes the significance of security in the implementation of public services via E-Government platforms. This study employs a systematic literature review strategy to examine research trends concerning the security level of E-Government systems.

7) (Vebrianti, 2021) The study aimed to investigate the Pekanbaru community's perception of E-Government Sipenduduk public service communication at the Population and Civil Registration Office of the Pekanbaru Government using quantitative methodologies.

8) (Shaula, F.O., 2020) Studies indicate that transparency and leadership style play a crucial role in influencing the degree of public trust in government. Accountability and E-Government do not have a substantial impact on public faith in government.

9) (Syahputra Marpaung et al., 2023) This study assesses how efficient the adoption of e-government is in attaining smart cities in South Tapanuli Regency. The study emphasizes the necessity of government backing and sufficient resources for effective execution. The survey also highlights problems such as inadequate skilled human resources and limited public awareness of technology.

10) (Setia Amalia et al., 2021) Explores the evaluation of service quality in E-Government through the E-GovQual and Importance Performance Analysis (IPA) techniques. The investigation centered on the Dispendukcapil Surabaya website, which offers services related to population and civil registration. The results indicated that the website's service quality did not meet user expectations, particularly in the design and search features.

However, previous studies and research have not shown the factors (variables) of perceived accountability, transparency and responsiveness. As said by (Ridwan et al., 2014) E-government is a digital technology-driven governance system that enables electronic contact between the government and the public. The primary goal of electronic government is to enhance democratic processes, transparency, and accountability in government operations.

This research is different from the studies of (Anjarbati & Pribadi, 2022; Deswanto et al., 2021; Firshani Orientia Shaula, 2020; Jalma et al., 2022; Nugraha, 2018; Sabino Mariano, 2018; Setia Amalia et al., 2021; Syahputra Marpaung et al., 2023; Taufiq Fatchurrahman & Bengkulah, 2019; Vella Vebrianti, 2021) This research specifically focuses on the Population and Civil Registration Office (Disdukcapil) in South Lampung as a case study. This focus on the local context makes the research different from many other studies that may be broader or national in nature. The research also incorporates accountability, transparency and responsiveness as the three main factors considered to influence public trust. This holistic approach sets the research apart from others as it considers broader integral elements in improving public trust in government digital services.

In addition, this research specifically highlights the state of e-government services in 2023, which is a time when many local governments in Indonesia are accelerating the digitization of public services as part of national policy and post-COVID-19 pandemic. This differentiates it from research conducted in previous years, where technology utilization may not have been fully optimized or still in the planning stages.

1.6. Theoretical Framework

This research aligns with the Good Governance Theory. Mardiasmo (2009) defines Good Governance Theory as a conceptual approach focused on improving the public sector towards good governance. According to this hypothesis, effective governance influences the degree of public trust in e-government services (Aryani, 2021). The hypothesis suggests that public trust is influenced by perceived accountability, perceived transparency, and perceived responsiveness.

1.6.1. Public trust in e-government services (variable Y)

(Verdania Latif & Arwati, 2019) Public trust is defined as a mutual evaluation between one group and another, based on the expectation that the group would behave with integrity, honor its obligations, and refrain from causing harm to other groups. This concept highlights that a partner will not inflict harm or behave in a way that goes against their partner's expectations. (Purwanto & Susanto, 2018) define trust in e-Government as the citizens' belief or expectation that e-Government services will act according to their needs and desires, even though citizens have no control over the services' performance. Several factors can impact public trust in e-government services. covering community needs, e-government expertise, e-government effectiveness, and the delivery of e-government services with accuracy and integrity.

E-Government can enhance transparency, accountability, and public services in governance through the utilization of technology to enhance the efficiency and effectiveness of government activities. (Abdul Mughni, 2022) Aligning e-government services with community needs can enhance public trust in the government by demonstrating responsiveness to community needs. (Ridwan, 2022) Asserting e-government proficiency can enhance public trust in the government by demonstrating the government's capability to deliver top-notch services. Bawaslu states that e-government can enhance efficiency, efficacy, and

openness in governance and public services, ultimately fostering more public trust in the government.

E-government's effectiveness can enhance public trust in the government by demonstrating its dedication to enhancing service quality. (Karen & Caroline J. Tolbert, 2019) suggest that e-government aims to enhance citizens' trust in government through improved openness and accountability in government operations and public services. Offering e-government services without data tampering or errors can enhance public trust in the government by demonstrating the government's dedication to provide precise and dependable information. Diskominfo Badung stated that e-government can enhance public trust in the government by offering transparent and precise information (Sisil, 2018).

The conclusion from the theory above is that public trust in e-government services can be influenced by the importance of public needs, e-government competence, e-government effectiveness, and the provision of e-government services without data manipulation or errors. These factors can help increase transparency and accountability in governance and public services, which can lead to increased public trust in government and can help reduce corruption (Sulaksono & Pribadi, 2018)

1.6.2. Perceived accountability (variable X1)

(Norsita & Febriani, 2023) defines accountability as a clear description of the organization's functions, operations, and commitments to ensure effective implementation. (Lestari et al., 2021) The perception of accountability in e-government services can be influenced by factors such as government programs meeting community needs, clear procedures for using e-government services, government evaluation of e-government services, and government reporting to stakeholders.

According to (Berlian M, 2017) the e-government service evaluation process can help the government to find out whether the services they provide to the public have met people's expectations or not. The provision e-government services with community demands can enhance the sense of accountability by demonstrating government responsiveness. (Ridwan et al., 2018) Establishing explicit guidelines on the utilization of e-government services might enhance perceptions of accountability in e-government services through the provision of openness in governmental procedures. Evaluating e-government services by the government can enhance the perception of accountability in these services, demonstrating the government's dedication to enhancing service quality (Berlian M, 2017). Government reporting to stakeholders can enhance perceived accountability in e-government services by offering openness in government procedures and serving as a novel form of accountability to the public (Diskominfo, 2019).

The conclusion from the above theory is that these factors can help increase transparency and accountability in governance and public services, so as to increase public trust in government and can help reduce corruption.

1.6.3. Perceived transparency (variable X2)

According to the 2005 conceptual framework of Government Accounting Standards, transparency is the practice of sharing honest financial facts with the public, recognizing the public's right to obtain comprehensive knowledge about government responsibilities in managing resources and in accordance with laws and regulations. Perceptions of transparency in e-government services can be influenced by various factors, including open data initiatives, open forums, and emergency data procedures.

Open data initiatives can increase transparency in e-government services by providing access to government data and information (Budi Astuti et al., 2018) This can help the public to understand how the government uses their tax money and can

hold the government accountable for its actions. According to (Diskominfo, 2019) transparency is an important aspect in e-government services because it can increase public trust in government. (Tchagaspanian, 2019) Stated that open forums can provide a platform for the public to engage with the government and provide feedback on government policies and services. This can help increase transparency in e-government services by allowing the public to voice their opinions and concerns.

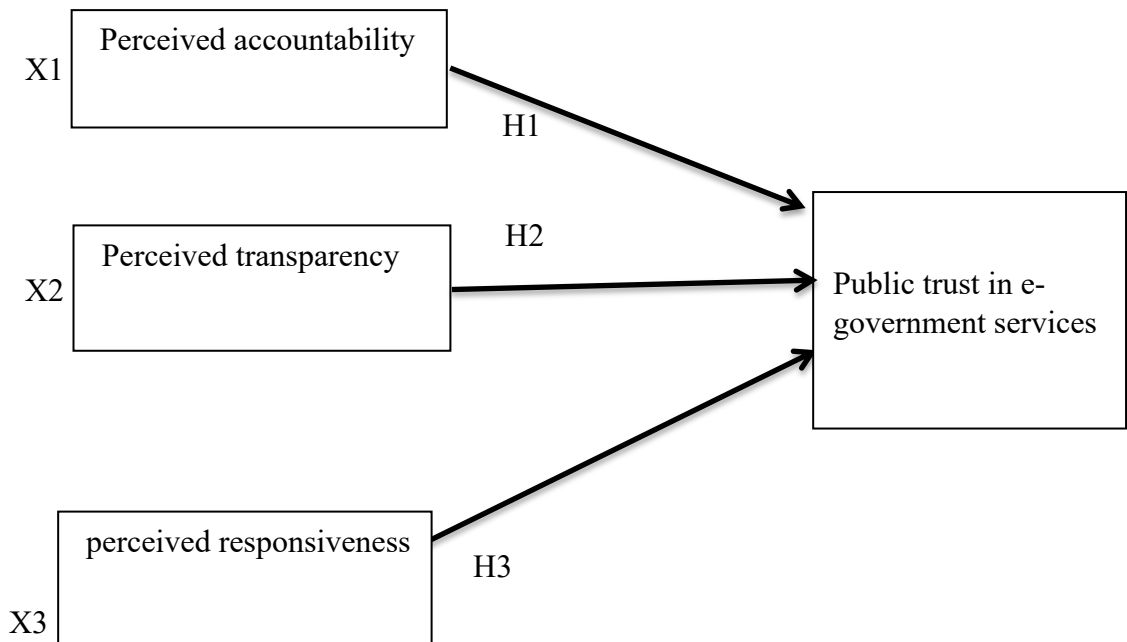
Emergency data procedures can improve transparency in e-government services by providing clear procedures for emergency situations. (Diskominfo, 2022) This can help the public to understand how the government responds to emergency situations and can hold the government accountable for its actions (Tchagaspanian, 2019) The conclusion from the above theory is that perceptions of transparency in e-government services can be influenced by open data initiatives, open forums, and emergency data procedures. These factors can help increase public trust in the government and can hold the government accountable for its actions.

1.6.4. Perceived responsiveness (variable X3)

According to Dwiyanto (2008: 51-52) Responsiveness refers to an organization's capacity to recognize community needs, establish service goals and priorities, and create public service initiatives that align with the desires and requirements present in society. The source is Diskominfo from the year 2019. Reiterating the same point Responsiveness refers to the bureaucracy's capacity to identify community needs, establish service agendas and objectives, and create public service programs that align with the community's wants and goals. Conceptually, Responsiveness pertains to how well service programs and activities align with the needs and desires of the individuals being serviced. Responsiveness is a key performance metric that directly reflects the public bureaucracy's capacity to execute its goal and objectives, particularly in addressing the community's requirements.

E-Government services can increase public trust in the government when the government responds quickly to emails, phone calls, and online inquiries and the government can provide content that is easy to understand in order to improve perceptions of responsiveness in e-government services by making it easier for people to access and understand government information (Diskominfo, 2019). According to (Diskominfo, 2022) Providing online feedback forms, surveys, and suggestion boxes can improve perceived responsiveness in e-government services by allowing the public to provide feedback on government policies and services. In conclusion, perceived responsiveness in e-government services can be influenced by quick responses to emails, phone calls, and online inquiries, easy-to-understand content, and online feedback forms. These factors can help increase public trust in the government and can hold the government accountable for its actions.

Figure 1. 1Theoritcal framework



1.7. Hypothesis

H1: Perceived accountability positively and significantly affects public trust in e-government services.

H2: Perceived transparency positively and significantly affects public trust in e-government services.

H3: Perceived responsiveness positively and significantly affects public trust in e-government services.

1.8. Concept and Operational Definitions

1.8.1. Definition of concept

1.8.1.1. Public Trust in E-Government services is a key element in the success and implementation of such services. This trust reflects the level of confidence, security, and satisfaction of the public in utilizing services provided by government entities through electronic platforms.

1.8.1.2. Perceived accountability refers to the way the public and service users see and measure the extent to which the government or public service entities that provide e-government services feel responsible for the provision and quality of these services.

1.8.1.3. Perceived transparency refers to how people evaluate the extent to which government agencies or public service providers, in utilizing information technology, engage in open, honest and accountable practices in the provision of services to the public.

1.8.1.4. Perceived responsiveness refers to how the public assesses the extent to which government entities or public service providers using information technology respond well to the needs, input, complaints, and feedback of electronic service users.

1.8.2 Operational Definition

1.8.2.1. Indicators of Public Trust

- a) Public Interest
- b) E-Government Competence
- c) E-Government Effectiveness
- d) E-Government services without data manipulation
- e) E-Government services without data errors

1.8.2.2. Perceived accountability indicators

- a) The government makes e-government service programs according to community needs.
- b) Clarity of procedures related to the use of e-government services.
- c) The government is evaluated for its performance in organizing e-government services.
- d) The government makes reports to stakeholders in the implementation of services. e-government.

1.8.2.3. Perceived transparency indicators

- a) Open data initiatives through e-government services.
- b) Open forums through e-government services.
- c) Data emergency response notifications and procedures.

1.8.2.4. Indicators of perceived responsiveness

- a) The government responds quickly to emails, phone calls, and online inquiries. online inquiries.
- b) The government responds to citizens' needs by presenting content that is easy to understand.
- c) The government provides online feedback forms, surveys, and suggestion boxes, and the government responds to them. then the government responds to them.

1.9. Research Methods

1.9.1. Research Type

The research aims to analyze the impact of Perceptions of Accountability, Perceptions of Transparency, and Perceptions of Responsiveness on Public trust in the E-government services of the Population and Civil Registration Office of South Lampung Regency in 2023. This study is classified as survey research. Survey research is a type of quantitative study. Survey research is a data collection strategy that involves gathering information through interviews or questionnaires administered to respondents (Kurnia, 2023). This survey inquiry aims to gather data that is pertinent to the topic or issue being investigated. The data collected is often a broad summary of surface-level observations. The source is Maidiana (2021). Survey research is a method used to gather information on the characteristics of a population based on a sample. This research will describe the characteristics of respondents, namely gender, age, latest education, main occupation, monthly income and experience in using ITC.

1.9.2. Population (N) and Sample (n)

Population is the whole element in research including objects and subjects with certain characteristics and characteristics (Amin Nur et al., 2023). In this study, the population is some of the people who use PAKe-Oli services in the form of

online services at the Population and Civil Registration Office of South Lampung Regency, Lampung Province, totaling 10,368 people (<https://www.lampungselatankab.go.id/web/> accessed on October 23, 2023 at 13.00 WIB).

According to (Syafnidawaty, 2020) a sample is a part of the whole and the characteristics possessed by a population. This study uses the Random Sampling Technique, According to (Sampoerna University, 2022) Random Sampling is a technique or method used in random sampling from existing population members. In this study, sampling used the Slovin formula, namely $[n = N / (1 + Ne^2)]$, with a significant level of 10%. Based on the Slovin formula, namely:

$$n = N / (1 + (N \times e^2))$$

$$n = 10368 / (1 + (10368 \times 0,1^2))$$

$$n = 99,04$$

Description:

n: sample

N: population

e: margin of error

So from these results, the number of samples is 99.04% then rounded up to 100 respondents.

1.9.3. Data Collection Techniques

According to (Herdayati & Syahrial, 2020) Data collection techniques are instruments used in the process of collecting factual information or real materials that can form the basis of research. In this study, the data collection technique is a questionnaire. According to (LP2M, 2022) A questionnaire is a series of questions

asked by individuals with the aim of collecting information that has statistical relevance on a particular topic. So this research distributes questionnaires to some people who use PAKe-Oli services at the Population and Civil Registration Office in South Lampung Regency. The questionnaire was made in the form of a combination of google forms submitted to respondents electronically and in the form of print-outs submitted to respondents manually.

The sampling technique in this study was carried out purposively (purposive sampling). This means that researchers distributed questionnaires to some people who use PAKe-Oli services at the Population and Civil Registration Office in South Lampung Regency. Researchers complement the data collection technique with interview and documentation techniques. Researchers conducted interviews with some community users of e-government services at the Population and Civil Registration Office in South Lampung Regency.

1.9.4. Research Instruments and Data Measurement

A research instrument, as defined by Sugiyono (2020), is a tool utilized for measuring observed natural and social phenomena. This study utilized a closed questionnaire as its tool. A closed questionnaire, as defined by Sosiologi (2023), is a questionnaire where respondents are provided with predefined answer choices. Arikunto (2018) defines data measurement as the process of collecting data by converting it into numerical form.

This study use the Likert Scale for data assessment. (Pranatawijaya et al., 2019) describe the Likert Scale as a tool for evaluating an individual's views, attitudes, or opinions on a certain social occurrence or phenomenon. The most suitable method to assess the impact of perceived accountability, perceived transparency, and perceived responsiveness on public trust in e-government services is to utilize Likert scale methodologies to evaluate individual viewpoints, particularly among online service users within the study's framework. The Likert scale is used to determine the response of the respondents sampled in this study. Each Likert Scale answer has a different score, namely:

1. SS (Strongly Agree) has a score of 5
2. S (Agree) has a score of 4
3. N (Neutral) has a score of 3
4. TS (Disagree) has a score of 2
5. STS (Strongly Disagree) has a score of 1.

1.9.5. Data analysis technique

According to (Kurnianingsih et al., 2021) Data analysis technique is a method that discusses the process of processing data and information obtained during research to obtain the results of the study. This study uses SEM-PLS to analyze the data. SEM (Structural Equation Model) - PLS (Partial Least Square) is a statistical field that examines a series of complex relationships that are relatively difficult to measure simultaneously (Krisdiantoro et al., 2018). SEM-PLS in this study is to calculate Validity and Reliability and test Regression and Hypotheses. Validity is a concept used to evaluate the level of accuracy of a research method in measuring the variables to be measured (Sampoerna University, 2022) Meanwhile, Reliability is the consistency of research results when repeated in the same way (Sampoerna University, 2022) Regression Test is a statistical method used to estimate the relationship between variables (Basri, 2018) Meanwhile, Hepotesa Test is a process used to statistically test the validity of a statement and draw conclusions on its acceptance or rejection (Anuraga et al., 2021).