Community Satisfaction with Online Services in East Lombok Regency: (Case Study: BAKSO Application)

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Abstract.

Purpose: This study analyzes the use of the BAKSO (Create Online Population Administration) application for users, namely employees of the East Lombok Regency Population and Civil Registration Office and the Admin of each village. The measurement uses variables consisting of infrastructure, ICT, bureaucracy, leadership, and implementation of digital government.

Methods: The method used is a quantitative type, primary data in the form of a survey of 115 respondents from East Lombok Regency Population and Civil Registration Office office employees and village admins who used the BAKSO application (Create Online Population Administration). Using the Likert Scale (1: strongly disagree, 2: disagree, 3: neutral, 4: agree, and 5: strongly agree). The analysis technique for this study uses SmartPLS 3.

Results: The results of this study show that infrastructure and ICT variables have a positive and significant influence on the implementation of digital government in the implementation of the BAKSO application. Meanwhile, bureaucratic and leadership variables have little impact and are substantial in implementing the BAKSO application in East Lombok Regency.

Novelty: This study is unique because it examines users who are also employees who use the BAKSO application (Make Online Population Administration) with a measuring indicator, namely the online service index (OSI); most of the previous research on this theory was only oriented to assessing public satisfaction with online services. This research provides a new perspective on using the Online Service Index (OSI) on the scope of application-based online services from an employee perspective. In addition, the empirical contribution lies in the professionalism of employees in using the BAKSO application. So that later, it can provide space for the government to pay attention to human resources in running Online Service Index (OSI)-based application services.

Keywords: BAKSO application, Infrastructure, ICT, Bureaucracy, Leadership, Digital government implementation, East Lombok

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INTRODUCTION

In the current era, governments in various countries have digitized government, and countries in different parts of the world continue to develop and transform towards an integrated information and communication technology system [1], [2]. Information and communication technology plays a very important role in the life of an increasingly advanced society, so that there are greater opportunities in the information and communication technology industry [3]. The common sense of human thought influences development and is constantly undergoing changes determined by the dynamics created by man [4], [5]. Technology is designed with various innovations in it solely to meet very dynamic and endless human needs [6]. Effect of Digitalization on Business Performance in the MSME Industry Context [7]. Improving public service performance-oriented towards good governance must at least have the readiness of regulations, budgets, human resources (HR), and facilities and infrastructure to support the implementation of e-governance [8]–[10].

Public services that were previously still applied manually now need to be improved by starting innovations that use electronic means that prioritize quality and efficiency in government efforts to fulfill obligations on the community's rights [11]. Electronic-based public services can accelerate government work, which is currently a trend in every local government in Indonesia [12]. Electronic-based government (E-

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Government) can facilitate monitoring activities carried out by the government and the existence of facilities that accommodate various forms of people's aspirations [13]. Electronic services in each region can provide harmonization, increase synergy between government institutions, and reduce the risk of conflicts between institutions that can hamper services to the community due to overlapping authority piercing [14].

The East Lombok Regency Government has also applied electronic-based services, namely the BAKSO application. The BAKSO application stands for Create Online Population Administration. In connection with the issuance of Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems to ensure effectiveness, efficiency, transparency, and easy access, and East Lombok Regent Regulation Number 7 of 2018 concerning Acceleration of birth certificate ownership through education, health, and village. With the existence of service innovation, the community is gradually able to feel the presence of services that answer their problems. So far, the community is active in making population data online to the officers of each village [15]. In addition, the use of applications to support digitalization in public services is carried out by the Yogyakarta City government in the health sector through the SIMPUS application [16], SAPAWARGA application by Surabaya City government [17], SUPER Application in Sukabumi City [18], and the SAMBARAWA application in West Java which can be said to have successfully raised the Community satisfaction index in West Java [19].

Figure 1. Display of the main menu of the BAKSO application

One form of online-based public service developed in the East Lombok district is the BAKSO application. The BAKSO (Create Population Administration Online) application stands for Making Population Administration Online; the application was launched in 2018 and was established by the East Lombok Regency government through the East Lombok Regency Population and Civil Registration office. This service innovation is expected to improve community population administration services in East Lombok Regency. This online population administration service has features to take care of population documents such as e-KTP, Child Identity Card (KIA), birth certificates, and death certificates that support community population data in the East Lombok district. To access the BAKSO application, villages must take care of it at the East Lombok Regency Population and Civil Registration Office. It is expected to avoid brokers and illegal voting violations by irresponsible people so that the BAKSO application can only be accessed by village officials, not intended for the community directly [20]. West Nusa Tenggara Province's internet usage is still below average compared to other provinces in Indonesia [21].

The implementation of digital government requires leaders who are dynamic in socialization and direct through thinking and making innovations that lead to digitalization to support the acceleration of community adaptation using online-based public services [22]. Digitalization in government is not only about cost efficiency and sophistication of information and communication technology. Still, it must be able to reflect good governance management supported by competent human resources able to ensure openness, regulatory accuracy, transparency, and increase public participation in using public services [23]–[25].

Many scholars have researched the implementation of digital government. However, it is still limited to studies oriented towards assessing user satisfaction, namely from people who use online services, but also focusing more on analyzing innovations that support digital government [26]–[32]. Therefore, there is a

knowledge gap in theoretical perspectives related to the theme. This study aims to fill the knowledge gap by making several contributions. This research provides a new perspective on using the Online Service Index (OSI) on the scope of application-based online services from an employee perspective. In addition, the empirical contribution lies in the professionalism of employees in using the BAKSO application. So that later, it can provide space for the government to pay attention to human resources in running Online Service Index (OSI)-based application services.

Research Question: How is user satisfaction with online services on the BAKSO Application in East Lombok Regency?

METHODS
This study uses quantitative research methods to see the variables of infrastructure, ICT, bureaucracy, leadership, and implementation of digital government that are the object of research. The sampling technique used random sampling to determine the respondents who used the BAKSO application. Here are the stages of this study.
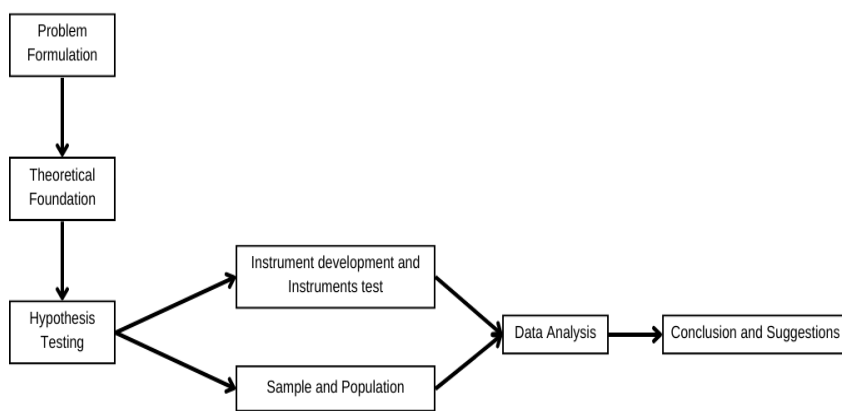

Figure 2. Stages of research

Figure 2 illustrates the stages of this research, starting from the formulation of the problem, theoretical foundation, hypothesis testing containing samples and populations, research instruments, data analysis, and, finally, conclusions and suggestions.

Sample
In determining the number of research respondents from the total employees who used the BAKSO application, as many as 200 employees, researchers used a sampling table of respondents from Cohen [33].

Population	Confidence level 90 per cent			Confidence level 95 per cent			Confidence level 99 per cent		
	Confidence	Confidence	Confidence	Confidence	Confidence	Confidence	Confidence	Confidence	Confidence
30	27	28	29	28	29	29	29	29	30
50	42	45	47	44	46	48	46	48	49
75	59	64	68	63	67	70	67	70	72
100	73	81	88	79	86	91	87	91	95
120	83	94	104	91	100	108	102	108	113
150	97	111	125	108	120	132	122	131	139
200	115	136	158	132	150	168	154	168	180
250	130	157	188	151	176	203	182	201	220
300	143	176	215	168	200	234	207	233	258
350	153	192	239	183	221	264	229	262	294
400	162	206	262	196	240	291	250	289	329
450	170	219	282	207	257	317	268	314	362
500	176	230	301	217	273	340	285	337	393
600	187	249	335	234	300	384	315	380	453
650	192	257	350	241	312	404	328	400	481
700	196	265	364	248	323	423	341	418	507
800	203	278	389	260	343	457	363	452	558
900	209	289	411	269	360	468	382	482	605
1,000	214	298	431	278	375	516	399	509	648
1,100	218	307	448	285	388	542	414	534	689
1,200	222	314	464	291	400	565	427	556	727
1,300	225	321	478	297	411	586	439	577	762
1,400	228	326	491	301	420	606	450	596	796
1,500	230	331	503	306	429	624	460	613	827
2,000	240	351	549	322	462	696	498	683	959
2,500	246	364	581	333	484	749	524	733	1,061
5,000	258	392	657	357	536	879	586	859	1,347
7,500	263	403	687	365	556	934	610	911	1,480
10,000	265	408	703	370	566	964	622	939	1,556
20,000	269	417	729	377	583	1,013	642	986	1,688
30,000	270	419	738	379	588	1,030	649	1,002	1,737
40,000	270	421	742	381	591	1,039	653	1,011	1,762
50,000	271	422	745	381	593	1,045	655	1,016	1,778
100,000	272	424	751	383	597	1,056	659	1,026	1,810
150,000	272	424	752	383	598	1,060	661	1,030	1,821
200,000	272	424	753	383	598	1,061	661	1,031	1,826
250,000	272	425	754	384	599	1,063	662	1,033	1,830
500,000	272	425	755	384	600	1,065	663	1,035	1,837
1,000,000	272	425	756	384	600	1,066	663	1,036	1,840

Figure 1. Respondent sampling table

The use of respondents' table sampling with a margin of error of 10% considering that the number of employees who use the BAKSO application is only 98 employees from the East Lombok Regency Population and Civil Registration Office and 102 active village admins who work together using the BAKSO application as a means of making population documents. The number of respondents used in this study was 115, obtained from Cohen's formula in the table above, which was then measured using the Likert Scale (1: strongly disagree, 2: disagree, 3: neutral, 4: agree, and 5: strongly agree), of the total employees who are application users with a margin of error of 10% in East Lombok Regency. Then, the analysis used Analysis techniques using SmartPLS 3.

Research instruments
The instrument used in the study used a survey to explore the level of community satisfaction in East Lombok Regency with an online service, namely the BAKSO application in each village. This questionnaire uses theory adapted from the Online Service Index (OSI): "Infrastructure, ICT, Bureaucracy, Leadership, and Digital Government Implementation," adapted from the EDGI indicator [34].

Table 1. Research instruments

No.	Online Service Index	Indicator	Number of Questions
1.	Infrastructure	Hardware Completeness	1
		Completeness of Internet Network	1
2.	ICT	Software Power	1
		Data Security	1
3.	Bureaucracy	Pyramidal Bureaucracy	1
		Operational Process Flexibility	1
		Job Specialization	1
4.	Leadership	Ability to Plan Work	1
		Briefing Ability	1
		Problem-solving Ability	1
5.	Digital Government Implementation	Sufficiency of Business	1
		Technology Intelligence	1
		Interagency Integration	1
		Accuracy of Work Results	1

Furthermore, the following is the design of the questions on the questionnaire in the study:

Table 2. Questionnaire Design

No.	Variable	Question
1.	Infrastructure	Hardware network completeness is available in the application of digital government.
		There is a complete internet network in the application of digital government.
2.	ICT	There is software sophistication in the application of digital government
		Data security available in the implementation of digital Government
3.	Bureaucracy	Bureaucracy is no longer pyramidal (only leaders control essential information) in the digital era of government.
		Operational processes in the bureaucracy have been flexible.
		No more job specialization (sectoral ego)
4.	Leadership	My leadership can plan technology-related work in government.
		My leaders can work with government technology.
		My leaders can solve problems in work with government technology.
5.	Digital Government Implementation	The Digital Government program covers all public service matters
		Digital government programs are intelligent technologies that can quickly get things done.
		Digital government programs integrate government agencies.
		Digital government programs make work results very optimal.

Theoretical framework
Infrastructure
Infrastructure is a system in public facilities, whether public or private, funded as an essential service with sustainable standards to support the running of electronic-based government [35], [36]. Completeness of infrastructure supports the implementation of e-Government [37].

ICT

ICT is the application of knowledge and skills intended for humans in flowing information, expertise, data, and even messages to help solve human problems and even become a global communication standard in all aspects [38]. Cross-border information sharing with ICT is easy to carry out without borders and impacts the effectiveness and accountability of e-government [39], [40]. In addition, the availability and accessibility of ICT in e-Government is guaranteed 24 hours for users [41].

Bureaucracy

The term bureaucracy means a component in an organization, government, or private agency that moves and determines the success or failure of the results of a policy or program that has been made [42]. Bureaucratic behavior is a determining factor for the success of e-government implementation [43].

Leadership

Visionary leaders improve the system by prioritizing planning and innovation to get good results for the organization and promoting an organizational culture that allows individuals and groups to work effectively and efficiently to support the success of e-government [44], [45].

Digital government implementation

Digital government is the administration of affairs and all actions in the public sector, both at the local government level and at the central government level, that uses the implementation of information and communication technology to encourage transparency, accountability, democracy, openness, efficiency, and effectiveness [46], [47]. Government digitalization is currently widely carried out in every region in Indonesia [48]. The application of digital government can be interpreted as innovation for services and policies for the government, which are vertical and horizontal [49].
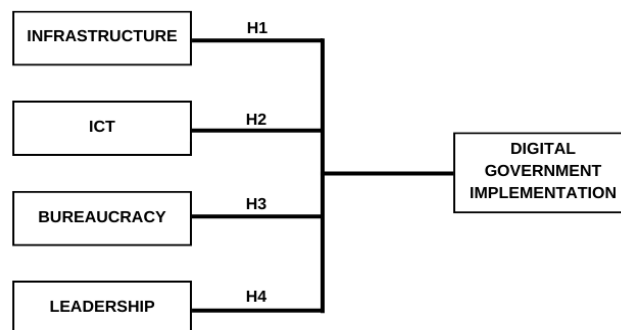

Figure 5. Theoretical framework

H1: Infrastructure has a significant impact on the implementation of digital government
H2: ICT has a significant effect on the implementation of digital government
H3: Bureaucracy has a significant influence on the implementation of digital government
H4: Leadership has a significant influence on the implementation of digital government

This research is quantitative, using a primary data model as the result of a survey. Data collection using questionnaires was obtained through respondents. Respondents to this study are employees who run or use the BAKSO application randomly.

Analyze data and test hypotheses using SmartPLS 3. SmartPLS 3 software is used to test hypotheses, validity calculations, and reliability analyses between study variables during data processing [5]. Calculate the validity and reliability of respondent data. The Likert scale was used in this study to measure respondents' views on the BAKSO application. The Likert scale has five options: (1) strongly disagree, (2) disagree, (3) neutral, (4) agree, (5) strongly agree.

RESULTS AND DISCUSSIONS
Respondent's demographic profile

Table 3 displays the demographic profile of respondents, namely employees who operate the BAKSO application. Most respondents were female at 52.2%, while males were only 47.85%. Next to the age

category, most users have a vulnerable age between 31-40 years 46.1%, 30-30 years 32.2%, 41-50 years 12.2%, and the smallest percentage in general vulnerable 51-60 years is only about 9.6%. Furthermore, most users have a diploma/bachelor education background of 70.4%, a high school education background of 27.8%, a master's degree of 1.7%, and the last junior high school and postgraduate education of 0%.

Table 3. Respondent demographics

Characteristics of Respondents		
Gender	Frequency	%
Male	55	47.85%
Female	60	52.2%
Age		
20-30 Years	37	32.2%
31-40 Years	53	46.1%
41-50 Years	14	12.2%
51-60 Years	11	9.6%
Education Level		
Junior High School	0	0%
Senior High School	32	27.8%
Diploma/Bachelor	81	70.4%
Graduate	2	1.7%
Postgraduate	0	0%
Length of Work		
1-5 Years	45	39.1%
6-10 Years	48	41.7%
11-15 Years	22	19.1%
Experience Using E-Government		
1-2 Years	1	0.9%
3-4 Years	6	5.2%
5-6 Years	36	31.3%
>6 Years	72	62.6%
Total	115	

Furthermore, in terms of length of work at the Population and Civil Registration Office of East Lombok Regency, the most significant percentage is dominated by 6-10 years of work at 41.7%, 1-5 years of working time at 39.1%, and finally vulnerable to working 11-15 years with a percentage of 19.1%. Finally, in terms of the length of time using the internet in the government sphere, the most significant percentage is 62.6% with >6 years of experience, vulnerable between 5-6 years at 31.3%, 3-4 years at 5.2%, and the last at vulnerable 1-2 years at 0.9%.

Mean, standard deviation, and cronbach's alpha
The indicator used to calculate the correlation between the scale and the variables that have been created is Cronbach's Alpha. Cronbach's Alpha standard can be reliable if the number is above 0.70 (Nunnally, 1978). In Table 5, we can see the reliable value of each valid variable (infrastructure = 0.714, ICT = 0.773, bureaucracy = 0.844, leadership = 0.872, and implementation of digital government = 0.878).

Table 4. Mean, standard deviation, and cronbach's alpha (n=115)

Variable	Mean	Standard Deviation (STDEV)	Cronbach's Alpha	Composite Reliability	Average Variance Extracted (AVE)	
Infrastructure	3.465	0.714	0.708	0.871	0.772	Valid
ICT	3.322	0.763	0.773	0.897	0.814	Valid
Bureaucracy	3.455	0.739	0.844	0.905	0.760	Valid
Leadership	3.475	0.724	0.872	0.921	0.795	Valid
Digital Government Implementation	3.387	0.737	0.878	0.917	0.736	Valid

Furthermore, table 5 shows that numerical values that meet the standards of Composite Reliability above 0.60 can be considered valid. Then, the variables of infrastructure, ICT, bureaucracy, leadership, and implementation of digital government show that the Average variance extracted (AVE) number above 0.50 can be concluded to be valid. Thus, it can be supposed that each variable has a good number, so it has met the standard test of validity and reliability.
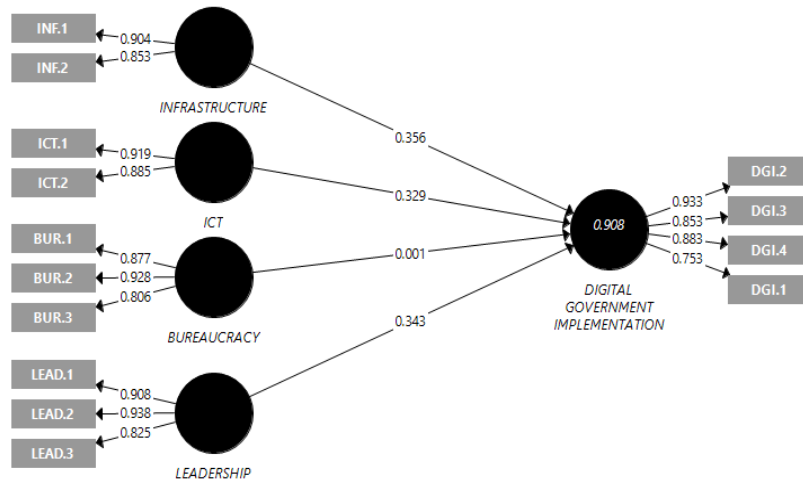

Figure 4. Validated research model

Figure 4 shows that each variable has a number that meets the standards of the validity test of each variable indicator. The validity test can be considered valid if it offers a number above 0.70. Furthermore, the variables that affect the implementation of digital government have an R Square number of 0.908. The division of the R-Square group >0.67 is strong, moderate if >0.33 but <0.67, and if the R-Square number <0.33 can be said to be weak (Chin, 1998). Thus, it can be concluded that the implementation of digital government in the BAKSO application has an R-squared value of 0.908, which means that supporting variables have a strong influence.
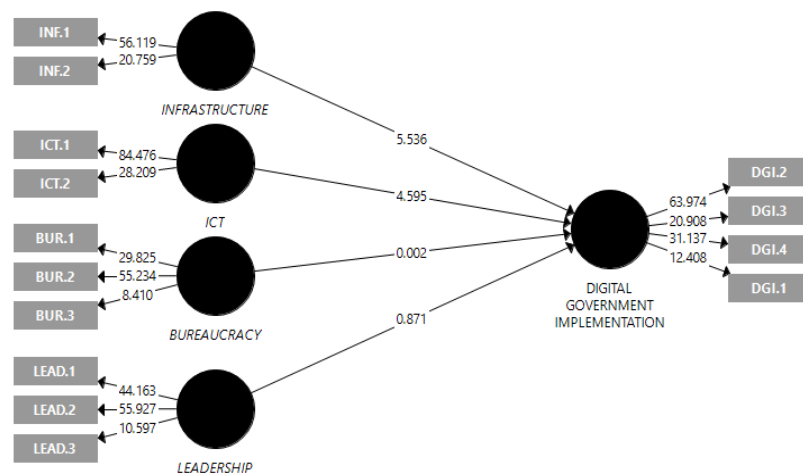
Hypothesis test

Figure 5. Output bootstrap

Figure 5 shows that after testing the hypothesis by bootstrapping the variables of infrastructure, ICT, bureaucracy, and leadership of the implementation of digital government, independent variables were tested against dependent variables to find out the hypothesis of each variable. It can be considered valid if the T-statistic value is more than 1.96 and the P-value value is less than 0.05 [50].

Table 5. Hypothesis testing of digital government implementation on BAKSO application

Variable	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T-Statistics (O/STDEV)	P Values	Hypothesis
Infrastructure	0.356	0.360	0.064	5.536	0.000	Accepted
ICT	0.329	0.318	0.072	4.595	0.000	Accepted
Bureaucracy	0.001	0.023	0.398	0.002	0.998	Rejected
Leadership	0.343	0.328	0.394	0.871	0.384	Rejected

The Infrastructure Hypothesis (INF) on the Implementation of Digital Government (DGI) in the hypothesis shows a T-Statistics value of 5,536 (>1.9) and a P-Value of 0.000 (<0.05), so the INF variable has an effect and is significant on DGI. The results of this study also support previous research conducted by Doran [51], which states that Infrastructure (INF) has a substantial influence on Digital Government Implementation (DGI); however, some studies have different views on the results of the hypothesis that has been obtained. It is stated that Infrastructure (INF) does not affect DGI because there are several factors, one of which is that Infrastructure only describes the accessibility of people in accessing all forms of online services. Still, Digital Government Implementation (DGI) focuses on human resources in the use of the internet in a country [52], [53].

The ICT (ICT) hypothesis against the Implementation of Digital Government (DGI) on the hypothesis shows a T-Statistics value of 4,595 (>1.9). Also, it has a P Values value of 0.000 (<0.05 value), so it can be concluded that the ICT variable has an effect and is significant on DGI. The results of this study support previous research conducted by Russell & Tegelberg [54], which states the same thing, that ICT influences Digital Government Implementation (DGI). The underlying factor of the research is that the use of technology will support the implementation of a digitally based government. However, several studies refute this hypothesis. Research states that ICT does not significantly affect digital government implementation, and factors that influence the implementation of good digital government are organizational culture, human resources, and leadership [55].

The Bureaucratic Hypothesis (BUR) on the Implementation of Digital Government (DGI) hypothesis appears to have a T-Statistics value of 0.002 (<1.9). The value is still far above the ideal standard value of 0.998 (>0.05), so the BUR variable has no effect and is significant on DGI. Previous research that supports the results of this study states that bureaucracy does not have a substantial influence on Digital Government Implementation (DGI) [56] and that the factor that determines the success of exemplary government implementation is Information and Communication Technology; the research also strengthens Russel & Tegelberg's research described above [54].

The Leadership Hypothesis (LEAD) on the Implementation of Digital Government (DGI) in the hypothesis appears to have a T-Statistic value of 0.871, far from the ideal value standard (<1.9), and the value is still far above the superior value standard of 0.384 (>0.05 value). Thus, the LEAD variable has no effect and is significant on DGI. Several previous studies support the results of research that have the same view, namely, the Leadership variable (LEAD) does not positively influence Digital Government Implementation because organizational culture and human resources have a central role in running a digital-based government [57]. The leadership aspect is only passive. The results of this study also refute previous research, which states that successful implementation is based on aspects of leadership in an organization [55].

Discussion
This research examined the supporting variables for implementing digital government in the BAKSO application in the East Lombok Regency. In the first hypothesis, the Infrastructure (INF) variable has an effect and is significant in implementing digital government (DGI). This supports previous research that says the completeness of infrastructure supports the success of e-government. In addition, other studies have also stated that infrastructure affects the implementation of digital government [58].

The second hypothesis is that the ICT variable (ICT) has an effect and is significant in the implementation of digital government (DGI), which is further supported by previous research, which states that the application of ICT endorses the implementation of e-government and makes everything run effectively and efficiently [36], [40]. In addition, other studies state that information and communication technology affects the application of digitalization in government [59].

The third hypothesis of the Bureaucratic variable (BUR) has no effect. It is significant for the implementation of digital government (DGI) and contradicts previous research that states bureaucracy is an essential factor in the success of e-government. However, the proof of the hypothesis is supported by several studies that say that bureaucracy does not affect the implementation of government digitalization but organizational culture and the organization itself [60], [61].

The fourth hypothesis on the leadership variable (LEAD) is proven that it has no effect and is significant on the implementation of digital government (DGI); testing this variable is also contrary to previous research that shows results-oriented vision leaders support the implementation of digital government. At the same time, the results of this hypothesis test support research that states that leadership is not a sectoral factor that affects the implementation of digital government but the organizational structure of an organization that has authority, power, and collaboration to implement digitalization [62].

CONCLUSION

This study has the main objective of the empirical test conducted by researchers, namely to determine the influence of infrastructure, ICT, bureaucracy, and leadership on the implementation of digital government, especially on employees of the population and civil registration office of East Lombok Regency and villages who collaborate in using the BAKSO application. To test how influential and significant the variables that are indicators of the online service index affect the course of government digitalization in the BAKSO application.

In addition, the BAKSO application is a forum for the community to create and update population documents that should be able to run so that the implementation of government is effective, efficient, accountable, and accessible from illegal practices. Variables that significantly influence, namely infrastructure and ICT, can function as a foundation to advance the sustainable implementation of digital government. The online service index can be used as an indicator to measure the success of e-government so that, in the future, it can provide room for the development of other digital governments to implement all forms of renewal in their government innovations.

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