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EFFECT OF E-GOVERNMENT ON IMPROVING THE QUALITY OF PUBLIC SERVICES IN SERANG MUNICIPALITY

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Abstract

This study aims to find out "How is the implementation of E-Government RABEG (Reaction to Citizen News) applications in Serang City and whether the implementation of E-Government through RABEG applications can improve the quality of public services in Serang City?". This study uses quantitative methods with statistical analysis using SPSS software. The data used are primary and secondary data, primary data obtained by conducting interviews and distributing questionnaires to 83 respondents who have been determined and are considered representative to answer the research questionnaire. Meanwhile, secondary data were obtained from literature review and documentation of data related to research. Statistical analysis in this study includes data validity test, data reliability test, data normality test, simple linear regression analysis, determinant coefficient, and correlation coefficient. The results of research and statistical analysis show that the implementation of the E-Government system for the RABEG application in Serang City is quite good, and the results of testing the research hypothesis indicate that there is a significant positive effect between E-Government on improving the quality of public services in Serang City.

Abstrak

Penelitian ini bertujuan untuk mengetahui "Bagaimana pelaksanaan E-Government aplikasi RABEG (Reaksi Atas Berita Warga) di Kota Serang dan Apakah pelaksanaan E-Government melalui aplikasi RABEG dapat meningkatkan kualitas pelayanan publik di Kota Serang?". Penelitian ini menggunakan metode kuantitatif dengan analisis statistik menggunakan software SPSS. data yang digunakan adalah data primer dan sekunder, data primer diperoleh dengan melakukan wawancara dan penyebaran kuisioner kepada 83 responden yang telah ditentukan dan dianggap representatif untuk menjawab kusioner penelitian. Sedangkan data sekunder diperoleh dari literatur tinjauan pustaka dan dokumentasi data-data yang terkait dengan penelitian. analisis statistik dalam penelitian ini meliputi uji validitas data, uji reliabilitas data, uji normalitas data, analisis regresi linear sederhana, koefisien determinan, dan koefisien korelasi. Hasil penelitain dan analisis statistik menunjukkan bahwa pelaksanaan sistem E-Government aplikasi RABEG di Kota Serang sudah cukup baik, dan hasil pengujian hipotesis penelitian menunjukkan bahwa terdapat pengaruh positif yang signifikan antara E-Government terhadap peningkatan kualitas pelayanan publik di Kota Serang.

Kata Kunci: *E-Government, Smart City, Pelayanan Publik*

Keywords:
E-Government, Smart City, Public Service

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INTRODUCTION

Applications The rapid development of technology and information at this time has the impact of major changes in every order of people's lives, therefore the order of government in terms of communication and public services is also undergoing changes. The development of technology and information has an impact on the shift of the public service system manually using paper (*based on paper administration*) into technology-based public services using electronic media (Alfiyah, 2019, p. 89). The public service system, both at the regional and central levels, is slowly starting to implement the concept of *E-Government*. The development of *E-Government* in Indonesia is regulated in INPRES Number 3 of 2003 concerning National Policies and Strategies Regarding *E-Government*. In the policy the President instructed the Governor and Regent / Mayor in Indonesia to take the necessary measures according to the task, function, and authority of each to the implementation of the development program *E-Government* nationwide (Mulyadi, 2016, pp. 242- 243). Referring to the President's instructions, currently local governments are competing in implementing and developing *E-Government* in their regions. Serang City is one of the cities in Banten Province which is developing the implementation of the *E-Government* system. One of the *E-Government* systems currently implemented by the Serang City government is Reaction to Citizen News or commonly called *RABEG.*

RABEG (Reaction to Citizen News) is an application for complaints, aspirations, complaints, opinions, and others submitted by residents through social media, suggestion boxes/complaints to the Serang City government so that it can be reached by all parties, both residents and the Serang City government. (DISKOMINFO). Any reports or complaints from residents through the application will then be forwarded to the relevant Regional Apparatus Organizations (OPD) for follow-up

The Serang City Communication and Information Office projects a budget of IDR 13 billion in 2021 for the development of Serang City into a *Smart City*. Head of the Serang City KOMINFO Service, Hari Pamungkas, said the budget was Rp. 13 billion for all *Smart City* development programs. Some of the priority work plans are statistics, *E-Government services*, information dissemination, to technology infrastructure (KabarBanten, 2020). However, in reality *E-Government services* in Serang City have not yet been able to achieve their goal of increasing effectiveness, efficiency, and quality of public services. According to news released by the RMOLBANTEN Republik Merdeka media in July 2019, it was stated that the Serang City government's online service application, namely *RABEG* (Reaction to Citizen News) and the Serang Siaga 112 *Call Center* had not run optimally. This is because the response from the core Regional Apparatus Organizations (OPD) in the Serang City government has not been maximized. Head of the Serang City KOMINFO Service, Hari Pamungkas said "the OPD's response to reports in the *RABEG* application and *Call Center* 112 must be improved, lest public reports be just reports but no follow-up" (RmolBanten, 2019).

Based on this background, the authors are interested in conducting research related to the *RABEG* application implemented by the Serang City government. Research on the *RABEG* application is considered important because the *RABEG* application is an application that is a digital means of public complaints which is relatively new, therefore it is necessary to do aresearch to find out whether the application is running well according to its function or not, besides the results of This research can be used as evaluation material for application managers in developing better application systems in the future. This study aims to find out ***"How is the***

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implementation of E-Government RABEG applications in Serang City and whether the implementation of E-Government through RABEG applications can improve the quality of public services in Serang City?".

Theoretically, the results of this research are expected to become literature for students and researchers who will conduct research on similar matters, as well as other interested parties. In addition, it is hoped that this research can also be a source of knowledge to add broader insights about the implementation of the *E-Government* system, especially to improve the quality of public services. Practically, the results of this research are expected to be input/suggestions for the government or policy makers in improving the quality of public services through the implementation of *E- Government.*

Based on the literature review, it is known that there are similar studies conducted by several researchers, the first is the research conducted by Syahputra Hasan HRP (2018). The results of the study show that there is a positive influence between the implementation of *E-Government* and improving the quality of integrated one-stop city licensing services. Medan. Furthermore, Ira Rahmawati, Bakri Hasanudin, (2017) research results show that competence and *electronic government* together have a positive and significant effect on the quality of public services at the Palu Religious Court.

Wihda Maulani (2020) research results show that based on an analysis using the *E-GovQual (E-Government Quality)* indicator, the *E-Health* program can improve the quality of public services in the health sector in the city of Surabaya.

To find out whether there is an effect or not between the implementation of *E-Government* and improving the quality of public services in Serang City, it is necessary to do research with the formulation of the research hypothesis as follows:

- H0: There is no effect between *E-Government* on improving the quality of public services in Serang City
- H1: There is an influence between *E-Government* on improving the quality of public services in Serang City.

RESEARCH METHODS

This study uses quantitative methods with data analysis using *SPSS software*. The data used in this study are primary and secondary data. The primary data collection technique was conducted by means of interviews and distributing questionnaires (questionnaires) while secondary data was obtained from literature review or documentation of data related to research.

In this study there are two variables, namely the independent variable (*E-Government*) and the dependent variable (Quality of Public Services), the *E-Government* variable is measured using Eko Indrajit's theory of "Elements of Successful *E-Government* Development " which consists of three dimensions namely *Support, Capacity*, and *Value*. Meanwhile, the variable of public service quality is measured using Parasuraman's theory of "Quality of Public Service" which consists of five dimensions, namely *Tangible, Empathy, Reliability, Responsive*, and *Assurance*. The dimensions of the two theories are further elaborated into several indicators as outlined in the research questionnaire in the form of a written statement with *a Likert scale* as follows:

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Table 1. Likert scale

No	Simbol	Scale	core
1	SP	Very satisfied	5
2	P	Satisfied	4
3	CP	Quite satisfied	3
4	TP	Not satisfied	2
5	STP	Very Dissatisfied	1

Source: Researcher

This research was conducted for approximately 4 months starting from July to October 2021 at the Department of Communication and Information (DISKOMINFO) Serang City. The population in this study is the people of Serang City who make complaints (give criticism and suggestions) to the government through the *RABEG* (Reaction to Citizen News) application which has been created and managed by DISKOMINFO Serang City. Based on data from the *RABEG* application page, it is known that the population in this study is 485 populations.

Based on the population, it is necessary to determine a representative sample to answer the research questionnaire. Determination of the number of samples in this study using the *Slovin* formula (Husein, 2005, p. 108) as many as 83 respondents. In this study the researchers determined the sample using the *Probability Sampling* technique, namely *Simple Random Sampling*. *Simple random sampling* is a technique of taking samples from the population which is done randomly without regard to the strata that exist in the population. This technique is used if the members of the population are considered homogeneous (Sugiyono, 2014, p. 82). Data analysis in this study includes data validity test, data reliability test, data normality test, simple linear regression analysis, determinant coefficient test and correlation coefficient test using *SPSS* version 25 *software* tools.

RESULT

Variable X: *E-Government*

In this study, the *E-Government* variable was analyzed using the theory proposed by Eko Indrajit about "Elements of Successful *E-Government* Development". This theory consists of three (3) dimensions, namely *Support*, *Capacity* and *Value*. The results of each dimension can be seen in the following table:

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Table 2. Research Result Data *Support* Dimension

Indicator	Weight	Answer Category	Frequency	Percentage (%)
Socialization	5	Very satisfied	83	100.00
	4	Satisfied	0	0
	3	Quite satisfied	0	0
	2	Not satisfied	0	0
	1	Very Dissatisfied	0	0
		Amount	**83**	**100%**
Coordination	5	Very satisfied	52	62.65
	4	Satisfied	27	32.53
	3	Quite satisfied	4	4.82
	2	Not satisfied	0	0
	1	Very Dissatisfied	0	0
		Amount	**83**	**100%**

Source: Research Questionnaire Results

Table 3. Research Result Data *Capacity* Dimension

Indicator	Weight	Answer Category	Frequency	Percentage (%)
Qualified Human Resources (HR)	5	Very satisfied	78	93.98
	4	Satisfied	5	6.02
	3	Quite satisfied	0	0
	2	Not satisfied	0	0
	1	Very Dissatisfied	0	0
		Amount	**83**	**100%**
Adequate Infrastructure	5	Very satisfied	40	48,19
	4	Satisfied	35	42.17
	3	Quite satisfied	7	8.43
	2	Not satisfied	1	1.21
	1	Very Dissatisfied	0	0
		Amount	**83**	**100%**

Source: Research Questionnaire Results

Table 4. Research Results Data Dimension *Value*

Indicator	Weight	Answer Category	Frequency	Percentage (%)
Make it easier for the public to convey information or criticism	5	Very satisfied	81	97.59
	4	Satisfied	2	2.41
	3	Quite satisfied	0	0
	2	Not satisfied	0	0
	1	Very Dissatisfied	0	0

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		Amount	**83**	**100%**
There is a good response from the government regarding the report submitted	5	Very satisfied	62	74.70
	4	Satisfied	21	25,30
	3	Quite satisfied	0	0
	2	Not satisfied	0	0
	1	Very Dissatisfied	0	0
		Amount	**83**	**100%**
Follow-up and report completion	5	Very satisfied	32	38.55
	4	Satisfied	35	42.17
	3	Quite satisfied	13	15.66
	2	Not satisfied	3	3.62
	1	Very Dissatisfied	0	0
		Amount	**83**	**100%**
The usefulness of the application that is felt by the community	5	Very satisfied	81	97.59
	4	Satisfied	2	2.41
	3	Quite satisfied	0	0
	2	Not satisfied	0	0
	1	Very Dissatisfied	0	0
		Amount	**83**	**100%**

Source: Research Questionnaire Results

Variable Y: Quality of Public Service

In this study, the Public Service Quality (Y) variable was analyzed using Parasuraman's theory which consisted of five (5) dimensions, namely *Tangible, Empathy, Reliability, Responsive,* and *Assurance* dimensions. Research results from each dimension can be seen in the following table:

Table 5. Data of *Tangible* Dimensions Research Results

Indicator	Weight	Answer Category	Frequency	Percentage (%)
Applications are easy to find and install	5	Very satisfied	79	95.18
	4	Satisfied	4	4.82
	3	Quite satisfied	0	0.00
	2	Not satisfied	0	0.00
	1	Very Dissatisfied	0	0.00
		Amount	**83**	**100%**
Applications according to community needs	5	Very satisfied	52	62.65
	4	Satisfied	31	37.35
	3	Quite satisfied	0	0.00
	2	Not satisfied	0	0.00
	1	Very Dissatisfied	0	0.00
		Amount	**83**	**100%**

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The application has complete features	5	Very satisfied	0	0.00
	4	Satisfied	0	0.00
	3	Quite satisfied	19	22.89
	2	Not satisfied	64	77.11
	1	Very Dissatisfied	0	0.00
		Amount	**83**	**100%**
The application does not experience errors / errors when used	5	Very satisfied	0	0.00
	4	Satisfied	0	0.00
	3	Quite satisfied	2	2.41
	2	Not satisfied	44	53.01
	1	Very Dissatisfied	37	44.58
		Amount	**83**	**100%**

Source: Research Questionnaire Results

Table 6. Research Result Data on *Empathy* Dimensions

Indicator	Weight	Answer Category	Frequency	Percentage (%)
Application manager admin friendliness	5	Very satisfied	0	0.00
	4	Satisfied	3	3.62
	3	Quite satisfied	80	96.38
	2	Not satisfied	0	0.00
	1	Very Dissatisfied	0	0.00
		Amount	**83**	**100%**
The managing admin ensures that the report giver gets good service	5	Very satisfied	0	0.00
	4	Satisfied	0	0.00
	3	Quite satisfied	8	9.64
	2	Not satisfied	55	66.27
	1	Very Dissatisfied	20	24.09
		Amount	**83**	**100%**

Source: Research Questionnaire Results

Table 7. Research Result Data *Reliability* Dimension

Indicator	Weight	Answer Category	Frequency	Percentage (%)
Reports are responded to in less than 24 hours	5	Very satisfied	50	60.24
	4	Satisfied	24	28.92
	3	Quite satisfied	6	7.23
	2	Not satisfied	3	3.61
	1	Very Dissatisfied	0	0.00
		Amount	**83**	**100%**
Reports processed in less than 1 month	5	Very satisfied	0	0.00
	4	Satisfied	1	1.20
	3	Quite satisfied	22	26.51
	2	Not satisfied	48	57.83
	1	Very Dissatisfied	12	14.46

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		Amount	**83**	**100%**

Source: Research Questionnaire Results

Table 8. Results of *Responsive* Dimension Data Processing

Indicator	Weight	Answer Category	Frequency	Percentage (%)
Reports submitted are responded to quickly	5	Very satisfied	0	0.00
	4	Satisfied	1	1.20
	3	Quite satisfied	45	54.22
	2	Not satisfied	35	42.17
	1	Very Dissatisfied	2	2.41
		Amount	**83**	**100%**
Reports are followed up quickly and accurately	5	Very satisfied	0	0.00
	4	Satisfied	2	2.41
	3	Quite satisfied	25	30,12
	2	Not satisfied	54	65.06
	1	Very Dissatisfied	2	2.41
		Amount	**83**	**100%**

Source: Research Questionnaire Results

Table 9. Results of *Assurance* Dimension Data Processing

Indicator	Weight	Answer Category	Frequency	Percentage (%)
Reports are forwarded to the appropriate OPD	5	Very satisfied	7	8.43
	4	Satisfied	76	91.57
	3	Quite satisfied	0	0.00
	2	Not satisfied	0	0.00
	1	Very Dissatisfied	0	0.00
		Amount	**83**	**100%**
The personal data of app users remains safe	5	Very satisfied	6	7.23
	4	Satisfied	72	86.75
	3	Quite satisfied	5	6.02
	2	Not satisfied	0	0.00
	1	Very Dissatisfied	0	0.00
		Amount	**83**	**100%**

Source: Research Questionnaire Results

DISCUSSION

Variable X: *E-Government*

The *E-Government* variable in this study was assessed using the theory proposed by Eko Indrajit about "Elements of Successful *E-Government* Development " which consists of three (3) dimensions, namely *Support*, *Capacity*, and *Value*. The three dimensions are further divided into 8 indicators which are described in the form of statements in the research questionnaire. Based on the results of the study, it can be seen

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that of the 8 indicators that function to measure the implementation of the *E-Government* system, there are only 3 indicators that are considered by the community to be still not good or less than optimal in their implementation. Three (3) indicators assessed by the community are still not good, namely the coordination indicator in the *support* dimension, the technology infrastructure indicator in the *capacity* dimension, and the follow-up indicator and report completion process in the *value* dimension. Therefore, it can be concluded that the implementation of the *RABEG* application *E-Government system* in Serang City is categorized as good enough, it's just that development is needed to improve the system that is considered poor and update several systems in the *RABEG* application *so* that the implementation of *E-Government* can progress and become even better.

Variable Y: Quality of Public Service

The variable of Public Service Quality in this study was analyzed using Parasuraman's theory of "Quality of Public Service" which consists of 5 dimensions, namely *tangible*, *empathy*, *reliability*, *responsive*, and *assurance*. Based on the results of research through the distribution of questionnaires to 83 respondents, the results of the study of 5 dimensions that function to measure the level of quality of public services indicate that there are still many indicators that are considered by the community to be poor in their services. In detail, there are 6 indicators that are considered by the community to be still not good, of the six indicators, two of them are indicators in the *tangible* dimension, then the third is an indicator in the *capacity* dimension, the fourth is an indicator in the *reliability* dimension, then the fifth and sixth indicators are indicators in the dimension of *reliability*. *responsive* dimension. Of the 12 indicators used to measure the quality of public services, there are 6 indicators (50% of the total indicators) which are considered by the community to be still not good. Therefore, it can be concluded that the quality of public services in Serang City is still not good and it is necessary to develop and improve the quality of services to be better.

Furthermore, from the results of the research and discussion above, it is necessary to carry out statistical analysis to test the research hypothesis, namely to find out whether *E-Government* can affect the improvement of the quality of public services in Serang City.

STATISTIC CONDITION TEST

Data Validity Test

In this study, the *person correlation* is used, two-star with a significance level of 5% and one-star with a significance level of 1%. The results of testing the validity of the data are as follows:

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Table 10. Data Validity Test Results

Variable	Dimension	Items	*Total Score Correlation*	Information
***E-Government* (X)**	*Support*	P1	230*	VALID
		P2	614**	VALID
	Capacity	P3	367**	VALID
		P4	520**	VALID
	Value	P5	717**	VALID
		P6	475**	VALID
		P7	766**	VALID
		P8	842**	VALID
Public Service Quality (Y)	*Tangible*	P1	374**	VALID
		P2	486**	VALID
		P3	427**	VALID
		P4	650**	VALID
	Empathy	P5	770**	VALID
		P6	873**	VALID
	Reliability	P7	891**	VALID
		P8	748**	VALID
	Responsive	P9	955**	VALID
		P10	733**	VALID
	Assurance	P11	569**	VALID
		P12	664**	VALID

Source: SPSS Data Processing Results Version 25

Based on the table above, it is known that all items used in the questionnaire are valid. All question items in the variables showed significance at 5%, so no questions were deleted and all items could be used in the whole test model.

Data Reliability Test

The reliability test was conducted to determine the consistency of the measuring instrument so that it could be used again for the same research in the future. A variable is said to be reliable if the *Cronbach alpha* value > 0.6. The results of data reliability testing are as follows:

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Table 11. Reliability Test Results

Variable	Number of Items	*Cronbach's Alpha*	Information
***E-Government* (X)**	8	0.748	RELIABLE
Public Service Quality (Y)	12	0.888	RELIABLE

Source: SPSS Data Processing Results Version 25

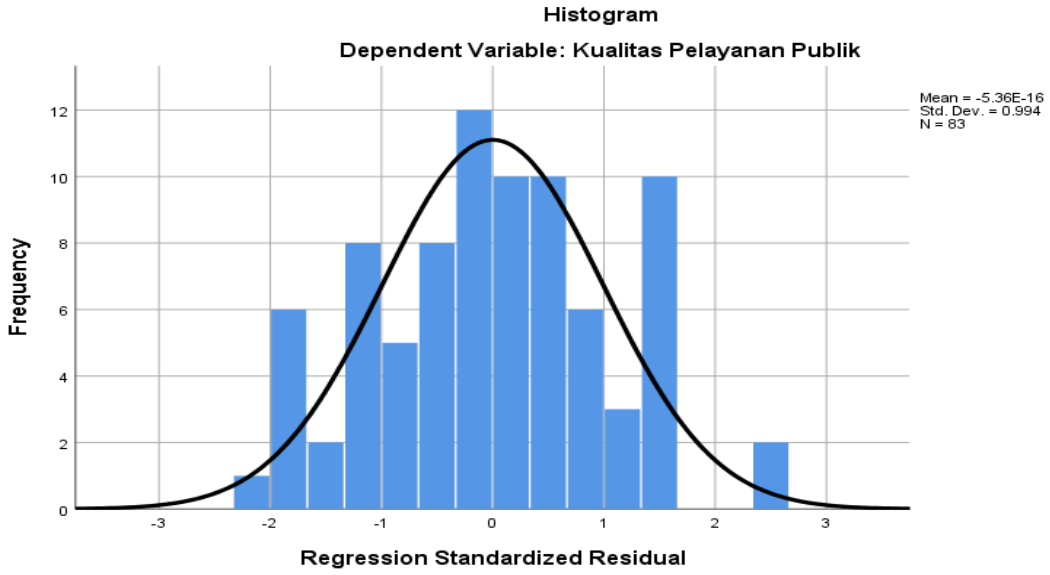
The results of the reliability test in the table above can be seen that the variable construct used in this study obtained *Cronbach's alpha* value greater than 0.5 (*E-Government* = 0.748 > 0.5 and Public Service Quality = 0.888 > 0.5). This means that all instruments in this study are reliable, so that all questions are trusted or relied upon and can be used in this study or for further research.

Data Normality Test

The data normality test is to determine whether the data is normally distributed or not, both data from the *E-Government* variable (X) and data from the public service quality variable (Y). The data normality test was conducted to determine whether the research data had met the statistical calculation requirements to be used in the test. In this study, the normality of the data was tested by graphical analysis and the *Kolmogorov-Smirnov* test.

The results of the graphic analysis can be seen in Figure and Figure 2 while the results of the *Kolmogorov-Smirnov* test can be seen in Table 4 as follows:

Figure 1. Histogram of Normality Test
(Results of SPSS Data Processing Version 25)



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Based on the picture above, it can be seen that the histogram shows a normally distributed pattern. This can be seen from the pattern of the curve that does not lean to the left or right so that at first glance it will resemble an inverted bell. So the results of histogram analysis can be concluded that the data is normally distributed.

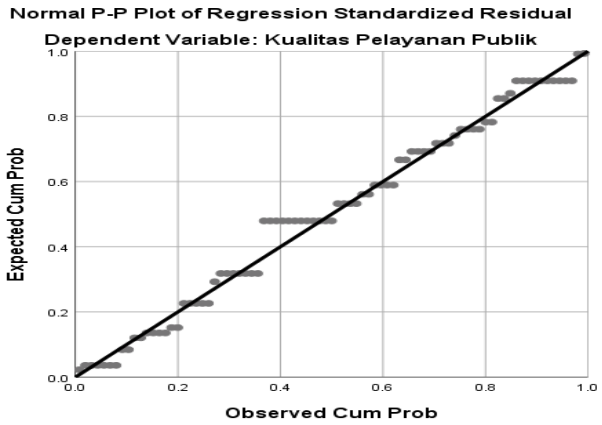

Figure 2. ***Normal PP Plot (Results of SPSS Version 25 data processing)***

Based on the picture above, it can be seen that the normal *PP Plot* graph is spread along the diagonal line. The points spread around the normal line and follow the direction of the diagonal line, it can be concluded that the data is normally distributed.

Table 12. Normality Test Results Using *Kolmogorov-Smirnov*

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		83
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	1.58553261
Most Extreme Differences	Absolute	.118
	Positive	.066
	Negative	-.118
Test Statistic		1.073
Asymp. Sig. (2-tailed)		.200[c]
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

Source: SPSS Data Processing Results Version 25

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Based on the table of results from the *Kolmogorov-Smirnov* test, it shows that the significance value is 0.200 where the value is greater than = 0.05 (*Asymp. Sig.* = 0.200 > 0.05), it can be concluded that the data is normally distributed.

Simple Linear Regression Analysis

Once it is known that all data are normally distributed, the next step is to perform a linearity test. Linearity test in this study by means of simple linear regression analysis. Simple linear regression analysis was conducted to determine the relationship between variable X (*E-Government*) and variable Y (Quality of Public Services) with the following hypothesis:

- H0 = There is no linear relationship between *E-Government* and Public Service Quality
- H1 = There is a linear relationship between *E-Government* and Public Service Quality.

Linear test with the help of SPSS can be seen in the following table:

Table 13. ANOVA

ANOVA [a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	97.522	1	97.522	38,320	.000 [b]
	Residual	206.141	81	2,545		
	Total	303.663	82			

a. Dependent Variable: Public Service Quality

b. Predictors: (Constant), E-Government

Source: SPSS Data Processing Results Version 25

From the table above, it is obtained that the value of F = 38.320 with a significance level of 0.000. The level of significance will be compared with the level of 5% = 0.05. The decision-making criteria are as follows:

- If the value of sig. <, then H0 is rejected and H1 is accepted
- If the value of sig. >, then H1 is rejected and H0 is accepted

Based on the table above, it can be seen that Sig. = 0.000 < = 0.05, it can be concluded that the hypothesis H0 is rejected and H1 is accepted, meaning that there is a linear relationship between *E-Government* and Public Service Quality.

Table 14. Table of *Coefficients*

Coefficients [a]

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		

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1	(Constant)	20,568	3,404		6.041	.000
	E-Government	.558	.090	.567	6.190	.000

a. Dependent Variable: Public Service Quality

Source: SPSS Data Processing Results Version 25

Based on the table above, it can be seen that the *constant* (a) value is 20.568 and the *E-Government value* (b) is 0.558, so the regression equation is obtained with the following formula:

Y = a + bX ……2)

Y = 20.568 + 0.558X

The equation can be translated as a constant value of 20.568 which means that the consistent value of the variable quality of public services is 20.568. While the regression coefficient value of 0.558 means that for every 1% addition to the value of the *E-Government* variable, the value of the variable quality of public services will increase by 0.558. The regression coefficient is positive (0.558) so it can be concluded that there is a positive relationship between variable X (*E-Government*) and variable Y (quality of public services).

Statistical T Test

Furthermore, to determine the effect of variable X (*E-Government*) on variable Y (Quality of Public Services) a t-test was carried out with the following hypothesis:

- H0 = Variable X has no effect on variable Y
- H1 = Variable X has an effect on variable Y

The t-test is used to prove whether the *E-Government* variable has an effect on improving the quality of public services. Decision making in the t test refers to two things, namely comparing the $_{calculated}$ t value with the t $_{table}$ value and comparing the significance value with the probability value. The detailed decision-making criteria are as follows.

Criteria for comparison of t- $_{count}$ values with t- $_{table}$

- If the value of t $_{count}$ is greater than the value of t $_{table}$, it means that the variable X (independent) **affects the** variable Y (dependent).
- If the value of t $_{count}$ is less than the value of t $_{table}$, it means that the X variable **has no effect** on the Y variable.

Criteria for comparison of significance value with probability value:

- If the significance value is less than the probability value (α = 0.05), it means that the variable X (*independent*) **affects the** variable Y (the *dependent*).

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- If the significance value is greater than the probability value (α = 0.05), it means that the variable X (*independent*) has **no effect** on the variable Y (the *dependent).*

Table 15. T Test *Coefficients* Table

Coefficients [a]						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	20,568	3,404		6.041	.000
	E-Government	.558	.090	.567	6.190	.000

a. Dependent Variable: Public Service Quality

Source: SPSS Data Processing Results Version 25

Based on the table above, it can be seen that the t- $_{count}$ value is 6.190 and the significance value is 0.000. To find out the value of t $_{table,}$ the following formula is used:

T table = (a/2 ; nk-1) ……3)
= (0.05/2 ; 83-1-1)
= (0.025 ; 81)
= 1,993 (*see the distribution of t table values*)

Based on the description above, it can be seen that the t- $_{count}$ value of 6.190 is greater than the t- $_{table}$ value, namely 1.993 (t- $_{count}$ = 6.190 > t $_{table}$ = 1.993) so it can be concluded that the hypothesis H0 is rejected and H1 is accepted, meaning that the variable X (*independent*) affects the variables Y (*dependent*). Furthermore, it is known that the significance value of 0.000 is smaller than the probability value of 0.05 (sig. = 0.000 < = 0.05) so it can be concluded that the hypothesis H0 is rejected and H1 is accepted, meaning that the X variable (*independent*) affects the Y variable (*dependent).*

Determinant Coefficient Test

The determinant coefficient test or *R Square* (r2) is a test carried out to measure how much influence the variable X (*independent*) has on the variable Y (*dependent*). To test the determinant coefficient, the following formula is used:

KD = r2 x 100%KD ……..4)

To find out the value of *R Square* (r2) can be seen in the following table:

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Table 16. Table *Model Summary*

Model Summary [b]				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.567 [a]	.321	.313	1.595

a. Predictors: (Constant), E-Government

b. Dependent Variable: Public Service Quality

Source: SPSS Data Processing Results Version 25

Based on the table above, it is known that the value of *R Square* (r2) is 0.321. By doing calculations using the formula that has been described previously, namely KD = r2 x 100% (0.321 x 100%) then the result is 32.1%. This means that the effect of variable X (*E-Government*) on variable Y (quality of public services) is 32.1% while the remaining 67.9% (100% - 32.1% = 67.9%) is influenced by other variables outside this research.

Correlation Coefficient Test

The correlation coefficient test is a test carried out to determine the level of correlation or relationship between variable X and variable Y. The level of relationship between variables can be known by referring to the following correlation coefficient interval table:

Table 17. Table of Correlation Coefficient Intervals

interval	Interpretation of Relationship Level
0.00 – 0.19	Very low
0.20 – 0.39	Low
0.49 – 0.59	Currently
0.60 – 0.69	Strong
0.70 – 1.00	Very strong

Source: SPSS Data Processing Results Version 25

To find out the value of the correlation coefficient can be seen in the following table:

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Table 18. Table *Correlations*

Correlations			
		E-Government	Public Service Quality
E-Government	Pearson Correlation	1	.567 **
	Sig. (2-tailed)		.000
	N	83	83
Public Service Quality	Pearson Correlation	.567 **	1
	Sig. (2-tailed)	.000	
	N	83	83

**. Correlation is significant at the 0.01 level (2-tailed).

Source: SPSS Data Processing Results Version 25

Based on the table above, it can be seen that the correlation coefficient value is 0.567. In the interval table the values are in the class between 0.49 - 0.59 where the value interval class is included in the category of "medium" relationship level interpretation. So it can be concluded that the correlation or relationship between variable X (*independent*) and variable Y (*dependent*) is at a moderate level.

Based on the results and analysis of research data using the *SPSS software* application, the following will explain the interpretation of the research results. Interpretation of research results is a research discussion to answer the research problem formulation. Based on statistical analysis, the research can be interpreted as follows:

Implementation of Serang City *E-Government*

Judging from the research data on the X variable, namely *E-Government* which in this study is focused on the *RABEG* application as one of the *E-Government* systems or *Smart City* Products in Serang City, it can be seen that the implementation of the *RABEG* application is considered quite good, it's just that there are several things that need to be *upgraded* or repaired. Variable X: *E-Government* in this study was analyzed using Eko Indrajit's theory of "Elements of Successful *E-Government* Development " which consists of three (3) dimensions. Of the three dimensions, it is further divided into several points or indicators.

The first dimension is the *Support* Dimension, *the support dimension* consists of two (2) indicators, namely socialization and coordination. The socialization indicator functions to find out whether there are socialization activities about the *RABEG* application *carried* out by the government so that the public knows and understands the function of the application. While the coordination indicator functions to find out about the coordination and cooperation between DISKOMINFO Serang City and other government institutions so that the implementation of the *RABEG* application system

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can run smoothly. Based on the results of the study, the *support* dimension did not experience problems because the assessments of the people who were the research respondents stated that they were very satisfied, satisfied, and quite satisfied with these indicators. Of the total number of respondents, there were no respondents who gave a bad rating on the application related to the *Support* dimension, it's just that on the second indicator, namely coordination or cooperation, there were several people who gave a fairly satisfied assessment, meaning that the indicator needed to be improved in order to be even better in the future. will come.

The second dimension of the theory of successful elements of *E-Government* development is the dimension of *capacity*. The *capacity* dimension consists of two (2) indicators, namely Human Resources (HR) and Technology Infrastructure. Based on the results of the research, in this *capacity* dimension what is still lacking is adequate technology infrastructure, therefore there is a need for development to increase the capacity of technology infrastructure by DISKOMINFO or the Serang City Government. The third dimension is the *value* dimension. The *value* dimension is a dimension that serves to assess the usability or usefulness of the *RABEG* application *E-Government system* in people's lives. In this study, the *value* dimension consists of four (4) indicators in the form of statement sentences as follows:

- Make it easier for the public to convey information or criticism
- There is a good response from the government regarding the report submitted
- Follow-up and completion of reports by the relevant OPD
- The usefulness of the application is felt by the community

Three of the four (3/4) indicators in the *value* dimension received a very good assessment from the people who were respondents in this study. While the rest, namely the third indicator, received a poor assessment from the community. Based on the research data, there were 3 respondents who stated that they were not satisfied with the follow-up and settlement carried out by the Serang City Government. Therefore, it is necessary to evaluate the performance of the OPD (Regional Apparatus Organization) in providing services for public complaints or criticisms submitted through the *RABEG* application *so* that the follow-up process and report completion can be even better in the future. Furthermore, with this elaboration and explanation, it is expected to be able to answer the formulation of the problem on how to implement *E-Government* in Serang City.

Effect of *E-Government on the* Quality of Public Services

Based on the results of research and statistical data processing using *SPSS software* tools, it can be seen that *E-Government* has an effect on improving the quality of public services in Serang City. This is evidenced by the results of the statistical t-test data which shows that the t_{count} value is 6.190, which is greater than the t_{table} value, which is

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1.993 and the significance value is 0.000, which is smaller than the probability value, which is 0.05. Based on these data, it is known that there is an influence between *E-Government* on the Quality of Public Services because the criteria or rules for making decisions on the T-Statistical Test are as follows:

- If the value of t_{count} is greater than the value of t_{table} ($t_{count} > t_{table}$) then the hypothesis H0 is rejected and H1 is accepted.
- If the significance value is less than the probability value, then the hypothesis H0 is rejected and H1 is accepted.

And the hypothesis that has been determined in this study are as follows:

- H0 : *E-Government* ***affects the*** quality of public services
- H1: *E-Government has* ***no effect*** on the quality of public services.

So with the decision that H0 is rejected and H1 is accepted, it can be concluded that in this study there is an influence between *E-Government* on the Quality of Public Services in Serang City. The elaboration and explanation in this section is expected to be able to answer the formulation of the research problem about how the influence of *E-Government* on improving the quality of public services in the city of Serang.

CONCLUSION

The implementation of *E-Government* has an effect on improving the quality of public services in Serang City. Based on the results of research and statistical data analysis, it can be seen that the results of statistical tests on research hypotheses indicate that there is a significant effect between the implementation of *E-Government* on improving the quality of public services in Serang City. Based on the results of the research hypothesis test, it can be concluded that if the *E-Government* implementation system in Serang City develops and progresses for the better, the quality of public services will also experience significant progress.

Based on the discussion and implications of the research results, the researchers provide suggestions/recommendations, namely; it is necessary to repair or update the application system so that it is not easy to experience errors/errors when used and add menus/features in the application, one of which is a feature to provide an assessment or *rating* of the OPD when the report submitted by the community has been handled by the OPD.

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