

## Quality of Village Administration Services Based on Electronic Government in Sipatana District, Gorontalo City

Lukman Laisa<sup>1</sup>, Juriko Abdussamad<sup>1</sup>, Rustam Tahopi<sup>1</sup>

Corresponding Email: [luckydini.ld@gmail.com](mailto:luckydini.ld@gmail.com)

<sup>1</sup>Master of Public Administration Study Program, State University of Gorontalo, Indonesia

### Abstract

The study aims to analyze and describe (1) the quality of electronic government-based village administration services in Sipatana District, Gorontalo City; (2) factors that determine the quality of electronic government-based village administration services in Sipatana District, Gorontalo City. The research approach used is a qualitative method with a descriptive research method and the research procedure is carried out by observation and interviews with informants. The data analysis technique used is interactive analysis of the miles and huberman model. The results of the study show that (1) the quality of electronic government (e-Government)-based village administration services in Sipatana District aims to increase efficiency, transparency, and ease of access for the community. This system utilizes digital technology to support data management, public service delivery, and communication between the government and the community; (2) The quality of e-Government-based administrative services in Sipatana District is influenced by three main factors, namely support, capacity, and value. Support factors include the provision of technological infrastructure, such as adequate hardware and software, and government policies that encourage system sustainability. Capacity factors include the capabilities of the technology used and the competence of human resources in operating the system and providing responsive and accurate services. These three factors play an important role in determining the success of e-Government in optimally meeting community needs, increasing the efficiency of the administrative service process, and creating public trust in the sub-district government throughout Sipatana District, Gorontalo City.

**Keywords:** e-Government, Sub-district, Service, Administration

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### Introduction

Public services from an agency will be good if they are carried out by implementing the concept of Good Governance, one of which is the principle of transparency (Sulfiani, 2021). Transparency is one of the principles in the realization of good governance. Align with research from Cahyarini (2021), digitalization of services is a must in facing demands for better and more efficient public services. Services based on Electronic Government (e-Government) are regulated in various laws and other regulations such as Law Number 25 of 2009 concerning public services, Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 30 of 2014 concerning Guidelines for Public Service Innovation, and Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems (SPBE).

According to Musaddad (2020), all of these regulations are certainly the basis for various levels of government to provide electronic-based services, including at the sub-district level. For Gorontalo City itself, this is stated in the Mayor's Regulation (Perwali) of Gorontalo City

Number 18 of 2022 concerning the Implementation of an Electronic-Based Government System, namely This regulation regulates the Implementation of an Electronic-Based Government System including regulating general provisions, internal SPBE policies, governance of electronic-based government systems, management of electronic-based government systems, information and communication technology audits, implementation of SPBE, acceleration of SPBE, monitoring and evaluation, transitional provisions, and closing provisions.

This mayoral regulation is of course also a foundation for sub-districts in providing digital-based services or digitalization of sub-district services. Currently, sub-districts are a very important part of the success of development and are in direct contact with the community, especially in public services (Pandipa, 2020). The increasing Era of Globalization 4.0 and the rapid flow of information have resulted in the tasks and responsibilities of the Government becoming increasingly complex both in quality and quantity. The community wants fresh services, as well as being able to understand the needs and desires that are met in a relatively short time. One of the ways the government has implemented good services in the sub-district is services based on the Digitalization of the sub-district which is implemented through service applications, because technological advances are marked by the use of computers that can facilitate the provision of information that can be completed more quickly and accurately (Idrus, 2023).

This digitalization program has encountered many obstacles so that it is not optimal, the lack of communication between the government as the policy implementer and the community is a factor inhibiting the digitalization of the sub-district, plus the facilities and infrastructure to support the digitalization policy are not yet adequate. The process of digitalizing the Bulotadaa Barat sub-district, several problems can arise related to public services, digitalization problems, and the design of the system used. Related to public services in the sub-district, there may be obstacles in the accessibility of services for the community, especially for those who are less fortunate or live in remote areas. In addition, the quality of public services can also be influenced by limited human resources, infrastructure, and organizational culture in the sub-district.

Related to the problem of digitalizing the sub-district, there may be technical obstacles in the development and implementation of an information system that is in accordance with the needs and characteristics of the Bulotadaa Barat sub-district, Sipatana District. This can include difficulties in system integration, data security, and maintenance of IT infrastructure. In addition, adopting new technologies also requires significant investment, which may not always be covered by the village budget. The problem of digitalization of sub-districts as a result of observations and interviews with service users and service providers is that the digitalization system is still not fully understood by the community and service providers also sometimes still experience technical problems (Hakim & Muchtar, 2024).

Then, digitalization that still does not pay attention to the needs of the community or is less user-friendly can reduce the effectiveness and efficiency of digitalization of sub-districts (Ramadhani et al., 2024). In addition, there are problems related to system interoperability between sub-districts and other government agencies at the local and national levels. In overcoming various problems related to the digitalization of Bulotadaa Barat sub-district, Sipatana District, a holistic and integrated approach is needed. There needs to be a strong commitment and support from the local government and related stakeholders to facilitate

digitalization of sub-districts. In addition, it is necessary to identify and evaluate various problems that may arise and develop appropriate strategies to overcome these problems.

Periodic monitoring and evaluation of the implementation of sub-district digitalization needs to be carried out to ensure that the system implemented can run well and provide maximum benefits to the community. This includes monitoring the quality of services provided, the level of adoption by the community, and the performance and efficiency of sub-district administration. Other problems related to the quality of electronic-based village administration services are physical evidence (Tangible), reliability, responsiveness, assurance and empathy. Based on the results of initial observations and initial interviews with 5 community members conducted in July 2024, it was found that so far, the main problem often encountered in the aspect of physical evidence (tangible) is the lack of adequate technological infrastructure in the village, such as supporting facilities such as comfortable service rooms and access to visual information regarding e-Government service procedures are often obstacles that hinder the quality of service.

This can be seen from the funds for the village which are still very low compared to village funds which are up to billions of rupiah. It was also found that services from the sub-district were still inferior to services at the village level (Awal et al., 2023). In terms of reliability, there are often problems in terms of consistency and accuracy of e-Government-based administrative services. This condition is not yet appropriate because many people still complain about the system that often experiences technical problems, such as downtime in applications, delays in data processing, and the unavailability of consistent services. The problem of responsiveness that often arises is the slow response from sub-district officers in handling questions, complaints, or requests for assistance related to the use of e-Government services.

Lack of adequate training for sub-district staff to handle the e-Government system so that responsiveness in service is not yet optimal. In terms of assurance, the public often feels less confident about the security and reliability of the e-Government system used by the sub-district. The empathy aspect is also often a challenge in e-Government-based administrative services. This condition is not yet appropriate because there are still many people who feel that the village staff do not pay enough attention to individual needs, especially for those who are less technologically savvy or who are not used to using digital services (Anwar, 2022). Limited communication and minimal efforts to understand the difficulties faced by the community in accessing e-Government services result in a gap between community expectations and the services provided.

## **Methods**

This research was conducted in the Village Government throughout Sipatana District, Gorontalo City. The selection of this research location was due to the ease of obtaining research data, there is 1 village in Sipatana District which is the Pilot Project for digitalization of village services. The time used to carry out this research was calculated from July 2024 to November 2024. The research approach used was a qualitative method with a descriptive research method and the research procedure was carried out by observation and interviews with informants. The data analysis technique used was interactive analysis of the miles and huberman models.

## **Results and Discussion**

### **Quality of Electronic Government-Based Sub-District Administration Services in Sipatana District, Gorontalo City**

### ***Physical Evidence (Tangible)***

The quality of e-Government-based administrative services in Sipatana District, Gorontalo City can be said to be an example that should be emulated by other districts. This service is not only supported by adequate physical facilities but also by attention to comfort, accessibility, and inclusiveness. The integration of modern facilities, good management, and the commitment of village officials are the main strengths that make e-Government-based administrative services in Sipatana District considered superior and successful in meeting community needs optimally. This shows that villages in Sipatana District are able to present public service innovations that are not only efficient but also oriented towards community satisfaction and convenience. Digitalization in administration and services in Gorontalo City continues to improve, even document signing has used electronic signatures.

### ***Reliability***

The reliability aspect of e-Government services in Sipatana District has had a significant positive impact on user experience. This system is not only able to provide smooth, timely, and consistent services, but also demonstrates adaptability in dealing with technical constraints. With a strong commitment from the village government to continue to maintain high reliability standards, this service has succeeded in becoming an effective solution in meeting the needs of modern and reliable community administration. This reflects the success of the village in managing technology-based public services optimally.

### ***Responsiveness***

The responsiveness of e-Government services in Sipatana District, Gorontalo City has reached a good standard. Fast service, effective solutions, and open communication are the characteristics of the village's responsiveness in serving the community. The existence of a clear complaint handling mechanism, supported by the commitment of officers to continuously improve the quality of service, provides public confidence in the technology-based administrative services provided. With ongoing efforts, this responsiveness aspect can continue to be maintained and improved to support more modern and inclusive public services.

### ***Assurance***

The assurance aspect of e-Government-based administrative services in Sipatana District has been running well, providing a sense of security and trust to the community. However, to improve the quality of service, the sub-district needs to focus more on improving data protection, expanding the socialization of privacy policies, and ensuring continuous supervision. Thus, this service can continue to develop and provide greater benefits to the community. Efforts to maintain public trust in e-Government services are carried out consistently in following Standard Operating Procedures (SOP). The sub-district government also shows its commitment to providing the best service through good and transparent management of the security system, and ensuring that this service is always available and functioning properly. This step is considered important to create a guarantee of sustainability and reliability of services, so that the community feels confident in the effectiveness of the system used.

### ***Empathy***

The e-Government-based village administration service in Sipatana District has shown a good empathy attitude, with personal attention from officers and the provision of assistance options for the community. However, an increase in direct approaches and more intensive education

are still needed to ensure that the entire community can feel the benefits of this service equally. With these steps, the quality of empathy in e-Government-based administration services in this area can continue to develop, creating more inclusive and effective services. However, although empathy has become an integral part of village services, the challenge faced is how to expand the reach of this service to all levels of society. More systematic socialization, regular technology training, and more massive promotion of assistance options can be strategic steps to improve the empathy aspect in e-Government services. The socialization carried out is to the community so that they better understand the flow of village digitalization

### **Exposure to Factors that Determine the Quality of Electronic Government-Based Sub-District Administration Services in Sipatana District, Gorontalo City.**

#### ***Support Factors***

The support provided by various levels of government has formed a strong foundation to optimize the quality of e-Government-based administrative services in Sipatana District. This support factor is not only in the form of fund allocation and technology procurement, but also concerns efforts to increase human resource capacity, strengthen network infrastructure, and intensive cross-agency coordination. Although this support has been running well, the sustainability of programs such as regular training, system evaluation, and increased communication with the community are the main keys to ensuring that e-Government can provide maximum benefits for all levels of society. This will create more responsive, efficient, and reliable administrative services.

#### ***Capacity Factor***

The capacity of the government at various levels has supported the optimization of e-Government-based village administration services in Sipatana District. Although there are still challenges such as limited expertise, efforts to improve through training, infrastructure renewal, and cross-agency collaboration have shown significant progress. To ensure the sustainability of this success, periodic evaluation and commitment are needed to continue to improve the capacity of human resources and technological infrastructure so that e-Government-based public services can run effectively, efficiently, and sustainably. Synergy between agencies, including the role of Person in Charge (PIC) and Community Information Group (KIM), is also key to increasing capacity. This collaboration aims to ensure that each village can optimize the use of information technology. The appointed PIC is tasked with acting as a liaison between the city, sub-district, and village governments, so that technical obstacles can be resolved quickly and accurately.

#### ***Value Factor***

The implementation of e-Government in Sipatana District, Gorontalo City, provides many added values for the community, both in terms of efficiency, transparency, accountability, and cost savings. The e-Government system allows the community to easily access information related to government activities, thus creating openness in the administrative process. The community can monitor the progress of public service requests in real-time, which increases trust in government performance. This can be seen from the positive feedback received from the community, where the community feels more involved and has their information needs met. With ongoing evaluation and feedback that continues to be received, it is hoped that this digital-based village administration service can continue to develop, meet the needs of the community, and provide a greater positive impact on government efficiency.

## Research Findings

The novelty of this study lies in the exploration of the relationship between the quality of electronic government (e-Government)-based village administration services with determinants such as support, capacity, and value, which are reviewed from five dimensions of service quality: tangible, reliability, responsiveness, assurance, and empathy. This study provides a new contribution by detailing how these factors holistically influence each dimension of service quality in the context of implementing e-Government, especially in Sipatana District, Gorontalo City. These findings complement previous studies such as Osborne et al. (2021) which emphasize more on the implementation of public service policies without an explicit focus on the dimensions of service quality or its specific determinants.

Previous research by Susanto (2022), showed that the Kelurahan Hebat program in Paceda Village, Bitung City succeeded in increasing speed, transparency, and efficiency in public services. However, this study focused more on policy implementation without an in-depth analysis of how support, capacity, and value affect service quality from a community perspective. This study goes further by adding a dimension of quality evaluation based on the user experience of the service (user experience) which is associated with physical aspects, reliability, responsiveness, assurance, and empathy. Thus, this study provides a more comprehensive and relevant analytical framework for evaluating the success of e-Government in improving the quality of public services at the village level. The novelty in this study is the exploration of the relationship between the quality of village administration services based on Electronic Government and its determining factors. The explanation is presented below:

### ***the urgency of the Support factor, Capacity factor & Value factor for the quality of Electronic Government-based sub-district administration services as viewed from physical evidence.***

Support factors in terms of Electronic Government (e-Government)-based administrative services in Sipatana District are very crucial to ensure optimal service quality. Physical evidence supporting this factor includes the procurement and maintenance of adequate technological infrastructure, such as computer devices, servers, and a stable internet network. Without sufficient support in terms of physical infrastructure, e-Government-based administrative services cannot function properly. Therefore, local governments must ensure that the devices used by village officers are always updated and can handle various applications needed for administrative services. In addition, office space equipped with the devices needed to access data digitally is also physical evidence of government support in improving service quality.

Adequate capacity in terms of physical facilities is also very important for the quality of e-Government-based administrative services. This capacity includes hardware capabilities, software capabilities, and the capacity of existing workers. Physical evidence of the capacity factor can be seen in the quality of computers, server systems, and applications used to support public services. Local governments must ensure that the systems used have sufficient capacity to manage large amounts of data and information and are able to handle public requests in an efficient time. In addition, increasing technical capacity and training for village staff can also be seen as part of the capacity factor, where staff with qualified skills will produce faster and more accurate services.

The value factor is also reflected in physical evidence that is directly felt by the community. With an efficient e-Government system, the community can feel real benefits, such as reduced queues, accelerated administrative processes, and transparency in data management. Physical

evidence that indicates this added value can be seen from the existence of web-based or mobile applications that make it easy for the community to access administrative services anytime and anywhere. This certainly reflects that the value of e-Government lies not only in convenience and efficiency, but also in saving time and costs for the community who benefit from the existing system.

***The urgency of the Support factor, Capacity factor & Value factor for the quality of Electronic Government-based sub-district administration services viewed from the perspective of reliability.***

Reliability in e-Government services is highly dependent on the support factor provided by the government. The sustainability of the e-Government system operation can only be ensured if there is support in the form of continuous technology maintenance and rapid handling of system disruptions. Government support in terms of providing the right hardware and software as well as periodic maintenance greatly affects the reliability of the system. With strong technical support, such as an IT team that is ready to handle technical problems at any time, the e-Government system can be relied on by the public in the administration process without experiencing significant disruption. Thus, the reliability of this system provides certainty to the public that the administration process will run smoothly at all times.

The capacity owned by Sipatana Village greatly determines the reliability of the e-Government system implemented. Capacity in terms of technology and human resources (HR) is the main key to keeping the system functioning properly. Qualified hardware, such as servers that can handle many transactions, as well as stable software, will support the operational reliability of the e-Government system. The capacity of trained HR is also very important to maintain smooth operations. Regular training given to village staff on the use of new devices and systems is also a factor that increases reliability. With adequate capacity, administrative services can run smoothly without disruptions that can harm the community.

The reliability of the e-Government system is also closely related to the value that can be felt by the community. People who feel that this system is running well and do not experience technical disruptions tend to be more satisfied and have more confidence in the existing system. This shows that the value generated from a reliable e-Government system lies not only in time efficiency, but also in the quality that is maintained at every stage of administration. People who do not need to repeat the process due to technical problems or system disruptions feel that they get added value from the existing system, thereby increasing satisfaction and trust in the government.

***The urgency of the Support factor, Capacity factor & Value factor for the quality of Electronic Government-based sub-district administration services in terms of responsiveness.***

Responsiveness in providing e-Government administrative services in Sipatana District is greatly influenced by the support provided by the government. This support is in the form of adequate resources, such as a technical team that is ready to respond to problems faced by the community. When the community faces obstacles in accessing the system or needs assistance, fast and appropriate support from the government greatly affects the responsiveness of the service. For example, if there is a technical disruption to the system or questions from the community, a responsive support team will be able to resolve the problem quickly, ensuring that the community does not experience delays in the administrative process.

Capacity is closely related to the ability to provide a quick response to community needs. If the hardware and software used in the sub-district are adequate, and the staff are trained in operating the technology, then responsiveness to community needs can be increased. Regular staff training is very important in ensuring that the community is ready to provide assistance quickly and appropriately. The capacity of trained human resources allows staff to respond to questions or problems that arise efficiently, without having to wait long. With adequate capacity, the administrative process can be completed quickly and according to community expectations.

The value of responsiveness can also be seen from how quickly and efficiently services are provided to the community. The public will feel the high value of the e-Government system if the services provided are not only efficient, but also responsive to the demands and needs of the public. For example, if the online administration application is disrupted, but the support team can immediately fix it or provide alternative solutions, then the public will feel appreciated and well served. This responsiveness increases the value of services to the public, which of course leads to satisfaction and increased trust in the government.

***The urgency of the Support factor, Capacity factor & Value factor for the quality of Electronic Government-based sub-district administration services as viewed from the guarantee.***

Assurance in terms of e-Government services is related to the extent to which the government provides support in ensuring the quality and security of the system. Government support is very important in ensuring that data and information managed in the system remains secure and is not misused. Support in the form of policies that ensure strict security procedures and protection of personal data plays a major role in creating a sense of security for the community. When the community feels that community data is secure and the administrative process is carried out with clear and reliable procedures, the community will feel more confident in the existing system.

The capacity of Sipatana Village in running e-Government is also a major factor in ensuring the quality of service. Capacity in this case includes secure data management, as well as reliable system operation to ensure the administrative process runs according to established procedures. The government needs to ensure that the capacity of the system and existing human resources is sufficient to handle the administrative process properly, without any gaps that can cause insecurity or errors in service. Continuous training and strict supervision of system operations are also important steps to maintain quality assurance of service.

Assurance of the quality of e-Government-based administrative services can be achieved when the values felt by the community are transparency, accuracy, and security at every stage of administration. With a system that guarantees data accuracy and security of personal information, the public will feel more confident and comfortable in using the service. This shows that the value factor is very important in creating a guarantee of accountable service quality. If the administrative process runs smoothly and without obstacles, the public will feel that they are getting quality, safe, and trustworthy services.

***he urgency of the Support factor, Capacity factor & Value factor for the quality of Electronic Government-based sub-district administration services viewed from an empathy perspective.***

Empathy in e-Government-based administrative services in Sipatana District is greatly influenced by the support factor from the government. This support is not only in the form of providing infrastructure and technology, but also in the form of awareness to serve the

community with full attention. A government that cares about the needs and complaints of the community can provide better solutions and improve the community's experience in accessing administrative services. In addition, a support system that is responsive to community complaints will increase empathy for service users.

The capacity to provide empathetic services is related to the readiness and skills of staff in handling various situations with a humanistic approach. Staff who are trained in information technology and also have good communication skills can be more empathetic in handling problems that arise. For example, staff can explain the steps that must be taken in a way that is easy for the community to understand. Training in good communication, along with adequate technical capacity, will result in more empathetic services.

The value of empathy in e-Government-based administrative services can be seen in how the community feels the attention and understanding of village officials towards the needs of the community. If the e-Government system is designed to make it easier for the community, including people who are less familiar with technology, then this will increase the empathy felt by the community. Thus, the value of e-Government lies not only in efficiency and convenience, but also in the quality of service that provides a sense of being appreciated and cared for by the government.

## **Discussion**

### **Quality of Electronic Government-Based Sub-District Administration Services in Sipatana District, Gorontalo City**

In an effort to answer these challenges, the implementation of electronic government (e-Government) is a strategic solution to improve the quality of village administration services. The concept of e-Government refers to the use of information and communication technology (ICT) in governance to provide faster, more efficient, and integrated services. At the village level, the implementation of e-Government allows the public to access various administrative services online, such as submitting population documents, processing cover letters, and reporting environmental problems. This system not only simplifies the service process but also supports transparency, because the public can monitor the progress of community requests in real-time. The results of the analysis found that the quality of village administration services based on Electronic Government (e-Government) in Sipatana District aims to improve efficiency, transparency, and ease of access for the public.

This system utilizes digital technology to support data management, delivery of public services, and communication between the government and the public. E-Government-based services are expected to be able to meet quality standards such as tangible evidence, reliability, responsiveness, assurance, and empathy. This implementation provides a modern solution to various challenges in traditional administrative services, such as long queues and complicated bureaucracy. However, its success requires the support of adequate technological infrastructure, competent workers, and high responsiveness to public complaints. By optimizing e-Government, sub-districts in Sipatana District can increase public trust and satisfaction with government services.

These results are in accordance with the opinion of Kansil et al., (2022) that services in sub-districts based on a great system have met the criteria for standards and policy targets. Assessed from very realistic policy standards to solve problems in the public service process because it makes it easier for people who no longer need to go back and forth to the sub-district office which takes time, energy, and money, and also the service process provided is fast, transparent

and not complicated. Improving the quality of sub-district administrative services based on electronic government (e-Government) is an urgent need in today's digital era.

Sub-district administrative services are one form of public service that is directly felt by the community. Slow, non-transparent, and less responsive systems are often the main complaints. Therefore, the implementation of e-Government is expected to accelerate, simplify, and increase the transparency of the administrative process. The development of information and communication technology has a significant positive impact on society and facilitates various information transactions (Rifai et al., 2022). Currently, all activities can be carried out quickly, cost-effectively, and efficiently, which in turn increases community productivity. Advances in information and communication technology have also created various new initiatives, such as the implementation of e-government, e-education, e-learning, e-medicine, e-laboratory, and so on. Pertiwi et al., (2021) said that the implementation of electronic government is expected to increase efficiency and effectiveness in all aspects of administration.

As a democratic country, electronic government also provides space for transparency and accountability in the implementation of government to the public. By utilizing information and communication technology, the public can access services more easily and efficiently, which ultimately increases their satisfaction with public services (Choirunnisa et al., 2023). e-Government system also supports the principles of good governance, namely accountability, participation, and efficiency in public services. The success of e-Government implementation not only provides benefits to the community but also to the government in terms of cost efficiency and improving the quality of data management. In the context of sub-districts, e-Government can help solve problems such as limited human resources and infrastructure which are often obstacles (Kristian et al., 2024).

### **Factors that Determine the Quality of Electronic Government-Based Sub-District Administration Services in Sipatana District, Gorontalo City**

Village administration services are a vital aspect in the implementation of local government, because they are directly related to the needs of the community. Villages are responsible for providing efficient, transparent, and responsive services to various administrative needs, such as making certificates, population documents, and other social services. The implementation of electronic government (e-Government) is one of the potential innovations to improve the quality of village administration services. By utilizing information and communication technology (ICT), e-Government allows the community to access services quickly, easily, and transparently. This system provides various benefits, such as time efficiency, reduced operational costs, and ease of monitoring the administration process. However, the success of e-Government implementation does not only depend on the existence of the technology itself, but also on the support, capacity, and value factors that support its implementation.

The results of the analysis found that the quality of e-Government-based administration services in Sipatana District is influenced by three main factors, namely support, capacity, and value. Support factors include the provision of technological infrastructure, such as adequate hardware and software, as well as government policies that encourage the sustainability of the system. Capacity factors include the technological capabilities used and the competence of human resources in operating the system and providing responsive and accurate services. Value factors emphasize the benefits felt by the community, such as efficiency, data security, and ease of access to administrative services. These three factors play an important role in determining the success of e-Government in optimally meeting community needs, increasing

the efficiency of administrative processes, and creating public trust in the village government in Sipatana District, Gorontalo City.

These results are in line with the opinion of Sudirman & Saidin (2022), that support, capacity and value factors are important factors in improving electronic-based services. With strong support, adequate capacity, and the value of benefits felt by the community and the government, the implementation of e-Government in the village can be a solution in overcoming various public service challenges. However, challenges such as low digital literacy of the community and resistance to change must be overcome through education, training, and development of an inclusive system. Through these efforts, the quality of e-Government-based village administration services can continue to be improved, thus meeting community expectations for more modern, efficient, and responsive services.

Support is a fundamental element in the success of e-Government-based administrative services. This support includes clear policies from local governments, adequate budget allocation, and active involvement from various parties, including the community. In addition, technical support such as the availability of ICT infrastructure, training for village officials, and partnerships with the private sector for system development are determining factors for the success of e-Government implementation. Institutional capacity and human resources play an important role in ensuring that e-Government can run effectively. Village officials need to have adequate competence in operating digital systems, solving technical problems, and providing responsive services to the community.

Technological capacity, such as hardware, software, and reliable internet networks, must also be met to support the optimal operation of the e-Government system. Then the value or benefit value of e-Government becomes a factor that determines the sustainability of its implementation. This value is reflected in how much the system provides a positive impact on the community, such as ease of access to services, time efficiency, and increased trust in the government. For the government itself, e-Government provides strategic value in increasing accountability, efficiency, and transparency of governance at the village level. The success of e-Government implementation cannot be separated from the support of three main elements of support, capacity, and value. Policy support, budget, and technological infrastructure from the government are very important for the sustainability of the system. The capacity of human resources and technology must also be adequate to support the operationalization of the e-Government system.

Finally, the value of the benefits felt by the community, such as ease of access and time efficiency, are indicators of the success of the implementation of this system (Rahayu & Nurhidayati, 2021). With the increasing need for better services from the community, the implementation of e-Government is no longer an option but a necessity. If not optimized, village administration services can be left behind and unable to meet the increasingly high expectations of the community. Therefore, it is important for local governments to continue to develop and implement this system so that public services at the village level are increasingly qualified and competitive. Tui et al., (2022) said that E-Government is the use of information technology by public service providers which is expected to provide services to the community effectively and efficiently. The public does not need to come to the office to take care of things, but simply by using the internet media they can carry out services anywhere.

## **Conclusion**

The quality of electronic government (e-Government)-based village administration services in Sipatana District aims to improve efficiency, transparency, and ease of access for the community. This system utilizes digital technology to support data management, public service delivery, and communication between the government and the community. E-Government-based services are expected to be able to meet quality standards such as tangible evidence, reliability, responsiveness, assurance, and empathy. This implementation provides a modern solution to various challenges in traditional administrative services, such as long queues and complicated bureaucracy. However, its success requires adequate technological infrastructure support, competent workers, and high responsiveness to public complaints. By optimizing e-Government, villages in Sipatana District can increase public trust and satisfaction with government services.

The quality of e-Government-based administrative services in Sipatana District is influenced by three main factors, namely support, capacity, and value. Support factors include the provision of technological infrastructure, such as adequate hardware and software, as well as government policies that encourage system sustainability. Capacity factors include the technological capabilities used and the competence of human resources in operating the system and providing responsive and accurate services. Value factors emphasize the benefits felt by the community, such as efficiency, data security, and ease of access to administrative services. These three factors play an important role in determining the success of e-Government in optimally meeting community needs, increasing the efficiency of the administrative service process, and creating public trust in the sub-district government throughout Sipatana District, Gorontalo City.

### **Suggestion**

Village governments throughout Sipatana District are expected to be more proactive in improving the quality of e-Government-based administrative services through optimizing infrastructure and human resources. Each village needs to ensure the availability of technological facilities, such as a stable internet network and adequate computer devices. In addition, regular technical training for village officers is very important to ensure their competence in operating the system. Village governments also need to improve communication with the community to ensure that their needs and complaints are accommodated in a transparent, responsive, and inclusive service system.

The Sipatana District Government needs to take a strategic role as a coordinator in the implementation of e-Government at the village level. By conducting regular supervision, the district government can ensure that the established service standards are running well in all villages. In addition, Sipatana District can facilitate collaboration between villages to share experiences and solutions to the technical challenges faced. The sub-district government also needs to encourage program alignment with city-level agencies, so that policy and budget support can be received optimally.

The Gorontalo City Government is expected to strengthen its commitment to supporting e-Government in Sipatana District through adequate budget allocation, especially for the development of technology infrastructure and human resource training. In addition, the development of more user-friendly and integrated service applications across sub-districts is an important step to increase efficiency. The city government also needs to provide a strict monitoring and evaluation system to assess the success of e-Government implementation, as well as provide solutions to emerging obstacles.

The community in Sipatana District is expected to be more active in utilizing e-Government-based administrative services as a form of participation in supporting more modern and efficient public services. Residents need to improve digital literacy, for example through community training or guidance from the government, to ensure they can access services easily. In addition, the community is also expected to provide constructive input to the sub-district government regarding the quality of service, so that the e-Government system can continue to be improved as needed. Community activeness in conveying aspirations is the key to creating inclusive and responsive services.

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