

IMPLEMENTATION OF E-GOVERNMENT IN PROVIDING PUBLIC ACCESS TO INFORMATION TOWARDS CLEAN AND GOOD GOVERNANCE

(Study on PPID and SOLMED.KITO websites Bengkulu Provincial Government)

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ABSTRACT

Purpose: The purpose of this study is to evaluate the implementation of electronic government systems (SPBE) in Bengkulu Province, focusing on the three key indicators of support, capacity, and value. By assessing these indicators, the aim is to analyze the extent to which e-government initiatives have enhanced public service delivery and promoted good governance in the region.

Approach/Methodology/Design: This qualitative study adopts a descriptive approach, utilizing data collection techniques such as observation, interviews, and documentation. The analysis is conducted through data reduction, presentation, and drawing conclusions to assess the level of support provided by the government, the capacity of implementing offices, and the value derived by both the government and society from the Government-to-Citizen (G-to-C) model. **Findings:** The findings reveal that the Bengkulu Province government has demonstrated strong support for e-government initiatives through policy-making, resource allocation, infrastructure development, and public awareness campaigns. The capacity of implementing offices is noted to be adequate, with sufficient resources, infrastructure, and skilled IT personnel. Moreover, the results indicate a positive value derived from the G-to-C model, benefiting both the government and society through improved access to public services and increased engagement in governance processes. **Practical Implications:** The practical implications of this research highlight the importance of continued investment in e-government infrastructure and capacity building to sustain the momentum towards clean and good governance. The findings underscore the significance of leveraging E-Government as a tool to enhance transparency, efficiency, and citizen participation in government affairs. **Originality/value:** This study contributes to the existing literature by providing insights into the successful implementation of e-government systems in Bengkulu Province and its impact on public service delivery and governance. The research offers theoretical and practical recommendations for governments and societies aiming to enhance the utilization of E-Government for achieving transparent and effective governance practices.

INTRODUCTION

The primary objective of government administration in Indonesia is to establish an environment conducive to effective and corruption-free governance. This situation is defined by the attributes of accountability, transparency, involvement, and legal certainty. This form of governance will have the capacity to effectively implement development initiatives and provide essential services to the community. The attainment of a competent and ethical administration may be realized via the active engagement and collaboration of all sectors of society. E-government refers to a novel method of interaction among the government, society, and other stakeholders. It involves the use of information technology and communication technology to enhance the quality of public services (Indrajit, 2002).

Through collaboration, the government and society together strive to accomplish national development objectives. A government that maintains proximity to the community will possess the ability to accurately and efficiently identify the requirements, problems, wants, goals, and interests of the community. One of the aims of regional government administration is to foster community engagement. Participatory communication serves as a conduit between the community and the government, facilitating the exchange of information. Additionally, the community is seen as a valuable asset, with knowledge of both the potential and current challenges. In order to ensure the efficient and responsive functioning of community involvement in line with the specific requirements of the community.

The implementation of Law no. 22/1999, later amended to Law No. 32/2004 on Regional Government, shifted the government's administrative approach from centralization to decentralization. Regional autonomy grants regional administrations the power to engage in participatory regional development planning. Participatory development planning necessitates the availability of a transparent public forum where the community may actively engage in the decision-making process of planning. The provision for this public area is regulated by Law No.25/2004, which pertains to the National Development Planning System, namely through the Development Planning Deliberation forum (Musrenbang).

As a developing country, e-gov applications in Indonesia are actually not encouraging even though the government has tried to formulate many laws and regulations related to information technology. National e-gov development is a big job that must start by integrating electronic data from various permanent and ad-hoc government agencies with very diverse interests. Compared with neighboring countries such as Singapore and Malaysia, for example, it is clear that Indonesia's e-gov applications are still lagging behind. There are many factors that influence this delay, and of course the most determining is the lack of commitment to narrowing our digital gap with developed countries in addition to infrastructure factors and difficult geographical conditions.

Currently, the legal apparatus regarding E-government in Indonesia is actually quite complete, although compared to developed countries it is relatively late. Government support regarding the importance of e-government only began to appear in the early 1990s, although in the private sector there are already many large business players who use technology with the concept of e-commerce, e-banking or tele-marketing. Realizing the importance of implementing the E-government concept, the government issued Presidential Instruction No. 3 of 2003 concerning the E-government Development Strategy.

In order to promote the professional creation and management of websites by central and regional government officials, as well as to establish consistency in government domain names, the Ministry of Communication and Information introduced Ministerial Regulation No. 28 of 2006. This regulation specifically addresses the creation of domains using the go.id extension. Some regional government website administrators who have previously independently established domain names consider this ministerial order to be untimely and perceive its provisions as hindrances. Nevertheless, for local government organizations who are in the first phases of establishing E-government, this legislation serves as a catalyst for diligently overseeing websites as a potent tool for communication, both domestically and internationally.

As per Rachel Silcock's account E-government refers to the utilization of technology to enhance the accessibility and provision of government services, with the aim of benefiting people, business partners, and staff. E-government is actively striving to innovate and create by establishing a new model of public service. This model ensures that all public organizations and government agencies offer contemporary, integrated, and seamless services to their citizens. The dynamic between society and government has shifted from a unidirectional, hierarchical structure to a collaborative partnership between the governing body and its citizens (Silcock, 2001).

President Megawati Soekarnoputri issued Presidential Instruction Number 3 of 2003 on June 9, 2003. This instruction pertains to the National Policy and Strategy for E-government Development. The President's directives served as the normative basis for the initiation of E-government development in Indonesia. In 2018, Indonesia was ranked 107th in the World E-government Development Ranking published by the United Nations (United Nations, 2018). Indonesia's score in the E-government Development index of 193 UN member nations improved from 88th in 2020 to 77th in 2022.

Ruslan (2001) stated that the primary purpose of information is to diminish ambiguity within a communication system of an institution or organization. Nevertheless, some individuals continue to express dissatisfaction with the subpar quality of public services in Indonesia. This phenomenon is distinguished by the intricate nature and exorbitant cost of services, together with the challenge of obtaining entry to public services. These conditions do not align with the government's endeavours to deliver exceptional service to the community. The enactment of Law no. 25 of 2009 on Public Services is a significant milestone that brings optimism for the achievement of high-quality public services. According to Law no. 14 of 2008, public information refers to information that is created, stored, managed, and/or transmitted/received by a government entity in relation to the administration of the State and/or other public bodies. This law also includes information that is relevant to the public interest.

The accessibility of information is a crucial factor that impacts public services. It is well recognized that the management of public information has gained significant attention from numerous entities, including the government and other public organizations. Public institutions have an obligation to fulfil the basic right of providing public information to the public. Hence, it is imperative to establish dependable systems and methodologies for public information services in the execution of public services. Having service information that is consistently updated and transparent is crucial. This includes providing comprehensive and easily available data and documentation to the public, specifically related to the specific sort of service provided.

The Bengkulu Provincial Government fulfils its public service function by utilizing the Bengkulu Province Communication, Informatics, and Statistics Service as a platform for the residents of Bengkulu to access information provided by all Regional Apparatus Organizations (OPD) within the government. The Communication, Informatics and Statistics Service not only provides information but also serves as a platform for public grievances, facilitating their connection with the appropriate entity for response. The government has implemented measures to improve service provision by establishing the Bengkulu Provincial Communication, Informatics, and Statistics Service. This institution serves as a centralized platform for the public to access comprehensive information on the performance of the Bengkulu Provincial Government.

The Bengkulu Province Communication, Informatics, and Statistics Service has successfully implemented E-government in the Bengkulu Provincial Government, following the example of other regions in Indonesia. The primary objective is to enhance access to information, improve efficiency, transparency, and service delivery to the community. According to Law No. 14 of 2008, public organizations are required to furnish a Public Information List (DIP). A DIP, or Document Information Package, is a comprehensive document that provides organized and structured information on public data that is managed by a governmental entity.

Progress in the implementation of Article 70 of Presidential Regulation Number 95 of 2018, which pertains to Electronic-Based Government Systems (SPBE) or E-government, has been assessed through the monitoring and evaluation of SPBE activities in both Central Government and Regional Government agencies. The activity in question has focused on implementing the principle of Sustainable Public Budgeting and Expenditure (SPBE) in an integrated and sustainable way. This implementation has been carried out since 2021, following the guidelines outlined in MenPAN RB Regulation Number 59 of 2020, which specifically addresses the monitoring and evaluation of SPBE.

The Bengkulu Governor Regulation Number 9 of 2022 focuses on implementing electronic-based government systems for the Bengkulu Provincial Government. The goal is to achieve effective, efficient, transparent, accountable, and corruption-free governance. Additionally, it aims to enhance integrated public services that are fast, reliable, and cost-effective, in line with the demands for change driven by advancements in communication and information technology. By establishing effective collaboration between Regional Apparatus and Central Agencies, Provincial Governments may achieve synergy in the development of information systems and services that are based on Communication Information Technology. The term "government" refers to the system or group of individuals that have the authority to make and enforce laws and regulations within a particular country or region. The Bengkulu Provincial Government (Pemprov) achieved a Good rating with a score of 2.79, surpassing the Central Java Province which received a score of 2.74, according to the evaluation results of the Electronic Based Government System (SPBE), also known as E-government, conducted by the Ministry of State Apparatus Empowerment and Reform. The Republic of Indonesia Bureaucracy, also known as KemenpanRB. In addition to achieving a top 10 national ranking, Bengkulu Province has also secured the second position on the island of Sumatra for its commendable E-government performance, as evaluated by the Ministry of Administrative and Bureaucratic Reform.

The 2023 Digital Government Award was presented by PANRB Minister Abdullah Azwar Anas to the Regional Secretary (Sekda) of Bengkulu Province, Hamka Sabri, at the 2023 Electronic-Based Government System Forum (SPBE). The award ceremony took place at the Kempinski Grand Ballroom, located at Jl. M.H. Thamrin No. 01, Central Jakarta, on Monday, March 20th.

The Information and Documentation Management Officer (PPID) website of the Bengkulu Provincial Government allows every Regional Apparatus Organization (OPD) and public body in Bengkulu Province to publish the information they possess. This information is then automatically compiled into a Document Information Package (DIP) and made accessible to the public. The PPID website of the Bengkulu Provincial Government is a comprehensive platform designed to streamline the process of accessing information for anyone seeking it.

The PPID (Information and Documentation Management Officer) website has a key role in the implementation of E-government, especially in the context of public information accessibility and government transparency. The PPID website of the Bengkulu Provincial Government is a one-stop application service which aims to make it easier for people who need information to get it.

Not only the PPID website, the Bengkulu Provincial Government also has the latest E-government innovation, namely the Social Media Informatics and Technology website (SOLMED.KITO) which is the official website of Bengkulu Province which provides various official websites and social media for the Bengkulu Provincial Government as well as official media information about Bengkulu Province. The Information and Technology Social Media Website (SOLMED.KITO) which is the Official Bengkulu Province website which provides various websites and official social media accounts, there are 41 social media accounts in each OPD of the Bengkulu Provincial Government. On the SOLMED.KITO website there are types of social media accounts that every OPD must have, including websites, Instagram, Facebook, Twitter and YouTube.

Apart from that, the SOLMED.KITO website also provides access to E-Books/E-Tabloids, data on the position of billboards belonging to the Bengkulu Provincial Government, online, print and electronic media data, along with data from journalists who have held the Press Council's Journalist Competition Test (UKW) certification. The SOLMED.KITO website is here to provide information to the public regarding activities in each OPD of the Bengkulu Provincial Government by summarizing all information into one door. The implementation of E-government which focuses on the accessibility of public information on the PPID and SOLMED.KITO websites will help ensure that government information becomes more easily accessible and understandable to the entire community, thereby increasing active participation and understanding of government policies and services.

However, the problem for the author is whether E-government in Bengkulu Province is running optimally and can provide easy access to information for the public. The author also wants to see how the Bengkulu Provincial Government's PPID and SOLMED.KITO websites are run by Human Resources (HR) according to their understanding and ability capacity and whether the public already knows about and how to request access to information via the Bengkulu Provincial Government's PPID and SOLMED.KITO websites. Based on initial observations, it is felt that the current implementation of E-government has not provided optimal benefits, it still has many shortcomings that require improvements. The next problem is the lack of Human Resources (HR) who are able to operationalize their duties as admin at PPID and SOLMED.KITO in every OPD in the Bengkulu Provincial government. This human resource problem can affect the effectiveness of services for people who need information. Not only that, the author sees that there is no socialization regarding the use of the PPID and SOLMED.KITO e-gov applications to the public, this causes the public to not be aware of innovations to obtain information related to government performance.

The implementation of E-government can narrow the opportunities for Corruption, Collusion and Nepotism (KKN) to occur in the Bengkulu Provincial Government. Regional governments must really be able to utilize this E-government technological innovation as an effort to build clean, good, effective, democratic and trustworthy governance as mandated by Nawacita. The implementation of E-government should be able to encourage government governance to become more open and transparent, make it easier for people to access public service information without having to meet face to face and involve community participation in designing development.

This article employs a qualitative methodology, specifically utilizing the Diffusion of Innovation theory by Everett M. Rogers as a guiding framework. The author use case studies as a writing technique to examine the social context under investigation and provide a comprehensive account of the process by which the issue unfolded. The Diffusion of Innovation Theory explains the process by which new ideas and technology are adopted and disseminated throughout a society. This research falls under the purview of communication science as it is grounded in fundamental principles of digital communication. In William Gibson's novel (1984/1994) "Neuromancer," as cited in Severin & Tankard's work (2005), the term "cyberspace" is introduced for the first time. It refers to the expansive network of information that people access through console cowboys or direct neural connections with computer systems. Gibson proposed a paradigm that defines cyberspace as a globally interconnected reality, supported and accessible by computers. It is characterized as multidimensional, artificial, and virtual. In this scenario, the computer serves as a medium through which non-physical and non-representational things, such as data and information, are created. These objects are not tangible or visual representations of actual entities, but rather embody the characteristics, style, and actions involved in generating pure information.

LITERATURE REVIEW

Diffusion of Innovation Theory

The diffusion of innovation theory examines the process by which novel ideas and technology propagate within a given society. The diffusion of innovation theory is a synthesis of the concepts of diffusion and innovation. According to the Big Indonesian Dictionary, diffusion refers to the dissemination or infiltration of anything, such as culture, technology, or ideas, from one party to another. On the other hand, innovation refers to the act of introducing or bringing out new things, specifically for the purpose of renewal. Everett Rogers introduced the notion of diffusion of innovation in 1964. In his work titled "Diffusion of Innovations," the author elucidates that diffusion is the transmission of an invention through several channels within a specific timeframe in a social system. Rogers (1983) defines diffusion as the transmission of an invention through certain channels over a period of time among individuals within a social system. Diffusion is a form of communication that focuses on the dissemination of ideas that are viewed as novel concepts. Communication is the sequential exchange of information between parties with the goal of achieving mutual understanding. Diffusion possesses a distinct quality due to its novelty within the context of the message.

Implementation of E-government

As stated by Mulyadi (2015), implementation is the process of taking activities to accomplish the objectives established in a decision. This activity aims to transform these decisions into

actionable patterns and strives to accomplish predetermined changes, whether they are significant or minor. Implementation is the process of comprehending the desired outcomes that should occur once the program has been put into action. According to Horn (Tahir, 2014), implementation is defined as the specific activities taken by people, government officials, or private entities to accomplish the objectives stated in a policy. In his keynote speech at the 2006 Standardization Workshop Towards E-government Interoperability, Cahyana Ahmadjayadi defined e-government as the collaborative utilization of communication and information technology by government institutions to deliver electronic services and accurate information to individuals in society and the business world. E-government projects are a continuous endeavor to enhance government efficiency and deliver effective services to the people. The importance of efficiency is greatly influenced by the specific historical period and level of technology. The efficiency of e-government, albeit high at present, may not persist in the next years due to advancements in information and communication technology (ICT) as well as evolving expectations from stakeholders.

Transparent Administration

Clean governance refers to a government that is comprised of trustworthy officials that fulfill their responsibilities without engaging in corrupt activities, and are able to operate impartially, neutrally, and without discrimination (Bappenas, 2008). The principles of clean government administration are outlined in Law no. 28 of 1999, which governs the principles of state administration that are characterized by integrity and are free from corruption, collusion, and nepotism. The fundamental principles for achieving clean government are as follows: (a) The principle of legal certainty, (b) The principle of organized state administration, (c) The principle of serving the public interest, (d) The principle of transparency, (e) The principle of proportionality, (f) The principle of expertise, (g) The principle of accountability. Clean Governance is intricately linked to Good Governance as both have the common objective of improving governance and ensuring independence from corruption, collusion, and nepotism (KKN).

Effective Governance

Good Governance refers to the effective and efficient administration and management of a government or state, characterized by transparency, participation, and accountability. It aims to regulate the relationships between the government, private businesses, and society.

METHODOLOGY AND PROCEDURES

The author employs a qualitative methodology in which the writing is characterized by descriptive elements, specifically offering a precise depiction and elucidation of the encountered issues. Arikunto (2006) defines qualitative descriptive writing as a method of gathering information on the current state or characteristics of a subject. This type of writing focuses on collecting symptoms or observations from the field and accurately representing them in the written form. This text employs a purposive sampling approach. This approach, known as informant selection, is a regularly employed tool for identifying individuals who will serve as informants based on certain characteristics that are relevant to a particular writing problem (Bungin, 2011).

The author employed a range of primary and secondary data gathering methods to substantiate the study on the deployment of E-government in Bengkulu Province through the utilization of

the PPID and SOLMED.KITO websites. The collection of primary data involved conducting semi-structured interviews with key informants, including website users, website developers, and other relevant stakeholders. Furthermore, website content analysis is conducted to comprehend the standards of information display and accessibility. In order to acquire a more comprehensive understanding of the Bengkulu Provincial Government's initiatives to facilitate public access to information through digital platforms, an analysis of the policies pertaining to E-government was conducted by examining the papers available on the PPID and SOLMED.KITO websites. The research incorporates secondary data from several sources, including books, journals, the internet, and official papers from the Bengkulu Provincial Government. This material is utilized to enhance the analysis and provide robust results.

The author employed the Miles and Huberman model to evaluate data gathered from interviews, paperwork, and supporting data pertaining to the deployment of E-government in Bengkulu Province through the PPID and SOLMED.KITO websites. In the data analysis step, data reduction is performed to select, summarize, and organize significant information in order to detect certain patterns. Subsequently, the data is conveyed in a qualitative manner, accompanied by concise explanations, charts, and narratives to visually represent the connections between different data types. The last phase involves deriving inferences from the shown patterns, causal connections, and pertinent theories, so offering a comprehensive understanding of how the adoption of E-government contributes to the attainment of transparent and effective governance. Therefore, this data analysis technique enables the author to generate novel discoveries that bolster comprehension of the function of E-government in enhancing good, clean, and transparent governance.

In order to guarantee the accuracy and reliability of the data in this research, the author employed triangulation techniques. Triangulation is the process of corroborating study conclusions by utilizing diverse data sources, methodologies, and perspectives. In this study, the author used triangulation of data sources, integrating information from interviews, analysis of website content, and examination of policy papers pertaining to E-government. In addition, the technique of time triangulation was utilized to gather data at various time intervals in order to comprehend the progression of E-government implementation in Bengkulu Province. The author aims to enhance the reliability and validity of research findings by integrating diverse sources and methodologies, ensuring that the research results are credible and dependable.

RESULTS AND DISCUSSION

Implementation of E-government in Bengkulu Provincial Government

Based on the interviews conducted with different stakeholders, it can be inferred that the implementation of E-government in the Bengkulu Provincial Government has garnered significant backing from numerous sectors, particularly in terms of support, capacity, and value. The effective implementation of E-government relies heavily on political support and commitment from public authorities, including the Governor and Deputy Governor. Additionally, the active involvement of the Public Information Commission (KIP) in promoting government openness and accountability is crucial. In addition, a comprehensive comprehension of the advantages of E-government for both the Government and society, such as enhanced efficacy, public engagement, and transparent availability of information, is also a crucial element in fortifying the significance of E-government in Bengkulu Province. Despite facing challenges in financial resources, information technology infrastructure, and human

resources, the efforts made towards achieving clean, corruption-free, and efficient governance through E-government have shown promising progress that aligns with the development goals of Bengkulu Province. By further enhancing the application of E-government, Bengkulu Province aims to progress towards improved governance that is attentive to the demands of the community.

Indicators of Success in E-government

After conducting interviews with Israd Minadi and Novi Apriyana, it can be inferred that the implementation of E-government in Bengkulu Province has considered many success factors as outlined by Budi Rianto et al (2012). The presence of data centers, such the ones on the PPID website, provides the public with access to various information on performance, budgets, work plans, as well as complaint services and information requests from OPDs within the Bengkulu Provincial government. Furthermore, the SOLMED.KITO website offers comprehensive and precise data and information to meet regional promotional requirements. This includes valuable insights into social media usage for all OPDs, which can enhance accessibility, transparency, and efficiency in delivering public services to the community. Furthermore, the presence of E-government apps, which encompass a range of digital tools created by OPD, enhances both the effectiveness of office tasks and the caliber of public services. The presence of public dialogue apps, such as email, SMS, and teleconferencing, enhances communication and engagement among the government, business sector, and society. This leads to increased transparency, responsiveness, and involvement in decision-making and public services. The implementation of E-government in Bengkulu Province has made notable progress in reaching success indicators for E-government. This has the potential to enhance efficiency, transparency, and the quality of public services for the population.

Barriers to E-government Implementation

Implementation of E-government in Bengkulu Province faces a number of obstacles that need to be overcome to increase service effectiveness. There are similarities in obstacles with developing countries such as Uzbekistan, such as low human resource capacity in the field of information technology, budget limitations, and lack of outreach to the community. To overcome this challenge, steps are needed such as increasing budget allocations, training human resources in the IT field, massive outreach to the community, and increasing coordination between government agencies. By overcoming these obstacles, Bengkulu Province can improve the quality of SPBE services, achieve clean, transparent and effective governance, and increase public trust in the government.

E-government to Citizen Categories

The Bengkulu Provincial Government has shown commitment to developing E-government services, especially in the Government To Citizen (G-to-C) category, by providing the PPID and SOLMED.KITO websites. This platform aims to increase service needs and provide access to information to the public. However, the procedures for requesting public information listed in the document show that the process is still manual and requires a physical visit to the office. This can be an obstacle for people who want to access information quickly and easily. It is important for the Bengkulu Provincial Government to continue to develop the E-government platform, including simplifying the process of requesting public information online. In this way, access to public information can be more easily reached by the public, in accordance with the main goal of E-government to increase government transparency and accountability.

Discussion

The implementation of E-government in Bengkulu Province has followed the Diffusion of Innovation Theory in providing access to information to the public through the PPID and SOLMED.KITO websites. With the concept of innovation adoption from Everett M. Rogers, the process of technology adoption by society requires understanding, persuasion, decision, implementation and confirmation. The PPID and SOLMED.KITO websites play an important role as the main communication channels for disseminating information and facilitating access to information for the public. In addition, E-government success indicators such as data availability, office work support applications, and public dialogue have been realized through this platform, supporting transparency, efficiency, and public participation. In realizing clean and good governance, the PPID and SOLMED.KITO websites are important instruments in increasing transparency, accountability, administrative efficiency and better public services. To overcome obstacles to implementing E-government, the Bengkulu Provincial Government needs to strengthen policies/regulations, planning/budgeting, human resources, and infrastructure, with a focus on optimizing supervision, strategic master plans, recruitment of experts, HR training, and collaboration with the private sector to wider infrastructure development.

CONCLUSION AND SUGGESTION

The implementation of E-government in Bengkulu Province through the PPID and SOLMED.KITO websites has shown significant progress in realizing the principles of clean and good governance. This platform has increased access to public information, encouraged community participation, and simplified the public service process. This success is marked by the fulfillment of the elements of E-government success, namely support, capacity and value. However, there are still several important notes that need to be considered to increase the effectiveness of E-government in Bengkulu Province. Infrastructure improvements, human resource management, budget allocation and outreach to the public need to be improved to ensure optimal accessibility and quality of public information services. The Bengkulu Provincial Government needs to prioritize efforts to increase the number of OPDs that meet the informative category, as can be seen from the results of the 2023 SAQ KIP recap. By continuing to develop and improve E-government, Bengkulu Province can achieve better, transparent and responsive governance to community needs. This will strengthen public trust and encourage active community participation in regional development.

Suggestion

To enhance the implementation of E-government in Bengkulu Province, some proposals can be applied both conceptually and practically. This research aims to enhance the Diffusion of invention Theory by including the impact of social media on the ongoing process of invention diffusion. The Bengkulu Provincial Government is strongly recommended to implement practical measures such as enhancing technological infrastructure, enhancing the training and development of human resources, raising awareness and educating the public about E-government, strengthening data security, and expanding the range of features and services available on the E-government platform. By embracing these recommendations, it is anticipated that the implementation of E-government in Bengkulu Province would persistently progress and have a substantial impact on achieving a well-functioning, honest, transparent, and responsible government. The partnership between the Government and the community in

adopting E-government may enhance civic engagement, promote openness, and ensure improved accountability in government operations. Therefore, following these measures will facilitate the establishment of a government system that is highly receptive to the wants and ambitions of the community, while also transforming Bengkulu Province into a model of efficient and all-encompassing E-government implementation.

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