

The Success of E-Government as A Public Service System in South Bengkulu Regency

Herpita Wahyuni*, Ulung Pribadi, & Danang Eko Prastya

Universitas Muhammadiyah Yogyakarta, Yogyakarta, Indonesia

* herpitawahyuni@yahoo.com

Article Info	Abstract
Received : 2021-10-01 Accepted : 2022-09-30 Published : 2022-09-30	This research aims to see how well E-government is as a public service system in South Bengkulu Regency. Testing five hypotheses, namely: ease of use of E-government, the benefits of using E-government, security risks, privacy security risks that affect public trust in the government, and trust in government has a positive and significant effect on intentions to use E-government. The research method uses quantitative research methods by distributing questionnaires in the South Bengkulu Regency and analysis of data testing using Smart PLS. The results of the hypothesis test prove that there are three rejected hypotheses, namely: ease of use, benefits of use, and security risks to government trust, while the two accepted hypotheses are: privacy security risks which influence public confidence in the government, and trust in the government has a positive and significant effect against the intention of using E-government.
Key words: e-government; public service; south bengkulu regency	

INTRODUCTION

Many industrialized and developing nations have implemented e-government, with variances in history, culture, technical people in charge, infrastructure, and governmental machinery (Sari, 2018). The use of government electronic services in developing countries still experiences gaps in society because the services offered are still unavailable (Joshi & Islam, 2018). People believe that public services are still relatively poor in quality and that regional performance is still far from what they anticipate. Therefore the reform era is required to enhance the quality of public services (Supriyanto, 2016).

In the late 20th century, especially in the late 1990s, e-government was introduced to public institutions (Aprianty, 2016). The continued advancement of information and communication technology has resulted in significant changes to various activities, including e-government services, which is a sub-category of technology used in the delivery of government information to improve the effectiveness of information and services (Mahmoodi & Nojedeh, 2016). E-government is an efficient tool in providing goods and services to public information (Kamolov, 2017). E-government is information technology in government administration affairs that are effective and efficient in various services and transparent (Rozani et al., 2019). The application of E-government can realize effective and efficient government practices in public service processes that can be reached by the wider community and create the principles of accountability, transparency, and high public participation in government (Arif, 2019).

The Republic of Indonesia began implementing e-government with the release of Presidential Instruction Number 3 of 2003 concerning National Policy and Strategy for e-government Development, guided by the Indonesian Ministry of Communication and Information's Guidelines for Preparing a Master Plan for the Development of E-Government Institutions. However, even though it has been in operation for 13 years, Indonesia's implementation of e-government is not improving, and it may be considered to be facing a setback (Wulan Suciska, 2016). Good governance is a government that can realize public services without being hindered by distance and time (Hamrun et al., 2020). E-government or shared services with information technology aim to improve the quality of existing public services (Informasi & Royal, 2018). E-government practices have developed well, and the

impact of implementing E-government has provided significant changes in public services. It is thought to be capable of putting the new public service paradigm's ideas into practice (B. Irawan, 2015). E-government is a method of using information and communication technology to make communication more efficient, transparent, and quicker (D. A. D. Putra et al., 2018).

In Indonesia, information technology has advanced, and its implementation in government agencies has begun since the Presidential Instruction No. 6 of 2001 concerning Telematics (Telecommunications, Media, and Informatics), which states that government officials must use telematics technology to support good governance and speed up the democratic process. Furthermore, Presidential Instruction Number 3 of 2003 concerning National Policies and Strategies for the Development of E-Government is clear proof of the Indonesian government's commitment to improving the quality of public services through e-government (Aprianty, 2016). E-government is used in Indonesia's central government and state ministries. Nonetheless, it has been carried out at the regional level, with evidence of E-government adoption in official websites throughout the Indonesian government (R. Putra et al., 2018). South Bengkulu Regency demonstrates good governance that is effective, transparent, and accountable by implementing E-government by South Bengkulu Regent Regulation Number 23 of 2018 (Peraturan Bupati Bengkulu Selatan, 2018).

This study focuses on the success of E-government as a public service system in the South Bengkulu Regency by looking at the response of the people of South Bengkulu Regency to E-government services which are the principles of good governance as a public service system in South Bengkulu Regency. Testing five hypotheses, namely: ease of use of E-government, factors of use of E-government, security risk, risk of privacy security which has an effect on trust from the public to the government, and trust in government has a positive and significant impact on intention to use E-government. Quantitative research method by distributing questionnaires in South Bengkulu Regency, and analysis of data testing using Smart PLS.

LITERATURE REVIEW

E-Government as A Public Service

Transformation in internet-based public services is a form of government adaptation to manifest and develop knowledge (Batubara, 2020). E-government refers to the government's use of information technology to provide citizens with information and services in the hopes of improving efficiency, comfort, and accessibility (Permana, 2018). Information and communication technology in government and public institutions is a non-negotiable requirement in this sophisticated and open era. It has been demonstrated to increase the quality of services by making them more responsive, effective, efficient, and responsible (Ali, 2018). The execution of public services must use good governance concepts such as openness, effectiveness, efficiency, and accountability for public trust in the government to grow (Aprianty, 2016).

The community's willingness to utilize E-government is influenced by several aspects, including perceived ease of use, perceived utility, security concerns, and privacy hazards (Wulan Suciska, 2016). Ease of use of E-government is a state that leads someone to feel that using technology is simple and does not take much work. This convenience may be assessed by how quickly something can be taught, controlled, understood, adaptable, and used (Davis, 1989). The ease with which e-government can improve government efficiency, effectiveness, openness, and accountability will have a beneficial impact on utilizing the e-government network (Aprianty, 2016).

The perceived usefulness or benefits of using e-government is to make management and government work more effectively and efficiently to achieve sound governance principles (Wulan Suciska, 2016). Convenience, time efficiency, and improved accessibility are advantages of adopting E-government, all community considerations (Nissa, 2018). The community benefits from E-government because of its efficiency, ease, and improved accessibility to public services (Permana, 2018).

The government bureaucracy is more responsible and transparent to the information needed in public services, and security concerns from utilizing e-government are a crucial indication that can improve public trust in using e-government (Nissa, 2018). The sense of security factor is a measure of public confidence in the government, which increases the likelihood of using E-government (Faroqi et al., 2020). Some of the risks or vulnerabilities in e-government include the risk of fraud, errors, delays, service interruptions, and safety-critical systems feared by the public in E-government-based services (Novianto, 2020). The risk factor in e-government can be assumed as a value that the government can face with the risk of using the technology applied (Joshi & Islam, 2018).

Risk privacy confronts the public's concerns about data confidentiality, integrity, and availability when using e-government (Istiyanto, 2019). Risk factors provide a new dimension to e-government towards public trust in public services (Arif, 2019). A high level of trust in government in delivering public services via e-government is a type of protection against e-government use (Elysia et al., 2017).

Government Successes Against E-Government

E-government is one of the government's initiatives to use information technology to establish an open, clean and responsible bureaucracy (Fadhilurrahman, 2018). E-government is information provided by the government to improve communication between the government, the public, the business community, and other interested parties to offer services promptly and correctly (Ilmi Usrotin Choiriyah, 2020). Utilizing e-government can evaluate the application of e-government and can formulate appropriate policies (Nugroho, 2020).

The government's success depends on the effectiveness of communication in delivering information to citizens and building strong ties with the state in empowering community participation in the decision-making process (Mustofa & Suasana, 2018). The government's success in implementing the e-government system on the website can be seen from the quality of the government website and the active role of the community on the website in using the facilities provided by the government (Hardono, 2016). E-Government provides public services that are available 24 hours a day, allowing public services to be delivered without the need for face-to-face interaction, resulting in more efficient services (Fatmawati, Irviani et al., 2016).

The use of Information and Technology amid globalization and modernization, which is relatively rapid, is the main prerequisite for creating reforms in public services (Sudirman & Fadly, 2018). E-Government is a continuous endeavor to build electronic-based governance that meets agency demands and improves the quality of public services swiftly and correctly (Pemerintah & Tangerang, 2019). Good governance must fulfill practical usability, information, service, and visual quality requirements (Warjiyono & Hellyana, 2018).

E-government implementation is often associated with community development in realizing a technology-based city known as the bright city concept or smart city (Damanik & Purwaningsih, 2018). The idea of E-government is applied with the aim that the relationship between the government and its people can take place efficiently, effectively, and economically (E. P. Irawan, 2018). In the public sector, innovation is described as developing and implementing procedures, products, services, and delivery systems that increase efficiency, effectiveness, and quality of outcomes (Hidayati, 2016). The application of E-government services provided by government institutions can minimize bureaucratic work and provide efficient, effective, economical, and equitable services for the wider community (Arif, 2019).

Theoretical basis

Theory

E-government is information provided by the government to facilitate communication between the government, society, business, and other parties interested in delivering timely and accurate services (Choiriyah, 2020). The use of e-government can help public services function better (Sabino mariano, 2019). E-government services from the government facilitate community activities that become more effective (Purwanto & Susanto, 2018). Accessible e-government services will impact the community to be involved in E-government-based services (Syahputra

Hasan, 2018). The ease of social media use will influence the provision of public services (Irawati & Munajat, 2018).

E-government is a government service system that may give convenience to citizens (Septa et al., 2019). The advantages of e-government services will enhance trust in the government and give comfort in the public service process (Silalahi, 2019). E-government service systems that can be understood will improve the community to be directly involved in the public service system (Alfiyah, 2019). The ease of application of e-government will attract public interest in effective public services (Purwidyasari & Syafruddin, 2017). Safe e-government services will trust the public to the government to implement an electronic-based service system (Santoso & Setiawan, 2017).

The sense of security provided in the public service process will give complete trust from the community to the government in community activities or activities (Irawati & Munajat, 2018). Privacy security is a factor that provides confidence from the public to carry out public services (Silalahi, 2019). The privacy of the E-government service application users will guarantee public data on public services (Septa et al., 2019). Trust in the government affects increasing the use of E-government (Widiani & Abdullah, 2018). The findings from several theories in the research results draw a framework of thinking in successfully implementing E-government as a public service in Figure 1.

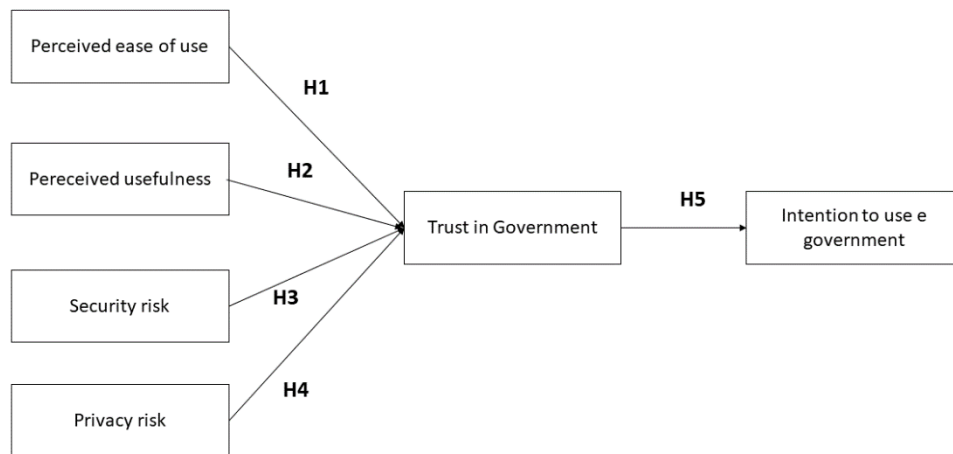


Figure 1. Theoretical framework

Hypothesis

The success of E-government as a public service system in South Bengkulu Regency by looking at the response of the people of South Bengkulu Regency in E-government services that put forward the principles of good governance using the Delone and Mclean models. From the Delone and Mclean model (Figure 1), the independent variables, such as ease of use of E-government, advantages, security concerns, privacy security, and trust in E-government usage, are then used by the researcher. Give the finished product or service. The following are the five assumptions that were tested in this study:

H1. The ease of use of E-government has a positive and significant effect on trust in the Government.

H2. The perceived benefit factor has a positive and significant effect on trust in the Government.

H3. Security risk factors have a positive and significant effect on trust in the Government.

H4. Privacy security risk factors have a positive and significant effect on trust in the Government.

H5. Trust in the government has a positive and significant effect on the intention to use e-government.

METHODS

Research Method

This study can assess the success of e-government as a public service system in South Bengkulu Regency by looking at the people's reaction to E-government services that emphasize the principles of good governance. As a result, we are conducting a survey. The authors distribute questionnaires for data gathering in survey research, which is a quantitative method. (Sugiyono, 2017).

Population and Sample

The population comprises items or individuals with specific amounts and qualities that researchers investigate and make conclusions from (Sugiyono, 2017). The population of all persons in the South Bengkulu Regency who receive E-government services was studied. In 2021, there will be 159,683 people living in the Bengkulu Selatan Regency (population). The sample is a representation of the population's size and features. This study utilized a non-probability sampling approach with a purposive sampling technique. Purposive sampling is a sampling approach that takes into account specific factors. (Sugiyono, 2017). With a significance level of 10%, this study used the Slovin formula [$n = N / (1 + Ne^2)$] (n: Sample, N: Population, e: Margin of Error, namely 5 percent or 10 percent).

The people of Bengkulu Selatan Regency use public services based on E-government. It is shown that from January 1, 2020, to March 30, 2021, the population of people who use electronic-based government system services is 114,466. According to (Sugiyono, 2017). The sample is representative of the population's size and features. The Slovin formula is as follows:

$$\begin{aligned}n &= N / (1 + N (e^2)) \\n &= 114.466 / (1 + 114.466 ([10\%] ^2)) \\&= 114.466 / 1145.67 \\&= 99,91 \text{ (rounded to 100)}\end{aligned}$$

Information:

n: Sample

N: Population

e: Margin of Error

Using a significant level of 10%, where the population has the same population characteristics, this sample size is 99.91 or as many as 100 respondents.

Data Collection Technique

In this study, data was collected by randomly distributing Google Form questionnaires to residents of South Bengkulu Regency (random sampling) and distributing questionnaires and questionnaires filled in by respondents with the desired amount of data the Slovin formula. Distribution of questionnaires with google forms until it meets the required data.

Data Analysis Technique

Data analysis with Smart PLS 3.0 Partial Least Square (PLS) software is one of the approaches in variance-based Structural Equation Modeling (SEM) statistics for solving multiple regression problems in small sample sizes with missing data multicollinearity and values (Abdillah & Jogiyanto, 2015).

Measurement Model Test (Outer Model)

The outer reflecting model, which shows how the manifest or observable variable represents the latent construct to be assessed, is often measured, namely by testing the validity and reality of the indicators forming latent constructs through confirmatory factor analysis (Latan & Ghozali, 2012).

Structural Model Test (Inner Model)

Smart PLS uses R² for the dependent construct, path coefficient values, or t-values for each route to assess the relevance between constructs in the structural model. The amount of variance

in the change in the independent variable on the dependent variable is measured by the R² value. The R² number indicates how good the suggested research model's prediction model is.

Table 1. Hypothesis Testing

Variable	Indicators
Perceived Ease of use	<ol style="list-style-type: none"> 1. Using E-government is easy 2. Can use E-government services 3. E-government facilitates public services
Perceived usefulness	<ol style="list-style-type: none"> 1. E-government services are useful 2. E-government facilitates public services 3. E-government meets information needs
Security risk	<ol style="list-style-type: none"> 1. Safe to use E-government 2. Be sure of the security of the data provided 3. Trust the management of E-government with a good security management system
Privacy risk	<ol style="list-style-type: none"> 1. E-government prioritizes privacy aspects 2. Convinced that the data provided is used wisely by the user 3. Trust the Government of E-government-based Big Data management
Trust in Government	<ol style="list-style-type: none"> 1. Sure personal data can only be accessed by the user concerned 2. Trust the government to provide good public services 3. Trust the Government to improve its performance through E-government
Intention to use e-government	<ol style="list-style-type: none"> 1. I am enthusiastic about supporting E-government-based programs 2. I support the e-government program in efforts to reform the bureaucracy 3. I am willing to be a part of communicating the E-Government program

Hypothesis testing is done by bootstrapping method in Smart PLS. Bootstrapping is a re-sampling test carried out by a computer system to measure accuracy in the sample estimate. This is used to see whether there is a significant relationship between the observed variables. The size of the significance of the hypothesis support can be used to compare the table and statistic values. If statistic. Higher than the table value means that the hypothesis is supported. Confidence level 95% (alpha 5%) then table 1.96. If the statistic is ≥ 1.96 , then the hypothesis can be said that the hypothesis is accepted, whereas if the value is < 1.96 , it is said that the hypothesis is rejected (Abdillah & Jogiyanto, 2015).

Instruments And Data Measurement

This study uses a closed questionnaire instrument and measures data using a Likert Scale to determine the response to respondents' experience in E-government services in South Bengkulu, namely: One highly disagrees, two strongly disagrees, three neutrally disagrees, four neutrally disagrees, and five strongly disagrees.

Research Instruments

Based on the theoretical framework, the integration of indicators into the likelihood aspects of each variable is developed. This study establishes the hands of each of the variables studied, namely as follows:

Table 2. Research Instruments

Variabel	Indicators
Perceived Ease of use	<ol style="list-style-type: none"> Using E-government is easy Can use E-government services E-government facilitates public services
Perceived usefulness	<ol style="list-style-type: none"> E-government services are useful E-government facilitates public services E-government meets information needs
Security risk	<ol style="list-style-type: none"> Safe to use E-government Be sure of the security of the data provided Trust the management of E-government with a good security management system
Privacy risk	<ol style="list-style-type: none"> E-government prioritizes privacy aspects Convinced that the data provided is used wisely by the user Trust the Government of E-government-based Big Data management
Trust in Government	<ol style="list-style-type: none"> Sure personal data can only be accessed by the user concerned Trust the government to provide good public services Trust the Government to improve its performance through E-government
Intention to use e-government	<ol style="list-style-type: none"> I am enthusiastic about supporting E-government-based programs I support the e-government program in efforts to reform the bureaucracy I am willing to be a part of communicating the E-Government program

Analysis

Profil Demografis Responden

Table 3. Profil demografis responden

Characteristics	Bengkulu Selatan	
	Freq	%
Gender		
Male	35	35
Female	65	65
Age		
-20	14	14
+20	86	86
Education Level		
Junior high school	4	4
Senior High School	38	38

Characteristics	Bengkulu Selatan	
	Freq	%
Strata 1	56	56
Strata 2	2	2
Residence address		
Originally from South Bengkulu	58	58
Domicile, South Bengkulu	25	25
Working in South Bengkulu	17	17

The demographic profile of the responders is shown in Table 3. In the Bengkulu Selatan Regency, most responders (35%) were male, while the rest (65%) were female. The majority of respondents are young, 20 years and under (14%), while others are 20 years and over (86%). Respondents with education at the junior high school level (4%), high school (38%), undergraduate (56%), and postgraduate (2%). Respondents based on domicile are: From Bengkulu Selatan (58%), Domicile South Bengkulu (25%), Work in Bengkulu Selatan (17%).

Validity And Reliability Test

Validity Test (Outer Loading and Average Variance Extract)

Convergent Validity Test

The outer reflective model is used to illustrate how the manifest or observable variable represents the latent construct to be assessed, i.e., by using confirmatory factor analysis to evaluate the validity and actuality of the indicators that make up latent constructs (Latan & Ghazali, 2012). The value of Outer Loading may be used to carry out a concurrent validity test. In the table below, the outer loading value may be observed.

Table 4. Outer loading value

	Intention to Use	Convenience Use	Benefits/ Uses	Privacy risk	Security risk	Trust in Government
EU1		0,863				
EU2		0,774				
EU3		0,687				
IG1	0,797					
IG2	0,844					
IG3	0,821					
PR1				0,752		
PR2				0,862		
PR3				0, 875		
PU1			0,665			
PU2			0,802			
PU3			0,833			
SR1					0,801	
SR2					0,766	
SR3					0,895	

	Intention to Use	Convenience Use	Benefits/ Uses	Privacy risk	Security risk	Trust in Government
TG1						0,809
TG2						0,787
TG3						0,780

Source: Primary data processing results, SmartPLS, Year 2021

Based on the table above, the test for the validity of concurrent data, the decision requirement is the rule of thumb value, where the outer loading value ≥ 0.50 is acceptable, and it is more desirable if the outer loading value is ≥ 0.7 . If the resulting outer loading value is less than 0.50, the indicator is declared invalid and removed from the research instrument. From table 3, it is known that the outer loading value of all hands is ≥ 0.50 , so that all indicators are declared valid. Convergent validity can also be seen from the average variance extracted (AVE) value. The required AVE value is at least 0.50. The AVE value is as follows.

Table 5. average variance extracted (AVE) value

Variable	Average Variance Extracted (AVE)
Privacy risk	0,691
Security risk	0,677
Intention to Use	0,674
Trust in Government	0,627
Ease of Use	0,605
Benefits / Uses	0,593

Source: Primary data processing results, SmartPLS, Year 2021

All variables in Table 5 have a value greater than 0.50. All variables, on average, explain more than half of the variation of each indicator with excellent convergent validity.

Reliability Test (Cronbach's Alpha Data and Composite Reliability Data)

Cronbach's Alpha

Cronbach's Alpha is used to measure the limit value of a construct. A construct can be reliable if the value of Cronbach's Alpha is more significant than 0.60. The value of Cronbach's Alpha in this study is as follows.

Table 6. Nilai Cronbach's Alpha

Variable	Cronbach's Alpha
Privacy Risk	0,781
Security risk	0,762
Intention to use E-Government	0,759
Trust in Government	0,704
Ease of Use	0,673
Benefits / Uses	0,688

Source: Primary data processing results, SmartPLS, 2021 Tahun

Table 6 indicates that all variables have a Cronbach's alpha value greater than 0.60, implying that they all fulfill the reliability criteria.

Composite Reliability

The real value of a variable is measured using Composite Reliability. High Reliability is defined as data with a total reliability rating of more than 0.70. The results of composite Reliability processing are shown below.

Table 7. Composite reliability value

Variable	Composite Reliability
Privacy Risk	0,870
Security Risk	0,862
Intention to use E-Government	0,861
Trust in Government	0, 835
Perceived ease of use	0, 820
Perceived usefulness	0, 813

Source: Primary data processing results, SmartPLS, 2021

Table 7 indicates that all variables have a Composite Dependability score greater than 0.70, suggesting that they all fulfill the reliability standards.

Structural Model Test Results (Inner Model)

The inner model evaluation aims to see the direct or indirect influence between variables in the study. This is also done to see whether the model used can answer the existing problems. The structural model test is seen with the R-Square and Path Coefficient values (hypothesis testing).

R-Square

The R-Square value shows how much influence between the variables in the model used. The table below shows the R-Square values.

Table 8. R-Square Value

Variable	R Square
Intention to use E-government	0,484
Trust in the Government	0,630

Source: Primary data processing results, SmartPLS, 2021

The variable of intention to utilize E-government has an R-Square value of 0.484 or 48 percent, as shown in Table 7. The R-Square figure represents the degree of the effect of the intention variable to utilize e-government. In contrast, the R-Square result for faith in the government is 0.630, or 63 percent. The ability to trust the government has a substantial impact on E-government adoption.

Hypothesis Testing

Using a sample bootstrapping technique, hypothesis testing was carried out. If the t-test value is more significant than 1.96, the hypothesis can be accepted. The study hypothesis will be rejected if the t-test result obtained is less than 1.96. Table 9 and Figure 2 show the outcomes of hypothesis testing.

Table 9. Hypothesis Testing

	Sampel Asli (O)	Rata-rata Sam...	Standar Devias...	T Statistik (O /...	P Values
Perceived ease of use -> Trust in Government	0.210	0.199	0.110	1.913	0.059
Perceived usefulness -> Trust in Government	0.059	0.059	0.093	0.629	0.531
Privacy risk -> Trust in Government	0.577	0.576	0.099	5.839	0.000
Security risk -> Trust in Government	0.071	0.082	0.110	0.644	0.521
Trust in Government -> Intention to use e government	0.695	0.690	0.061	11.450	0.000

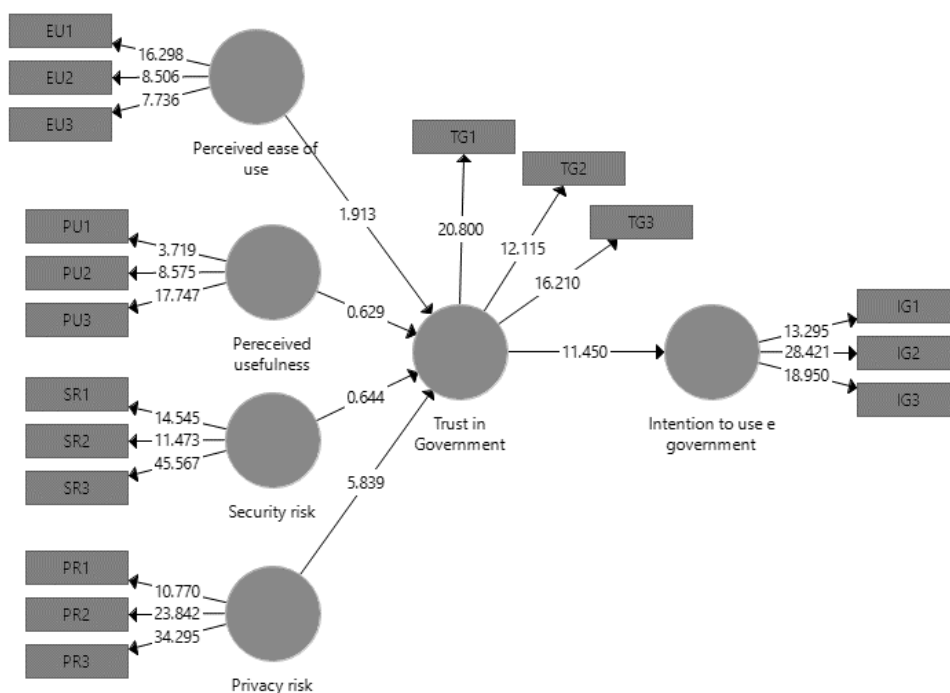


Figure.2 Output Bootstrapping Path Coefficient

Source: Primary data processing results, SmartPLS, 2021

Table 8 and Figure 2 show the results of the sample bootstrapping test; hypothesis testing reveals that two hypotheses are accepted, and three are rejected. The accepted hypothesis is H4 (t-statistic value 5.839 > 1.96), H5 (t-statistic value 11, 450 > 1.96). Meanwhile, the rejected hypotheses were H1 (t-statistic value 1.913 < 1.96), H2 (t-statistic value 0, 629 < 1.96), and H3 (t-statistic value 0.644 < 1.96). Data analysis based on sample bootstrapping shows that the data is received, and the data is rejected. The research, located in Bengkulu Selatan Regency, is about "The Success of E-government as a Public Service System in South Bengkulu Regency."

DISCUSSION

The Ease of Use of E-Government Has a Positive and Significant Effect on Trust in the Government.

E-government is a government-run information service system that allows the government to communicate with the public, businesses, and other interested parties to offer timely and accurate services (Choiriyah, 2020). E-government services from the government facilitate

community activities that become more effective (Purwanto & Susanto, 2018). Accessible e-government services will impact the community to be involved in E-government-based services (Syahputra Hasan, 2018). The ease of social media use will influence the provision of public services (Syahputra Hasan, 2018). By evaluating the H1 hypothesis, the success of E-government as a Public Service System in South Bengkulu Regency demonstrates that the ease of use of E-government has no positive and substantial influence on trust in the government in South Bengkulu Regency. This identifies that the convenience factor does not influence the people of South Bengkulu in running or receiving public services.

The Perceived Benefit Factor Has a Positive and Significant Effect on Trust in the Government.

The use of e-government can increase the efficiency of government services (sabino mariano, 2019). E-government is a way of government service that may give convenience to citizens (Septa et al., 2019). The advantages of e-government services will improve public confidence and give comfort in the public service process (Silalahi, 2019). The H2 hypothesis testing findings show that in South Bengkulu Regency, the perceived benefit factor for E-government has no positive or significant influence on confidence in the government. The hypothesis test results also reject the theory, which states that an understandable E-government service system will increase the community to be directly involved in the public service system (Alfiyah, 2019).

Security Risk Factors Have a Positive and Significant Effect on Trust in the Government

The ease of application of e-government will attract public interest in effective public services (Purwidyasari & Syafruddin, 2017). Safe e-government services will trust the public to the government to implement an electronic-based service system (Santoso & Setiawan, 2017). The sense of security provided in the public service process will give complete trust from the community to the government in community activities or activities (Irawati & Munajat, 2018). Hypothesis testing H3 proves that the security risk factor does not positively and significantly affect government confidence in South Bengkulu Regency. The low-security risk directly impacts the decline in trust in the government in the public service system.

Privacy Security Risk Factors Have a Positive and Significant Effect on Trust in the Government.

Privacy security is a factor that gives trust from the public to carry out public services (Silalahi, 2019). Hypothesis testing H4 proves that the private security factor positively impacts government confidence in E-government services in South Bengkulu Regency. The greater the protection of personal information, the greater the public's confidence in the government (Alfiyah, 2019). Users' privacy shall ensure public data for public services through E-government service application users (Septa et al., 2019).

Trust in the Government Has a Positive and Significant Effect on the Intention to Use E-Government.

Increased adoption of E-government is influenced by public trust in the government (Widiani & Abdullah, 2018). Based on the theory or findings in previous research, it supports the hypothesis test results that the hypothesis H5 shows that the factor of trust in the government has a positive and significant effect on the intention to use E-government in South Bengkulu. High trust will influence the public to use e-government (Purwanto & Susanto, 2018). Strong trust is a feeling owned by everyone who determines the steps to run services electronically (Irawati & Munajat, 2018).

CONCLUSION

The success of E-government as a public service system in South Bengkulu Regency resulted in the following conclusions:

1. There are five testing hypotheses with two accepted beliefs and three rejected assumptions.

-
2. The accepted hypothesis is a hypothesis that positively and significantly affects trust and intention to use e-government.
 3. The privacy security factor positively and significantly affects government trust in e-government services in Bengkulu Selatan Regency.
 4. The trust factor in the government has a positive and significant influence on the intention to use the E-government service system in South Bengkulu.

Suggestion

Efforts in supporting the success of e-government as a public service system in South Bengkulu Regency by providing socialization by providing an understanding of E-government services as a more practical public service system and providing confidence that the government offers the best services according to community needs, as well as various efforts. Which can increase public trust in the government. This study has limitations. Namely, the research location is only located in South Bengkulu Regency to be followed up in Bengkulu Province.

REFERENCES

- Abdillah, W., & Jogiyanto. (2015). *Partial Least Square (PLS) Alternatif Structural Equation Modeling (SEM) dalam Penelitian Bisnis (1st ed.)*. ANDI.
- Alfiyah, N. I. (2019). Pengaruh Penerapan e-Government Pada Pembangunan Smart City di Kabupaten Sumenep. *Jurnal Inovasi Ilmu Sosial Dan Politik*, 1(2), 88. <https://doi.org/10.33474/jisop.v1i2.4800>
- Ali, E. (2018). *E-Government Untuk Pemerintahan Daerah*.
- Aprianty, D. R. (2016). Penerapan Kebijakan E-Government dalam Peningkatan Mutu Pelayanan Publik di Kantor Kecamatan Sambutan Kota Samarinda. *Jurnal Ilmu Pemerintahan*, volume 4(4), hlm. 1593.
- Arif, S. R. (2019). Penerapan E-Government Sebagai Wujud Inovasi Pelayanan Publik. *Konferensi Nasional Ilmu Administrasi*, 3, 1–6.
- Batubara, N. A. (2020). Intellectual Capital Management Untuk Revitalisasi Implementasi E-Government Di Indonesia. 4(2).
- Damanik, M. P., & Purwaningsih, E. H. (2018). Kesiapan E-Government Pemerintah Daerah Menuju Pengembangan Smart Province (Studi pada Pemerintah Kabupaten Mandailing Natal, Provinsi Sumatera Utara). *Jurnal Studi Komunikasi Dan Media*, 22(2), 185. <https://doi.org/10.31445/jskm.2018.220207>
- Davis. (1989). Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology". *MIS Quarterly*. Vol. 13 No. 5: pp319-339.
- Elysia, V., Wihadanto, A., & Sumartono. (2017). Implementasi E-Government Untuk Mendorong Pelayanan Publik Optimalisasi Peran Sains Dan Teknologi Untuk Mewujudkan Smart City, 353–380.
- Fadhilurrahman, R. (2018). Kota Batu Menggunakan Kerangka Kerja Pemeringkatan E-Government Indonesia (*Pegi*).
- Faroqi, A., Noviardi P, Y., Hadiwiyanti, R., & MS, T. L. (2020). Pengaruh Trust Dan Perceived Risk Terhadap Niat Menggunakan E-Government. *SCAN - Jurnal Teknologi Informasi Dan Komunikasi*, 15(1), 40–45. <https://doi.org/10.33005/scan.v15i1.1851>
- Fatmawati, Irviani, R., Rachman, E. S., Putu, I., Anggie, A., & Kristina, M. (2016). Tata Kelola Teknologi Informasi Sebagai Implementasi E-Government Pada Kabupaten Pemekaran Untuk Meningkatkan Potensi Daerah. *Jurnal Teknologi Informasi, Proseding Senapati*, 2015(Senapati), 249–257.

- Hamrun, H., Harakan, A., Prianto, A. L., & Khaerah, N. (2020). Strategi Pemerintah Daerah Dalam Pengembangan Pelayanan Berbasis E-Government Di Kabupaten Muna. *Nakhoda: Jurnal Ilmu Pemerintahan*, 18(2), 64. <https://doi.org/10.35967/jipn.v18i2.7808>
- Hardono, W. (2016). Analisis Kualitas Dan Efektivitas E-Government Sebagai Media Pelayanan Publik Di Pemerintah Daerah Istimewa Yogyakarta Tahun 2015. *Jurnal Ilmu Sosial Dan Ilmu Politik UMY*, 1–15. <http://repository.umy.ac.id/handle/123456789/8918>
- Hidayati, N. (2016). E-Government Dalam Pelayanan Publik (Studi Kasus tentang Faktor-faktor Penghambat Inovasi Layanan E-Samsat Jatim di Kabupaten Gresik). *Kebijakan Dan Manajemen Publik*, 4(3), 1–8. <http://journal.unair.ac.id/download-fullpapers-kmp66d651b09dfull.pdf>
- Ilmi Usrotin Choiriyah. (2020). Penerapan E-Government Melalui M-Bonk di Kabupaten Sidoarjo. *Publisia: Jurnal Ilmu Administrasi Publik*, 5(2).
- Informasi, S., & Royal, S. (2018). E-Government Sebagai Media Pelayanan Publik. 9986(September).
- Irawan, B. (2015). E-Government Sebagai Bentuk Baru Dalam Pelayanan Publik: Sebuah Tinjauan Teoritik. *Jurnal Paradigma*, 4(3), 200–209. <http://e-journals.unmul.ac.id/index.php/JParadigma/article/download/419/379>
- Irawan, E. P. (2018). Pemanfaatan Website Pada Aktivitas Cyber PR dalam Mendukung e-Government di Pemerintah Kota Tangerang Selatan. *JURNAL IPTEKKOM : Jurnal Ilmu Pengetahuan & Teknologi Informasi*, 19(2), 163. <https://doi.org/10.33164/iptekkom.19.2.2017.163-177>
- Irawati, I., & Munajat, E. (2018). Electronic government assessment in West Java Province, Indonesia. *Journal of Theoretical and Applied Information Technology*, 96(2), 365–381.
- Istiyanto, J. E. (2019). Aspek-Aspek Keamanan pada Infrastruktur e-Government. 1–12.
- Joshi, P. R., & Islam, S. (2018). E-government maturity model for sustainable E-government services from the perspective of developing countries. *Sustainability (Switzerland)*, 10(6). <https://doi.org/10.3390/su10061882>
- Kamolov. (2017). E-Government: Way of Modernization and Efficiency Enhancement of Public Governance. *Journal of Law and Administration*, 1(42), 13–21. <https://doi.org/10.24833/2073-8420-2017-1-42-13-21>
- Latan, H., & Ghozali, I. (2012). Partial Least Square: Konsep, Teknik dan Aplikasi SmartPLS 2.0. Badan Penerbit Universitas Diponegoro.
- Mahmoodi, R. K., & Nojedeh, S. H. (2016). Investigating the Effectiveness of E-government Establishment in Government Organizations. *Procedia - Social and Behavioral Sciences*, 230(May), 136–141. <https://doi.org/10.1016/j.sbspro.2016.09.017>
- Mustofa, Z., & Suasana, I. S. (2018). Algoritma Clustering K-Medoids Pada E-Government Bidang Information And Communication. *Jurnal Teknologi Dan Komunikasi*, 9, 1–10.
- Nissa, N. K. (2018). Pemanfaatan Electronic Government Untuk Mendukung Reformasi Birokrasi Pemerintahan Pada Pemerintahan Kota Semarang. *Journal of Politic and Government Studies*, 7(04), 41–50.
- Novianto, F. (2020). Evaluasi Keamanan Informasi E-Government Menggunakan Model Defense in Depth. *CyberSecurity Dan Forensik Digital*, 3(1), 14–19. <http://202.0.92.5/saintek/cybersecurity/article/view/1962>

-
- Nugroho, R. A. (2020). Kajian Analisis Model E-Readiness Dalam Rangka Implementasi E-Government. *Masyarakat Telematika Dan Informasi : Jurnal Penelitian Teknologi Informasi Dan Komunikasi*, 11(1), 65. <https://doi.org/10.17933/mti.v11i1.171>
- Pemerintah, P., & Tangerang, K. (2019). Pengukuran keberhasilan pencapaian.
- Peraturan Bupati Bengkulu Selatan. (2018). Penerapan Sistem Pemerintahan Berbasis Elektronik Pada Pemerintahan Kabupaten Bengkulu Selatan.
- Permana, P. J. (2018). Persepsi Terhadap E-Government Pada Pegawai Direktorat Jenderal Perbendaharaan. *None*, 2(3), 678–689.
- Purwanto, A., & Susanto, T. D. (2018). Pengaruh Dimensi Kepercayaan Terhadap Adopsi Layanan E-Government. In *Jurnal INFORM* (Vol. 3, Issue 1). <https://doi.org/10.25139/ojsinf.v3i1.520>
- Purwidyasari, A., & Syafruddin, M. (2017). Analisis Faktor-Faktor Yang Mempengaruhi Kepuasan Pengguna Layanan E-Government Studi Kasus Pada Modul Penerimaan Negara Generasi 2. *Diponegoro Journal of Accounting*, 6(4), 23–31.
- Putra, D. A. D., Jasmi, K. A., Basiron, B., Huda, M., Maselena, A., Shankar, K., & Aminudin, N. (2018). Tactical steps for e-government development. *International Journal of Pure and Applied Mathematics*, 119(15).
- Putra, R., Ardhiariska, O., Rina Wijayanti, R., Yudha Pratiwi, B., & Studi Akuntansi Sektor Publik Politeknik Negeri Jember Jl Mastrip Kotak Pos, P. (2018). Government Pemerintah Daerah Di Indonesia. *Seminar Nasional Teknologi Informasi Dan Komunikasi, 2018*(Sentika), 23–24.
- Rozani, U. R., Mutiasari H, A., & Rachmania A, N. R. A. (2019). Pelayanan Administrasi Kependudukan Kota Surabaya Melalui Program E-LAMPID Ditinjau Dari Perspektif Electronic Government. *Jurnal Administrasi Dan Kebijakan Publik*, 2(3), 255–263. <https://doi.org/10.25077/jakp.2.3.255-263.2017>
- sabino mariano. (2019). Penerapan E-Government Dalam Pelayanan Publik Di Kabupaten Sidoarjo. *Journal of Chemical Information and Modeling*, 53(9), 1689–1699.
- Santoso, W. N., & Setiawan, D. (2017). Faktor-Faktor Yang Mempengaruhi Niat Penggunaan Approweb Oleh Account Representative Direktorat Jenderal Pajak. *Jurnal Akuntansi*, 21(2), 232. <https://doi.org/10.24912/ja.v21i2.197>
- Sari, D. (2018). Percepatan Implementasi E-Government Di Kota Banjar. *Jurnal Masyarakat Telematika Dan Informasi*, 77–88. <https://pdfs.semanticscholar.org/c568/4b73b1c8564d1495e8ab66a24f867e4dbb5a.pdf>
- Septa, F., Yudhana, A., & Fadlil, A. (2019). Analisis Kualitas Layanan E-Government dengan Pendekatan E-GovQual Modifikasi. *Jurnal Sistem Informasi Bisnis*, 9(2), 157. <https://doi.org/10.21456/vol9iss2pp157-164>
- Silalahi, M. (2019). Pengaruh Pemanfaatan Website Kepuasan Masyarakat Kota Batam (Suatu Survei Pada Kec . Sagulung Batu Aji). *I*, 109–128.
- Sudirman, A., & Fadly, A. (2018). Desain Kebijakan Reformasi Sistem Perpajakan Melalui E-Taxation Di Indonesia: Belajar Pada Keberhasilan Reformasi Sistem Perpajakan di Jepang. *CosmoGov: Jurnal Ilmu Pemerintahan*, 4(1), 1–15. <http://jurnal.unpad.ac.id/cosmogov/article/view/14214>
- Sugiyono. (2017). Metode Penelitian Kuantitatif, Kualitatif, R & D. *Bandung: CV Alfabeta*.
- Supriyanto, E. E. (2016). Kebijakan Inovasi Teknologi Informasi (IT) Melalui Program Elektronik Government dalam Meningkatkan Kualitas Pelayanan Publik di Indonesia. *Jurnal*

Ilmu Pemerintahan : Kajian Ilmu Pemerintahan Dan Politik Daerah, 1(1), 141.
<https://doi.org/10.24905/jip.v1i1.438>

Syahputra Hasan. (2018). Pengaruh Penerapan E-government Terhadap Peningkatan Kualitas Pelayanan Publik Dinas Pelayanan Perizinan Terpadu Satu Pintu Kota Medan. 239–250.

Warjiyono, W., & Hellyana, C. M. (2018). Pengukuran Kualitas Website Pemerintah Desa Jagalempeni Menggunakan Metode Webqual 4.0. *Jurnal Teknologi Informasi Dan Ilmu Komputer*, 5(2), 139. <https://doi.org/10.25126/jtiik.201852666>

Widiani, Y. N., & Abdullah, A. (2018). Analisis Pengaruh Kualitas Pelayanan E-Government Melalui Aplikasi E-Filing Kantor Pelayanan Pajak Pratama Bandung Cibeunying Terhadap Kepuasan Pengguna Aplikasi. *Jurnal Riset Bisnis Dan Manajemen*, 11(2), 38.
<https://doi.org/10.23969/jrbm.v11i2.721>

Wulan Suciska. (2016). Optimalisasi Penerapan E-Government Melalui Media Sosial Dalam Mewujudkan Good Government. *International Journal of Management, Accounting & Economics*, 2(6), 41–53.
https://www.theseus.fi/bitstream/handle/10024/80777/Frolova_Svetlana.pdf?sequence=1%0Ahttps://www.theseus.fi/bitstream/handle/10024/80777/Frolova_Svetlana.pdf%0Ahttps://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=10&cad=rja&uact=8&ved=0ahUKEwj__