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**The Role of e-Governance in Improving Local Governments Performance
(Case Study: Sumbawa Regency)**

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THE ROLE OF E-GOVERNANCE IN IMPROVING LOCAL GOVERNMENTS PERFORMANCE (CASE STUDY: SUMBAWA REGENCY)

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Abstract

This research focused on how technology could help improve local government performance. There are five factors in assessing the IT capacity of information; security, financial support, legislative support, and commitment to the organization. Many variables affect the ability to support the five characteristics. The population of this study was all work units responsible for the local government's performance in Sumbawa Regency, West Nusa Tenggara Province, Indonesia. The sample was randomly selected to assess the effect of e-government in improving local government performance. Every year the work unit must report to the region. Regression analysis was employed in this study by using SEM-PLS software. The data showed that the variables of executive competence, financial Support, information security, legislative Support, and organizational commitment affected information capacity by 59.4%. The function of e-government in improving local government performance must be realized. For e-government to improve the performance of local governments, the two provincial/central governments must conduct socialization with local governments. Limitations of the study included the limited sample size, which might not represent the original status of citizens, and the short study period.

Keywords: Governance; Performance; Technology; Sumbawa Regency.



A. Introduction

Trends in the phenomenon that governments in various countries have implemented e-government to provide public services to the community and improve government performance (Mawela et al., 2017). E-government implementation is beneficial for increasing efficiency, effectiveness, and transparency. It is supported by other programs in the government environment (Sabani et al., 2019). Transparency and access to information are essential components of forming an open government; transparency in government refers to the ability to ascertain what happens within the government (Boudreau, 2020). Besides, it promotes accountability for Actions and informs the public about government decisions, preventing corruption and promoting democratic efficiency and legitimacy (Perez-Arellano et al., 2021). Organizations and politics need knowledge of existing e-government strategies and policies and the ability to assess information technology trends and strategic potential (Pedersen, 2018).

Scholars have conducted e-government analyses to build trust in the public sector through technological, political, and economic perspectives (Carter & Ubacht, 2018). New technological advances have enabled organizations to improve their management processes. The advent of the internet has resulted in a paradigm shift in how individuals, organizations, and governments carry out their missions and expect increased transparency and public services provided (Janita & Miranda, 2018).

Information and Communication Technology (ICT) improves government performance, particularly the Internet (E-government). Citizens, businesses, and other governments benefit from the government's use of ICTs (Cedric Bizimana, 2020). Scholars rarely use the perspective of citizens who use e-government. This study fills this knowledge gap. This study focuses on the effectiveness and efficiency of using E-governance to improve local government performance in Sumbawa Regency, West Nusa Tenggara Province, Indonesia.

E-government has begun to prioritize transparency regarding legal and political systems integration. Legislative changes have accompanied



the government's adoption of new technologies to impose restrictions on their use. For example, the states and the federal government enforce IT laws in the United States. Such as the Document Reduction Act 1980 and the Computer Security Act 1987 (Manoharan & Ingrams, 2018).

One of the best indicators of local government performance is the achievement of prosperous and prosperous citizens (Hou, 2017). This is following the 1945 Constitution of the Republic of Indonesia. The constitution states that an Indonesian state government is formed to defend all the Indonesian people, their independence, and the annexed areas (Perkov et al., 2017). Strive for and work to improve the general welfare, educate the people, and contribute to its formation. Indonesia's independence must be formulated to realize a world order based on freedom, sustainable peace, and social justice. Become the Constitution of the Unitary State of the Republic of Indonesia which will be developed into a sovereign state based on Belief in One Supreme God, Just and Civilized Humanity, Indonesian Unity, and a Democratic Life led by the People's Representative Council Wisdom, and guarantees social justice for all Indonesian citizens (Joshi & Islam, 2018).

Sumbawa Regency is one type of local government in Indonesia. Sumbawa Regency consistently implements effective governance to improve its performance. In addition, they have established the use of information technology to assist the implementation of Good governance. This is known as E-Government (Putra et al., 2018) state that e-government evolved at the turn of the twenty-first century, primarily as an extension of e-commerce to the public sector. All intentions are focused on the Internet presence of public services. During its early stages of development, e-government embraced the evolutionary paradigm of e-business (Mikryukov et al., 2020).

Various problems arose during the implementation phase, which the local government exacerbated. First, information technology coordination and control have yet to be optimal (Mahmood et al., 2020). Second, inadequate information technology capacity and low awareness of the use of information technology. Third, the use of information technology could have been more optimal; fourth, the need for more skilled human



resources; and fifth, the absence of standard operating procedures for information technology systems administration.

Based on these problems, this study examines E-government in terms of Information security, organizational capability, organizational commitment, financial support, legislative support, and information capacity. The type of information technology following the characteristics of Sumbawa Regency and the extent to which information technology (software and hardware) in Sumbawa Regency can assist the implementation of good governance. In addition, we will determine the effect of financial and legislative assistance on information technology capabilities and the extent to which the use of IT improves government performance in Sumbawa Regency, West Nusa Tenggara Province.

B. Method

1. Selected Case Study

The survey approach design is designed to obtain primary data about the government using E-government. This study uses questionnaires to get preliminary data as a research method, E-government in terms of information security, organizational capability, organization commitment, financial support, legislative support, and information capacity. The type of information technology that suits the characteristics of Sumbawa regency and the extent to which information technology (software and hardware) in Sumbawa Regency can help the implementation of good governance and the area to which the use of IT improves government performance in Sumbawa Regency of West Nusa Tenggara Province. This research selected the Sumbawa regency to be the location of the study.

2. Sampling Technique

The study uses a random sampling sample, a type of non-probability sampling. The entire ASN population works in government agencies and Sumbawa Regency. The sampling technique is a way of selecting using the formula-solving sample in this study, which is 100 respondents.



3. Hypotesis

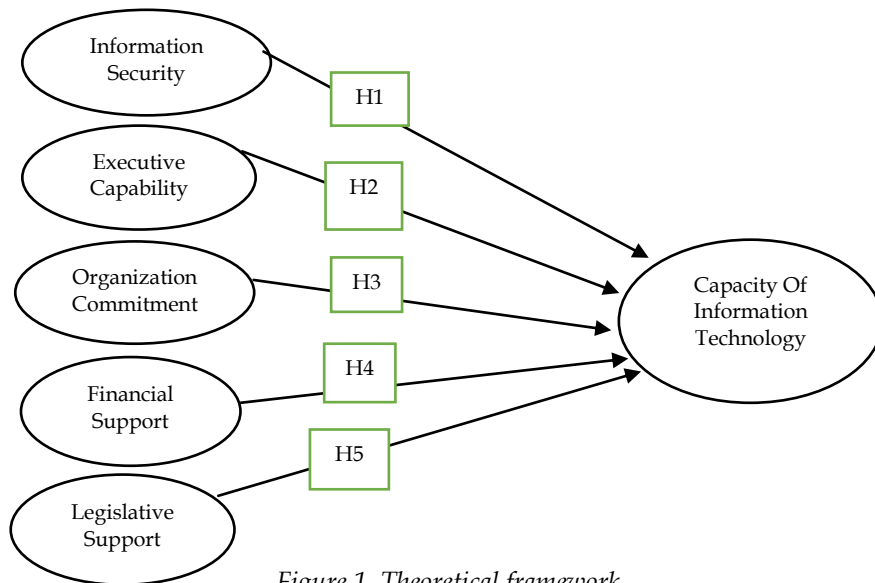


Figure 1. Theoretical framework

The hypotheses in this research are

- H 1 : Information Security significantly affects the capacity of Information Technology;
- H 2 : Executive Capability affects the capacity of Information Technology positively and significantly;
- H 3 : Organization Commitment affects the capacity of information technology positively and significantly;
- H 4 : Financial Support affects the Capacity of Information Technology positively and significantly;
- H 5 : Legislative Support affects the Capacity of Information Technology positively and significantly.

4. Data Collecting Technique

The study used questionnaires to obtain data. A questionnaire is a data collection technique that provides a series of written questions for respondents to answer. The questionnaire is created in the form of a Google Form. Researchers distributed Google Forms to the State Civil Society (ASN), which uses e-government Information Technology randomly for up to 100 people.



5. Measurement and Analysis Technique

This study collects data with qualitative survey questions. This study uses a Likert scale to measure answers to the questionnaire. The Likert scale has a range of respondents' answers, with number 1 indicating "very untrue in fact", number 2 indicating "Not true in fact", number 3 indicating "somewhat true in fact", number 4 indicating "true in fact" the number 5 shows "it is very accurate in fact". SEM-PLS tests the data to determine the reliability and validity and regression and hypothesis testing.

C. Result and Discussion

The result section is provided before the discussion section. Each section stands alone as a subtitle. The result and discussion should be written in at least 60% of the entire body of the manuscript.

1. Result

The demographic profile of the respondents is shown in Table 1. Most of those who answered were young adults with bachelor's degrees. The majority of respondents have technology experience between <1 year.

Tabel 1. Responden demografi profile

Characteristic	Kabupaten Sumbawa	
	Freq	%
<i>Age</i>		
20-35 th	36	36,4%
36-51 th	44	44,4%
52 years and over	19	19,2%
<i>Education level</i>		
< 1 year	66	66%
1-3 years	13	13%
> 3 years	31	31%
<i>Experience using technology</i>		
< 1 Year	66	66%
1 - 3 Years	23	23%
> 3 Years	11	11%



a. Validated Research Model

On the standard reliability criteria of the existing literature for reflective measurement models, the size of the internal consistency model is supported by Cronbach's Alpha. A variable is considered reliable when the value of Cronbach's Alpha is more than 0.700 (Sarstedt et al., 2019).all variables in this study are reliable, as shown in Table 2.

Table 2. Research variable reliability

Variabel	Cronbach's Alpha	rho_A	Composite Reliability
Capacity Of Information	0,871	0,872	0,912
Executive Capability	0,800	0,815	0,867
Financial Support	0,914	0,923	0,940
Information Security	0,852	0,877	0,898
Legislative Support	0,894	0,913	0,926
Organization Commitment	0,899	0,919	0,937

b. Construct Reliability and Validity

This shows that the results of the construct validity test will provide a better understanding of the quality measures used. However, before testing the level of influence on the variable Capacity Of Information (Ab Hamid et al., 2017).



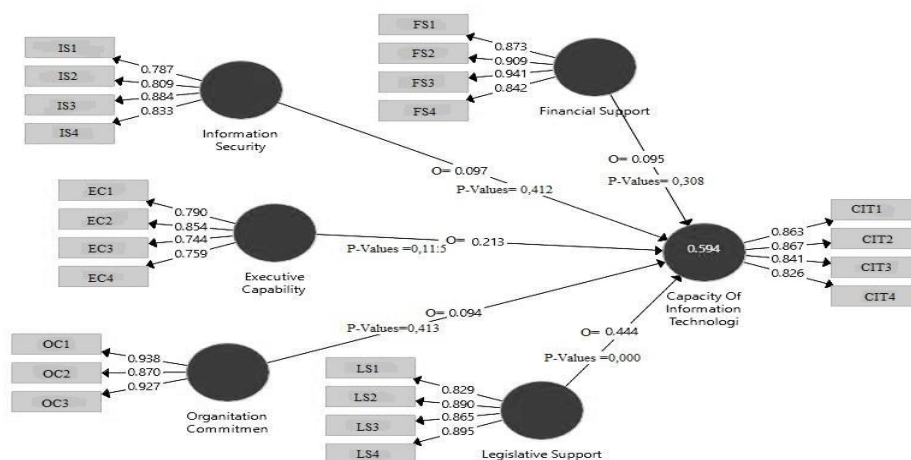


Figure 2. Construct reliability and validity

Figure 2 shows the results of hypothesis testing. The hypothesis is accepted when the p-value is less than 0.05. Hypothesis H1, which states that Information security has a positive and significant effect on information technology capacity, is rejected. It can be interpreted that environmental conditions, administration, political democracy, and cultural conditions change. The provision of information technology and capacity security level still needs to be improved.

Hypothesis H2, which states that Executive capability affects the capacity of Information Technology positively and significantly, is rejected. This shows that the executive capacity to support the capacity of Information Technology still needs improvement. If the Support for Executive capability is good, then the information provided by the government is also suitable for improving employee performance. Hypothesis H3, which states that Organizational Commitment affects the capacity of information technology positively and significantly, is rejected, possibly due to the lack of communication between employees in an organization or the lack of communication between the organization and other organizations so that there is no commitment to the organization.

Hypothesis H4, which states that Financial Support affects the Capacity of Information Technology positively and significantly, is rejected



due to the lack of financial support from the central government to the Sumbawa district government in increasing the Capacity of Information Technology. Hypothesis H5 reveals that Legislative support affects the Capacity Of Information Technology positively and significantly. The existence of legislative support in improving performance can help in the use of e-government and can enhance the performance of local governments (Reddy & Murali, 2018).

The level of influence of the variables was determined using regression analysis, which was divided into three R-square scales: 19% - 33% low (weak), > 33% - 67% moderate, and > 67% strong (large). Figure 2 illustrates the results of the regression analysis. From Figure 2, information security, organizational capability, organizational commitment, financial support, and legislative support have a moderate influence on information capacity, with a value of 59.4%.

2. Discussion

This study uses information security, organizational capability, organizational commitment, financial support, and legislative support to see the effect of the capacity of information technology in improving local government performance.

This study found that information security, organizational capability, organizational commitment, and financial support have a negative relationship with the capacity of information technology caused by environmental conditions, administration, culture, and political democracy, such as legislation, decision-making structures, and socio-technical culture of the organization incorporating organizational and political democratic factors in information sharing and public mediators of the impact of information technology and various environmental factors (Manoharan & Ingrams, 2018).

The executive capacity does not significantly and positively affect the executive capacity supporting the capacity of Information Technology still needs to be improved. If the support for the organizational capability is good, then the information provided by the government is also suitable for



improving employee performance (Tallon et al., 2019). Organizational commitment does not affect the capacity of information technology, possibly due to a lack of communication between employees in an organization or a lack of communication between the organization and other organizations. There is no commitment to the organization (Wombacher & Felfe, 2017). Financial support affects the Capacity of Information Technology positively and significantly, rejected due to the lack of financial support from the central government to the Sumbawa district government in increasing the Capacity of Information Technology.

Of the variables used in this study, only one variable has a very significant and positive influence on the capacity of information technology, namely legislative support. From this support, e-government can support the performance and improve the performance of local governments to increase the competitiveness of organizations (including the government) from time to time. successful so far (Weerakkody et al., 2019).

D. Conclusion

The theoretical contribution of this research can be summarized as follows: that executive capability, financial support, organizational commitment, and information security do not significantly and positively affect the capacity of information technology due to various obstacles local governments face. This study in Indonesia found that only one variable has a significant and positive influence on information technology capacity, namely legislative support.

The following are some of the practical consequences of the findings of this study. First, to improve the government's performance, it must have the support of executive capability, financial support, organizational commitment, and robust information security. The central government must do much socialization to local governments so that e-government can improve local government performance.

The small number of respondents, which may not reflect the citizens' original status, and the study's short duration are the drawbacks of this study. The limited number of research areas (only one city) can only be generalized to some regions of Indonesia. The following are some research ideas for the future. Future research should look at new independent constructs, for example, organizational culture, organizational management, and information technology conditions to see the effect of information technology improvements on how they influence the adoption of e-government in Indonesia. Future research will involve various local government entities to cover a wider area. Future research should involve a larger sample size to assess respondents' perceptions' consistency.

Finally, the longitudinal data can be used in future studies to confirm the consistency of the suggested model, according to this research. This does not support the findings of scholars in many countries that the theory of Information Security, organizational capability, organization commitment, and financial support is not suitable if used in the scope of the Sumbawa district.

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