



Article

Implementation of E-Government Based on Public Services at the Jenamas Sub-District Office, South Barito Regency

Ahmad Baihaqi¹, Arif Budiman², Marhamah³

^{1,2,3}Public Administration Study Program, Amuntai College of Administrative Sciences.

* Correspondence: ¹ahmadbaihaqi.stia@gmail.com, ²budiemanarief@gmail.com, ³marhamah

Citation: Baihaqi A., Budiman A., Marhamah. Implementation of E-Government Based on Public Services at the Jenamas Sub-District Office, South Barito Regency. American Journal of Economics and Business Management 2025, 8(12), 6608-6614.

Received: 08th Sep 2025

Revised: 17th Oct 2025

Accepted: 27th Nov 2025

Published: 31st Dec 2025



Copyright: © 2025 by the authors. Submitted for open access publication under the terms and conditions of the Creative Commons Attribution (CC BY) license

(<https://creativecommons.org/licenses/by/4.0/>)

Abstract: The Jenamas Sub-district Office is one of the sub-districts in South Barito Regency that provides public services in the field of E-Government. Public services in the field of E-Government in Jenamas District include the creation of referral letters for Family Cards, Business Permits, and domicile certificates. As for the problems encountered at the Jenamas District office in implementing E-government, they are inadequate facilities and infrastructure, inaccurate service timeframes, and a lack of employe discipline. The purpose of this study is to determine the implementation of e-government based on public service at the Jenamas District Office, South Barito Regency, and the factors that influence it. This research uses a qualitative approach with a descriptive-qualitative type. The data source was obtained thru random sampling, totaling 10 people. The data collection techniques used are observation, interviews, and documentation. Data analysis techniques include data reduction, data presentation, and drawing conclusions. Data validity includes prolonged observation, increased persistence, triangulation, negative case analysis, using references, and member checking. The results of this study indicate that the implementation of e-government based on public service at the Jenamas District Office in South Barito Regency is still not good because: first, the handling of existing problems at the Jenamas District Office is still not good due to the persistence of issues such as Wi-Fi and the lack of expert staff. Second, the available expert staff at the district office do not include experts in the field of technology. Third Aspect, Accurate service provision is still lacking because people often have to wait for employes who arrive late. Fourth, the readiness for E-Government implementation is still lacking because the sub-district head does not provide Wi-Fi. Fifth, the availability of E-Government implementation at the Jenamas sub-district office is still lacking. The tools provided by the Jenamas sub-district office are still insufficient for implementing E-Government. Sixth, transparency to the public is still not good; there is still no openness of information for the public. Seventh, the comfort provided by the Jenamas sub-district office is still not considered good because many people still complain about the services provided, such as the long time it takes to process documents. The factors hindering the implementation of E-Government include the IndiHome network not yet reaching the Jenamas sub-district and the lack of technology experts. Supporting factors include Presidential Instruction No. 3 of 2003 on national policies and strategies for E-Government development. To improve the implementation of e-government based on public service at the Jenamas District office in South Barito Regency, it is recommended that the Jenamas District Head request expert assistance from higher-level agencies and provide networks such as Wi-Fi. Meanwhile, employees are expected to improve their discipline and public outreach.

Keywords: E-Government Implementation, Public Service Quality, Local Government Administration, Infrastructure and Human Resources, Service Transparency.

1. Introduction

Information and Communication Technology (ICT) is used to promote more efficient governance, cost-effective cost reduction, facilitate the provision of government services, provide public access to information, and make the government more accountable to the public. Conceptually, E-Government is the use of information technology that can improve the relationship between the government and other parties, involving the automation and computerization of paper-based procedures that will drive new ways of leadership, new ways of discussing and setting strategies, new ways of business transactions, new ways of listening to citizens and communities, and new ways of organizing and delivering information [1]. The unstoppable development of Information and Communication Technology, this situation demands that citizens continue to move dynamically in facing every challenge of increasingly sophisticated information and communication technology, until finally, technological and informational developments influence changes in all aspects of national life, including economics, social, education, defense and security, politics, and government. To address this, the government issued Presidential Instruction of the Republic of Indonesia Number 3 of 2003 Concerning National Policy and Strategy for the Development of E-government in the Utilization of Information and Communication Technology, which aims to improve the efficiency, effectiveness, transparency, and accountability of government administration [2]. Pratiwi E-Government development is carried out to achieve good governance [2]. This is evident from the still numerous complaints from the public, both directly and indirectly, such as through mass media, demanding improvements in the quality of public services. Improving the quality of public services is a very important issue. This is because, on one hand, public demands for service quality are increasing, while the practices of service providers have not undergone significant changes. The public demands quality public services at all times, although these demands often fall short of expectations because public services have historically been convoluted, slow, expensive, and tiring. There is still much to be corrected in public services in Indonesia, and this is not impossible in the Jenamas sub-district area, which is one of the locations where public services are implemented.

At the national level, the initiative to implement e-government in Indonesia was introduced through 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 accelerate the democratic process [3].

Jenama's sub-district is one of the sub-districts in South Barito Regency that implements e-government in its administrative affairs. Preliminary observations conducted by the author at the Jenamas District Office in South Barito Regency. The author found problems related to E-Government-based public services, namely:

1. The minimal facilities available at the Jenamas sub-district office, such as the lack of Wi-Fi, hinder the implementation of e-government at the Jenamas sub-district office (source: inventory of facilities at the Jenamas sub-district office).
2. Of the 20 employees at the Jenamas sub-district office, none have experience in Information and Communication Technology (ICT), which hinders the implementation of e-government at the Jenamas sub-district office (source: Jenamas sub-district employee data).
3. The Jenamas sub-district head does not support the implementation of e-government at the Jenamas sub-district office, so the implementation does not proceed as expected. Based on this background, the author is interested in taking the thesis title "Implementation of E-Government at the Jenamas Sub-District Office, South Barito Regency."

Theoretical Basis

A. The Concept of E-Government

1. Definition of E-Government Badu defines E-government as a transformation [4]. A radical shift in the paradigm of government management. E-government can also be understood as the use of web-based technology (internet network), and in some cases, it is an interconnected application to facilitate communication and expand access to and from the provision of government services and information to residents, businesses, job seekers, and other governments, both within and between countries. In addition, it is also intended to improve efficiency, effectiveness, performance, service delivery processes, and core tasks and functions. Philosophically, the implementation of e-government is a form of bureaucracy that dynamically experiences distortions in the organization's external environment or the existence of demands that require a change due to inadequate human and financial resource support [5].
2. Factors for the Successful Implementation of E-Government 1. Support Element The first and most crucial element that the government must possess is the willingness (intent) or support from various public and political officials to truly implement the concept of E-government, not just follow trends. 2. Capacity Element The Capacity element refers to the local government's ability or empowerment to make the dream of e-government a reality.
3. Value Element The first and second elements are the supply side (service providers from the government), while the third element (Value) is an aspect viewed from the perspective of societal demands (demand side). Various E-government initiatives are useless if no one feels benefited from the implementation of the concept.

Framework of Thot

This framework of thot is based on Law No. 14 of 2008 concerning Public Information Disclosure, which states that E-government is a transformation [6]. A radical change in the paradigm of government management. E-government can also be understood as the use of web-based technology (internet communication networks), and in some cases, it is an interconnected application to facilitate communication and expand access to and from the provision of government services and information to residents, businesses, job seekers, and other governments, both within and between countries. In addition, it is also intended to improve efficiency, effectiveness, performance, service delivery processes, and core duties and functions. Philosophically, the implementation of e-government is a form of bureaucracy that dynamically experiences distortions in the organization's external environment or the existence of demands that require a change based on presidential instruction no. 06 of 2001 concerning telematics, which states that government officials must use telematics technology to support good governance [3]. Currently, the implementation of e-government in Jenamas sub-district is still not good, with many problems occurring, such as a lack of facilities, including no Wi-Fi provided. Therefore, the researcher wants to further investigate the existing problems, guided by the results of studies and research from the Harvard JFK School of Government. According to this research, to implement digital concepts in the public sector, there are three elements of success that must be possessed and carefully considered. Each of these elements of success is [7]: 1. Support, 2. Capacity, and 3. Value In order to achieve satisfactory results from the implementation of E-Government in the field of good online services.

2. Materials and Methods

A. Research Location

In this study, the author conducted research at the Jenamas District Office in South Barito Regency, located at Jln. Pelajar No. 42, RT 11, RW 04, Rantau Kujang Village, Jenamas District, South Barito Regency.

B. Research Type

The research approach used in this study is a qualitative approach.

C. Research Type

The research type used by the researcher is descriptive qualitative, where the researcher attempts to describe the problems that are the focus of the study in the Implementation of E-government at the Jenamas sub-district office.

D. Data and Data Sources

1. Data

The data collected in this study comes from primary data sources, namely: a. Primary Data, which is all the research data obtained from direct interviews and observations in the field. b. Secondary Data, which is data obtained from literature or library studies, as well as official data obtained regarding the object being researched.

2. Data Sources

Data sources are all the research data obtained through interviews and observations. Researchers used a random sampling technique, which involves randomly selecting sample members from the population without considering the strata present in the population. In other words, the sample units contacted are selected based on specific criteria applied according to the research objectives or research problems. This research is reported as follows:

Table 1. Data Informan.

No	Name	Position	Description
1	ABDUL GANI MAJEDI, SKM.,M.AP	Camat	1
2	HANTIK SUPRIYONO, SE	Seksi Kesejahteraan Rakyat	1
3	AKHMAD RAFFI'I	Seksi Kesejahteraan Sosial Kantor	1
4	RAHMAT KARTOLO	Seksi Pembangunan & Pemberdayaan Masyarakat	1
5	IRAWATI S.Sos	Staff	1
6	RISMA	Masyarakat	1
7	ANGGA	Masyarakat	1
8	ASNAWATI	Masyarakat	1
9	RICO FADILAH S S. PD	Masyarakat	1
10	JUMRIAH S. PD	Masyarakat	1
	Jumlah		10

E. Data Collection Techniques

1) Observation

Observation is a method of data collection through direct observation and systematic recording of the object being studied.

2) Documentation

This technique is used to analyze available information sources from official documents, such as policy and regulation documents.

3) Interviews.

This technique is used to obtain in-depth data from several research informants who have been determined by the researcher as authorized parties with the necessary capacity.

F. Operational Research Design.

To avoid errors and misunderstandings in the desired research, the author attempts to create operational definitions as follows:

Table 2. Operational Research Design.

Variabel	Sub Variabel	Indikator
1	2	3
Penerapan Sukses E-Government Indirjit (2016:11-12)	1) <i>Support</i> (Pendukung)	a. Penanganan masalah
		b. Ketersediaan tenaga ahli
		c. Penyediaan Pelayanan yang akurat
	2) <i>Capacity</i> (Kapasitas)	a. Kesiapan
		b. Ketersediaan
	3) <i>Value</i> (Manfaat)	a. Transparan
b. Kenyamanan		

Sumber : Dibuat Peneliti, 2021

3. Results and Discussion

Support

The first and most crucial element that a government must possess is the willingness (intent) or support from various public and political officials to truly implement the concept of E-government, not just follow trends. To measure the support element in understanding the implementation of e-government at the Jenamas District office in South Barito Regency, the following indicators can be used: Problem Handling Based on interviews, observations, and documentation, it can be concluded that problem handling in the implementation of e-government based on public service at the Jenamas District office in South Barito Regency is not good because the problems have not been resolved optimally, and in fact, the application is not available at all [8], [9], [10], [11].

Availability of experts Based on the results of interviews, observations, and documentation, it can be concluded that the availability of experts for the implementation of e-government based on public service at the Jenamas sub-district office in South Barito Regency is still lacking. This is due to the absence of experts in the field of technology, which hinders the implementation of e-government and the provision of accurate services. Based on the results of interviews, observations, and documentation, it can be concluded that the provision of accurate services regarding the implementation of e-government based on public service at the Jenamas sub-district office in South Barito Regency is still lacking. The service provided by the Jenamas sub-district office is still not good at all, and even the employees are often late, causing the public to have to wait to receive service.

Capacity

Readiness Based on the results of interviews, observations, and documentation, it can be concluded that the readiness for implementing e-government based on public services at the Jenamas sub-district office in South Barito Regency is not good. The Jenamas sub-district office is not yet well prepared because there is still no network provided by the office, which causes many obstacles to implementation. Availability Based on the results of interviews, observations, and documentation, it can be concluded that the availability for implementing e-government based on public services at the Jenamas sub-district office in South Barito Regency is not good. The tools provided by the Jenamas sub-

district office are still insufficient to improve the implementation of e-government [12], [13], [14], [15].

Value

a) Transparent

Based on the results of interviews, observations, and documentation, it can be concluded that public services at the Jenamas sub-district office in South Barito Regency are not good. Information disclosure to the public is still not open because even for information boards, they have nothing, let alone online information.

b) Comfort

Based on the results of interviews, observations, and documentation, it can be concluded that the comfort of implementing e-government based on public service at the Jenamas sub-district office in South Barito Regency is not good. The service provided to the public is not running optimally, which causes many people to still complain about the comfort of the service provided by the Jenamas sub-district office employees, who are often late, making the public wait even longer to receive service.

Factors Influencing the Implementation of Server-Based E-Government for the Community at the Jenamas Sub-District Office, South Barito Regency

Factors hindering the implementation of e-government based on public service at the Jenamas sub-district office in South Barito Regency. a). The absence of a Wi-Fi network and the fact that the Indihome network has not yet reached Jenamas sub-district. Based on the results of interviews and observations, it can be concluded that one of the inhibiting factors in the implementation of e-government at the Jenamas Sub-district Office, South Barito Regency, is the lack of Wi-Fi provided by the sub-district head. b) There are no experts in the field of ITC, which disrupts the implementation of e-government based on public service at the Jenamas sub-district office, South Barito Regency. Based on the results of interviews and observations, it can be concluded that one of the inhibiting factors in the implementation of e-government at the Jenamas Sub-district Office, South Barito Regency, is the lack of Wi-Fi provided by the sub-district head.

Supporting factors for the implementation of e-government based on public service at the Jenamas sub-district office in South Barito Regency

a) Presidential Instruction No. 3 of 2003 regarding the national policy and strategy for E-government to implement service-based E-government at the Jenamas District Office, South Barito Regency. Based on the results of interviews and observations, it can be concluded that one of the supporting factors in the implementation of E-government at the Jenamas District Office, South Barito Regency, is Presidential Instruction No. 3 of 2003 regarding the national policy and strategy for E-government.

4. Conclusion and Suggestions

Conclusion

1. The implementation of E-Government based on public service at the Jenamas District Office in South Barito Regency is not running well, as evidenced by several indicators. First. Support, which means there is a willingness from the office employees to implement it to improve it further in the future, and to work more optimally in providing services to the community in Jenamas sub-district, South Barito Regency. And the support from the sub-district head to facilitate the implementation of e-government based on public service at the Jenamas sub-district office in South Barito Regency is not good. Second. The Capacity element is to ensure that several financial resources are available, such as equipment that needs to be provided by the Jenamas sub-district office, including Wi-Fi, which needs to be provided, as well as experienced experts in technology to facilitate implementation and ensure smoother and better

operation. There are still many shortcomings, and there are still many capacity deficiencies. Third. The Value element, which is the benefits felt by the community, is still not good because there are still many shortcomings in the services provided to the community, such as employees who are often late or sometimes don't come at all.

2. The factors influencing the implementation of e-government based on public service at the Jenamas sub-district office in South Barito Regency can be summarized as follows: The inhibiting factors at the Jenamas sub-district office are the lack of wifi or Indihome network access in the Jenamas area due to its distance from urban areas and the absence of expert personnel in the field of technology. Supporting factors for the implementation of E-Government include Presidential Instruction No. 3 of 2003 regarding national policies and strategies, which motivates employees to implement it.

Suggestions

1. To the District Head, please provide facilities such as Wi-Fi and expert personnel to implement E-government, for example, by requesting higher-level institutions to provide more funds and send expert personnel.
2. For the officials of the Jenamas District Office in South Barito Regency, it is necessary to increase socialization and provide understanding regarding the implementation of online services to the community of Jenamas District, South Barito Regency.

REFERENCES

- [1] P. J. Pascual, *E-Government: Concepts and practices*. 2003.
- [2] Presiden Republik Indonesia, "Instruksi Presiden Republik Indonesia Nomor 3 Tahun 2003 tentang Kebijakan dan Strategi Nasional Pengembangan E-Government," 2003.
- [3] Presiden Republik Indonesia, "Instruksi Presiden Republik Indonesia Nomor 6 Tahun 2001 tentang Telematika (Telekomunikasi, Media, dan Informatika)," 2001.
- [4] S. Badu, *E-Government sebagai transformasi paradigma manajemen pemerintahan*. 2013.
- [5] M. Zulkhikim, *Filosofi penerapan e-government dalam birokrasi modern*. 2012.
- [6] Republik Indonesia, "Undang-Undang Republik Indonesia Nomor 14 Tahun 2008 tentang Keterbukaan Informasi Publik," 2008.
- [7] R. E. Indrajit, *Konsep dan implementasi digitalisasi sektor publik*. Harvard JFK School of Government, 2016.
- [8] R. Heeks, "Most eGovernment-for-Development Projects Fail: How Can Risks Be Reduced?," 2003.
- [9] J. R. Gil-García and T. A. Pardo, "E-government success factors: Mapping practical tools to theoretical foundations," *Gov. Inf. Q.*, vol. 22, no. 2, pp. 187–216, 2005, doi: 10.1016/j.giq.2005.02.001.
- [10] V. Ndou, "E-Government for Developing Countries: Opportunities and Challenges," *Electron. J. Inf. Syst. Dev. Ctries.*, vol. 18, no. 1, pp. 1–24, 2004, doi: 10.1002/j.1681-4835.2004.tb00117.x.
- [11] H. J. Scholl, "Central Research Questions in E-Government, or Which Trajectory Should the Study Domain Take?," *Transform. Gov. People, Process Policy*, vol. 1, no. 1, pp. 67–88, 2007, doi: 10.1108/17506160710733763.
- [12] R. Heeks, "Understanding e-Government for Development," *iGovernment Work. Pap. Ser.*, vol. 11, pp. 1–26, 2001, [Online]. Available: <https://www.researchgate.net/publication/228931617>
- [13] Z. Ebrahim and Z. Irani, "E-government adoption: architecture and barriers," *Bus. Process Manag. J.*, vol. 11, no. 5, pp. 589–611, 2005, doi: 10.1108/14637150510619902.
- [14] A. Molla and P. S. Licker, "E-commerce adoption in developing countries: a model and instrument," *Inf. Manag.*, vol. 42, no. 6, pp. 877–899, 2005, doi: 10.1016/j.im.2004.09.002.
- [15] A. M. Al-Shehry, S. Rogerson, and N. Ben Fairweather, "The motivations for change towards e-government adoption: Case studies from Saudi Arabia," *Electron. Gov. an Int. J.*, vol. 3, no. 1, pp. 22–42, 2006, doi: 10.1504/EG.2006.008860.