QUALITY ASSESSMENT OF E-GOVERNMENT SERVICES USING E-GOVQUAL DIMENSIONS (CASE STUDY PROVINCIAL GOVERNMENT OF EAST JAVA)

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ABSTRACT

Over the past few years, East Java Province has been developing e-Government programs in support of the work made by the Indonesian government. So the Province of East Java build e-Government for the purpose of good governance towards expects an increase in efficiency, convenience, and better accessibility of public services. One challenge is how to assess the success or effectiveness of e-Government. Given that the focus of the objective by the government, the quality of service approach offers a suitable framework to assess the success and effectiveness of e-Government in its function as a community service.

Group discussions conducted to determine the dimensions of e-Govqual attributes to suit the situation and the condition of e-Government East Java Provincial Government. After the specified attributes, then the survey was conducted to assess the quality of e-Government services. Assessment Gap analysis, to determine the distance between the target achievement with the community assessment. Then from the results of the analysis made recommendations based journals supporters.
Results of the preparation of the final project is expected to help the Government of East Java in knowing the quality of e-government website has been implemented. In addition, the expected improvement recommendations that could improve the quality of e-Government services in the ease of use, trust, functionality of the interaction environment, reliability, content and appearance of information, and citizen support.

Keywords: e-Government, quality of service, e-Govsqual, East Java Provincial Government