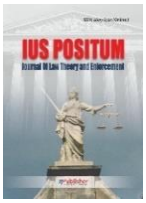

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The Influence of Government Apparatus Competence and e-Government Policy Implementation on Improving Public Services at Department of Population and Civil Registration Ambon

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ABSTRACT

The purpose of this study was to determine the effect of government competence and the implementation of e-government policies on the quality of public services at Ambon Population and Civil Registration Office. The research method used in this research is quantitative. The populations in this research were employees at Ambon City Population and Civil Registration Office with a total of 30 people. The sample measurement technique uses a saturated sampling technique, which used all the population as the samples. The data collection technique used in this research is a questionnaire. The data analysis is using multiple linear regressions with SPSS 23 application. The results showed that the competence of government apparatus has a significant effect on the quality of public services, the implementation of e-government policies has a significant effect on the quality of public services, and the competence of government apparatus and e-government policies can be used as predictors of increasing or turning the public services quality.

Keywords: *Competency, e-Government, Public Service Quality*

INTRODUCTION

The advances in information technology, with all its potential, inspire the government to leverage its benefits. This is stated in Presidential Instruction No. 3/2003 regarding the National Policy and Strategy for the Development of e-Government. The advancement of communication and information technology and its potential for widespread use create opportunities for rapid, efficient, and accurate access, management, and utilization of large volumes of information. In addition to advancements in information technology, another factor behind the issuance of Presidential Instruction No. 3/2012 is the need for good governance and effective, efficient, and accountable public services.

Public service is an activity that fulfills service needs in accordance with statutory regulations for every citizen and resident, including the provision of goods, services, and administrative services by public service providers. Professional public services have become a key concern for both central and local governments. As part of a state system governed by a constitution with norms of justice, the Indonesian economy encompasses a vast scope of public services. However, these public services, which cover almost every aspect of people's lives, are not supported by an open decision-making mechanism and a democratic political process.

An e-Government system can be implemented to deliver information to the public. e-Government refers to the application of internet-based information technology and other digital tools managed by the government to facilitate the exchange of information between the government, the public, business partners, and other online institutions (Ministry of Communication and Information). Enhancing the competence of every employee at the Ambon Population and Civil Registration Service is a crucial factor in determining the quality of reports, decisions, and other outputs produced by the agency. e-Government implementation in Indonesia cannot succeed without comprehensive bureaucratic reform. Various elements must support the transformation of governance management from conventional to modern (technology-based). Improving public service quality requires not only the adoption of e-Government systems but also the application of the e-public service concept to enhance service delivery.[1]

Based on the researcher's pre-observations, the following issues were identified:

1. Employees of the Ambon Population and Civil Registration Service face difficulties in implementing e-Government due to the need for adequate competence in operating the system.

[1] Dinoroy Marganda Aritonang, "The Impact of E-Government System on Public Service Quality in Indonesia," *European Scientific Journal, ESJ* 13, no. 35 (December 31, 2017): 99, http://eujournal.org/index.php/esj/article/view/10321.

2. There are still many deficiencies in Ambon Disdukcapil, particularly in human resources and internet access.
3. Online-based services are primarily handled by the Information Processing and Population Technology Division of Ambon Disdukcapil. Consequently, when the public encounters issues with online services, they can only seek assistance from this division.
4. Problems frequently arise in society when using online-based services. However, these issues are solely managed by the Information Processing and Population Technology Division, resulting in long queues and extended waiting times for assistance with population-related documents.

To address these challenges, the Ambon Population and Civil Registration Office has conducted training programs to enhance employees' proficiency in utilizing information technology (IT) in the form of e-government. According to research by Monika Pathak, although e-governance has gained popularity, it still faces numerous obstacles, with funding being a primary issue.[2]

The primary goal of implementing e-Government is to improve public service quality, as effective and efficient public services are key indicators of a country's development. The Ambon Population and Civil Registration Office requires its employees to possess strong knowledge, accuracy, a willingness to learn, and responsiveness to changes in information. However, in reality, some employees work carelessly, disregard report completion timelines, and are less responsive to handling situations and changes. Additionally, their lack of proficiency in operating computers and e-Government applications hinders service delivery, resulting in inadequate information access for the public.

This indicates the urgent need for employees at the Ambon Population and Civil Registration Office to enhance their competence, particularly in operating computers and applications. Improving their skills will contribute to better public service delivery and ensure justice seekers receive the necessary support.

Based on the above explanation, this research aims to examine the impact of government apparatus and the implementation of e-government policies on improving public service at the Department of Population and Civil Registration in Ambon. Specifically, it seeks to analyze how government apparatus competence and e-government policy implementation contribute to the development of public service at the Civil Registration Office in Ambon City.

[2] Monika Pathak and Gagandeep Kaur, "Impact of E-Governance on Public Sector Services," *International Journal of Emerging Research in Management &Technology* 3, no. 4 (2014).

LITERATURE REVIEW

Competence

Competence is the ability to perform a job or task based on skills and knowledge, supported by the work ethic required for the job. It reflects a person's capability to produce satisfactory results in the workplace and highlights the knowledge and skills possessed or needed by individuals to effectively fulfill their duties and responsibilities while maintaining professional quality standards.

Two terms arise from different genres of work suitability concepts: "Competency," which describes behavior, and "Competence," which refers to tasks or work results.[3] Although these distinctions are generally accepted, the terms are often used interchangeably, leading to varied interpretations. People tend to define competence according to their own understanding and interests.

Ramelan stated, "Competence, competency models, and competency-based training are terms that can be interpreted in various ways depending on their definition.[4] The differences in meaning do not stem from ignorance or market greed but rather from fundamental procedural and philosophical differences among those competing to define and establish a model for using competence in daily endeavors."

e-Government

The term "e-Government" (often abbreviated as e-Gov) refers to a collection of concepts encompassing all public sector actions—at both the Central and Regional Government levels—that involve information and communication technology to optimize efficient, transparent, and effective public services.[5]

In general, e-Government is an Internet-based system for information management and public services provided by the government to society. Through the Internet, various service models can be developed, enabling public participation. Citizens can independently register permits, monitor the progress of applications, and access other public services directly from anywhere at anytime.[6]

The multidisciplinary nature of e-government has contributed to the growing body of research in recent years. Studies on e-government have rapidly increased, appearing in various publications following the implementation of ICT

[3] Ramelan, R. Palan, and Octa Melia Jalal, *Competency Management: Teknik Mengimplementasikan Manajemen SDM Berbasih Kompetensi Untuk Meningkatkan Daya Saing Organisasi* (PPM Konsultansi Manajemen, 2007).
[4] Ibid.
[5] Hardiyansyah Hardiyansyah et al., "Kebijakan E-Government, Komitmen Pimpinan, Pengembangan Sumber Daya Aparatur Dan Implikasinya Terhadap Kinerja Pelayanan Publik," *Prosiding Seminar Nasional Pakar* (April 16, 2020), https://e-journal.trisakti.ac.id/index.php/pakar/article/view/6920.
[6] Z. Abidin, *Electronic Government Dan Penerapannya Di Kabupaten Takalar* (Yogyakarta: MAP-UGM, 2000).

in the public sector. This expansion has drawn significant attention from scholars and researchers worldwide.

Public Service Quality

According to Hardiansyah, the quality of public services is a dynamic condition related to products, services, people, processes, and the environment, where quality assessment is determined at the time the service is provided.

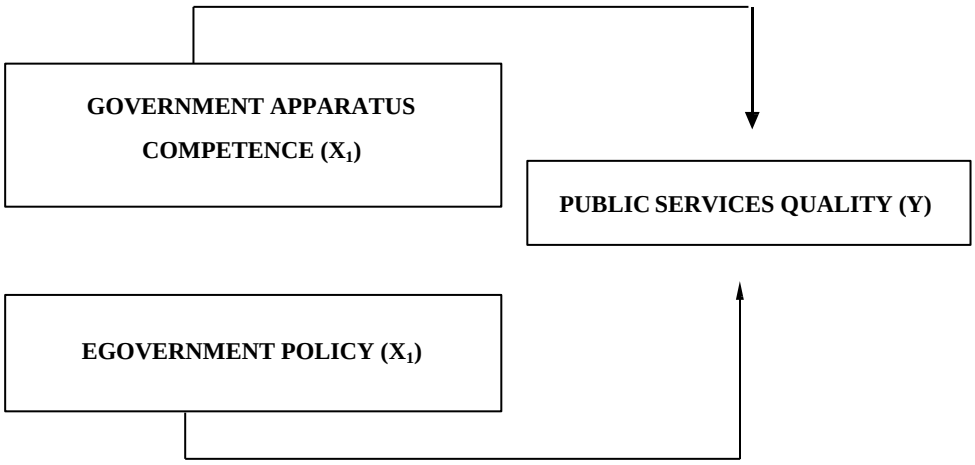
According to Zeithaml et al., there are several dimensions to measure the quality of public services:

1. Tangible Dimension (Physical Form) - The provision of physical facilities and their completeness, as well as the personal appearance of service providers.
2. Reliability Dimension - The ability of employees to deliver promised services promptly, accurately, and satisfactorily.
3. Responsiveness Dimension - Employees' willingness to assist customers and provide responsive service.
4. Assurance Dimension - Includes employees' knowledge, ability, politeness, trustworthiness, and the ability to ensure a risk-free, safe, and reliable service.
5. Empathy Dimension - The ability to establish good communication with customers, provide personal attention, and understand their needs.

Research Framework

The framework in this research preparation can be described as follows:

Figure 1. Research Framework



Source: Processed Data by Researcher

Research Hypotheses

The following is the hypothesis proposed in this research as follows:

Hypothesis 1: The government apparatus competence affects the quality of Public Services at Ambon Population and Civil Registry Service.

Hypothesis2: E-Government policy affects the quality of public services at Population and Civil Registry Office of Ambon.

RESEARCH METHODOLOGY

Research Approach

This study follows a quantitative research approach. According to Sugiyono, quantitative research is a model that uses numbers as tested statistical results.[7]

Research Population and Sample

The population in this study includes all analysis units examined, such as institutions, agencies, and individuals. Sugiyono defines a population as a generalization area consisting of objects or subjects with specific qualities and characteristics determined by the researcher for study and conclusion-drawing. In this study, the population consists of 30 individuals.

According to Sugiyono, a sample is a subset of the population that retains its characteristics.[8] This study employs a saturated sampling technique, meaning all population members are used as samples.[9] This technique is commonly used when the population is relatively small, typically less than 100. Therefore, the entire population of the Civil Registry Office of Ambon City, totaling 30 people, served as respondents in this study.

Data Collection Techniques

The data collection methods used in this study include questionnaires, interviews, and documentation.

Data Types and Sources

This study utilizes qualitative data. The data sources are categorized into primary and secondary data.

Validity and Reliability Test

Instrument Validity Test Variables

According to Sujarweni (2014), the validity test determines the feasibility of a questionnaire in defining a variable. The criteria are:

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[7] Sugiyono, *Metode Penelitian Bisnis (Pendekatan Kuantitatif, Kualitatif Dan R&D)* (Bandung: Alfabeta, 2014).
[8] Sugiyono, *Metode Penelitian Kuantitatif, Kualitatif, Dan R&D (2th Edition)* (CV. Alfabeta, 2019).
[9] Ibid.

1. If $r_{count} > r_{table}$ (0.361) and the significance value is < 0.05, the question is valid.
2. If $r_{count} < r_{table}$ (0.361) and the significance value is < 0.05, the question is invalid.

Reliability Test

This study applies the Cronbach's Alpha method for reliability testing. The reliability criteria are:

1. Cronbach's Alpha < 0.6 = Poor reliability.
2. Cronbach's Alpha 0.6 - 0.79 = Acceptable reliability.
3. Cronbach's Alpha ≥ 0.8 = Good reliability.

Research Data Analysis Model

Research Model

This study employs multiple linear regression analysis. The model used is:

$$Y = a + b_1X_1 + b_2X_2 + e$$

Description:

Y: Public Service Quality
a: Constant
b_1, b_2: Regression coefficient magnitude
X_1: Government Apparatus Competence
X_2: e-Government Implementation
e: Standard error (α = 5%)

Coefficient of Determination

Ghozali (2016) states that the Adjusted R Square coefficient of determination measures the model's ability to explain the independent variables.

Simultaneous Hypothesis Testing (F-Test)

According to Ghozali (2016), the F test determines whether all independent variables in the model simultaneously affect the dependent variable. The decision-making criteria are:

1. If $F_{count} < F_{table}$, then H_0 is accepted, and H_a is rejected at α = 0.05.
2. If Fcount > Ftable, then H0 is rejected, and Ha is accepted at α = 0.05.

Partial Hypothesis Testing (t-Test)

Ghozali (2016) explains that the t-test assesses the influence of an explanatory variable on an individual basis to explain variations in the dependent variable. The decision-making criteria are:

1. If $-t_{table} < t_{count} < t_{table}$, then H_0 is accepted, and H_a is rejected at α = 0.05.

2. If $t_{count} < -t_{table}$ or $t_{count} > t_{table}$, then H_0 is rejected, and H_a is accepted at $\alpha = 0.05$.

RESULT AND DISCUSSION

Validity Test

To determine the feasibility of the numbers in the questionnaire presented to the respondents, a validity test must be conducted. A question is considered valid if the calculated r-value (r_{count}) is greater than the critical r-value (r_{table}), or if the validity of each question is greater than 0.361. In that case, the data is considered valid.

Table 1. Government Apparatus Competency Validity Test

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	36.7000	39.872	.556	.931
X1.2	36.2667	36.616	.964	.906
X1.3	36.2667	36.616	.964	.906
X1.4	36.5333	36.740	.820	.915
X1.5	36.4333	39.978	.703	.921
X1.6	36.5333	40.395	.840	.916
X1.7	36.3667	42.723	.466	.932
X1.8	36.2667	40.754	.628	.925
X1.9	36.3000	38.976	.706	.921
X1.10	36.5333	41.361	.622	.925

Source: Processed Data by Researcher (2022)

Based on Table 1 above, it shows that the value of r_{count} is greater than 0.361, indicating that the data for the government apparatus competence variable is valid. The validity value is found in the corrected item-total column, which reflects the correlation between the scores of each item and the total score from the respondents' answers. Therefore, the data is also suitable for further testing, such as reliability testing.

Table 2. Validity Test of e-Government Policy Implementation

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	34.3667	39.895	.766	.904
X2.2	34.5667	43.357	.574	.915
X2.3	34.3667	40.240	.855	.898
X2.4	34.2667	45.995	.474	.919
X2.5	34.4333	41.840	.758	.904
X2.6	34.7667	40.185	.769	.903
X2.7	34.3333	42.437	.821	.902
X2.8	34.2333	43.564	.684	.909
X2.9	34.3333	42.437	.676	.909
X2.10	34.4333	46.668	.559	.915

Source: Processed Data by Researcher (2022)

Based on Table 2 above, it shows that the value of r_{count} is greater than 0.361, indicating that the data for the implementation of the e-Government policy variable is valid. The validity value can be found in the corrected item-total column, which represents the correlation between the scores of each item and the total score from the respondents' answers. Therefore, the data is also deemed suitable for further testing, such as the reliability test.

Table 3. Validity Test of Public Service Quality

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1.1	38.7667	35.633	.544	.834
Y1.2	38.6333	36.723	.319	.858
Y1.3	38.5667	35.633	.529	.835
Y1.4	38.7667	37.289	.531	.836
Y1.5	39.1667	33.661	.644	.825
Y1.6	38.3000	35.459	.720	.823
Y1.7	38.4667	34.533	.761	.818
Y1.8	38.8333	35.178	.573	.832
Y1.9	38.8000	36.924	.380	.848
Y1.10	38.6333	36.447	.704	.827
Y1.11	38.7333	37.582	.371	.848

Source: Processed Data by Researcher (2022)

Based on Table 3 above, it can be seen that the value of r_{count} is greater than 0.361, indicating that the data on the quality of public services variable is valid. The validity value is found in the corrected item-total column, which represents the correlation between the scores of each item and the total score in the respondents' answers tabulation. Therefore, the data is also suitable for further testing in the reliability test.

Reliability Test

Reliability tests can be conducted either simultaneously for all questions or individually for each question item. If the Cronbach's alpha value is between 0.6 and 0.79, the question item is considered reliable.

Table 4. Reability Test of Government Apparatus Competency

Reliability Statistics

Cronbach's Alpha	N of Items
,928	10

Source: Processed Data by Researcher (2022)

Based on the SPSS output in Table 4 above, the Cronbach's alpha value is 0.928, which is greater than 0.60. This indicates that the 10 questions provided to respondents, which are related to the government apparatus competency variable (X_1), are reliable.

Table 5. e-Government Policy Reliability Test

Reliability Statistics

Cronbach's Alpha	N of Items
,917	10

Source: Processed Data by Researcher (2022)

Based on the results from Table 5 above, the SPSS output shows that the Cronbach's alpha value is 0.917, which is greater than 0.60. Therefore, it can be concluded that the 10 questions provided to respondents regarding the implementation of the e-Government policy variable (X_2) are reliable.

Table 6. Public Service Quality Realibility Test

Reliability Statistics

Cronbach's Alpha	N of Items
,891	11

Source: Processed Data by Researcher (2022)

Based on Table 6 above, the SPSS output shows a Cronbach's alpha value of 0.891, which is greater than 0.60. This indicates that the 11 questions provided to respondents, regarding the quality of public services (Y), are reliable.

Classic Assumption Test

The normality assumption test in this research was conducted using the Kolmogorov-Smirnov test to examine the normality of the regression model. The results are as follows:

Table 7. Normality Assumption Test Result

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		30
Normal Parameters[a]	Mean	.0000000
	Std. Deviation	3.22156976
Most Extreme Differences	Absolute	.080
	Positive	.080
	Negative	-.075
Kolmogorov-Smirnov Z		.438
Asymp. Sig. (2-tailed)		.991

Source: Processed Data by Researcher (2022)

The table above shows that the probability value (sig.) in the Kolmogorov-Smirnov test is 0.991. Since this value is greater than the 5% error rate (0.05), it can be concluded that the estimation results of the regression model are normally distributed. Additionally, based on the processed questionnaire data, this can also be illustrated through the Probability Plot as follows:

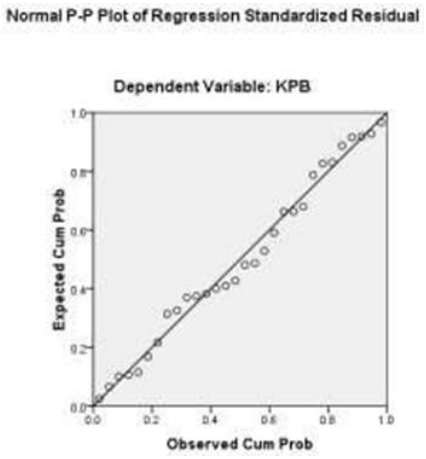

Figure 2. Probability Plot
Source: Processed Data by Researcher

Based on Figure 2, it shows that the points are spread out irregularly, indicating that the regression model is good and the data is normally distributed.

Heteroscedasticity Assumption Test Results

Based on the results of the questionnaire data analysis, it can be depicted in the following scatter plot:

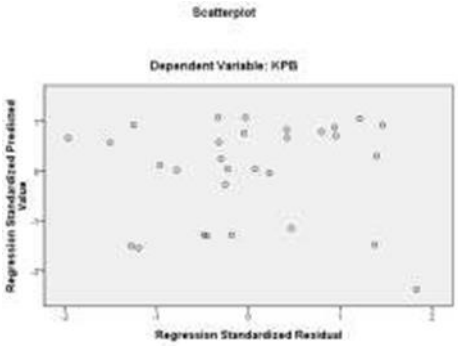

Figure 3. Scatter Plot
Source: Processed Data by Researcher

Based on Figure 3 above, the points are spread out irregularly, indicating the absence of heteroscedasticity. This suggests that the regression model in this research is well-suited.

Data Analysis Results

The hypothesis testing in this research uses multiple linear analysis. The regression model is as follows:

Table 8. Multiple Linear Analysis Result

Coefficient[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.105	3.845		1.328	.195
	KOMP	.676	.120	.679	5.644	.000
	e-GOV	.262	.115	.274	2.278	.031

a. Dependent Variable: KPB

Source: Processed Data by Researcher (2022)

KPB=5.105+0,676KAP+0,262 e-Gov

The meaning of the multiple linear regression equation above is as follows:

1. The constant value is 5.105, which indicates that when both the government apparatus competence and e-Government policy are considered zero (0), the public service quality will be 5.105.
2. The regression coefficient for government apparatus competence is 0.676, meaning that for every 1% increase in government apparatus competence, the public service quality (Y) will increase by 0.676 units.
3. The regression coefficient for e-government is 0.262, meaning that for every 1% increase in e-Government, the public service quality (Y) will increase by 0.262 units.

Coefficient of Determination (R^2)

The coefficient of determination, Adjusted R Square, measures the extent to which the model explains the independent variables.

Table 9. Coefficient of Determination Test

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.885[a]	.783	.767	3.33876

a. Predictors: (Constant), e-Gov, KOMP
b. Dependent Variable: KPB

Source: Processed Data by Researcher (2022)

The adjusted R-squared value is 0.767, or 76.7%, indicating that the competence of the government apparatus and the implementation of e-Government policies explain 76.7% of the variation in the quality of public services. The remaining 23.3% is influenced by other variables not covered in this research.

Simultaneous Hypothesis Testing (F-Test)

The F statistical test generally indicates whether all the independent variables included in the model have a simultaneous effect on the dependent variable.

Table 10. Simultaneous Test (F-Test)

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1088.523	2	544.262	48.825	.000[a]
	Residual	300.977	27	11.147		
	Total	1389.500	29			

a. Predictors: (Constant), e-Gov, KOMP
b. Dependent Variable: KPB

Source: Processed Data by Researcher (2022)

The result of F_{count} is 48.825, and F_{table} is 3.32, which indicates that $F_{count} > F_{table}$ (48.825 > 3.32) with a significance level of 0.000 < 0.05. Therefore, H_0 is rejected, and H_a is accepted. It can be concluded that the competence of government apparatus and the implementation of e-Government policy have a joint and significant effect on the quality of public services at the Ambon Population and Civil Registry Office.

Partial Hypothesis Testing (t-Test)

The t-statistical test generally proves to what extent the influence of an explanatory or dependent variable on an individual to explain the variation of the independent variable.

Table 11. Partial Test (t-Test)

Coefficient[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.105	3.845		1.328	.195
	KOMP	.676	.120	.679	5.644	.000
	eGOV	.262	.115	.274	2.278	.031

a. Dependent Variable: KPB

Source: Processed data by Researchers (2022)

From the test result above, it states that the government apparatus competency variable has a t_{count} of 5,644 and a t_{table} of 1,671 which means that $t_{count} > t_{table}$ is 5,644 > 1,697 with a significant level of 0.000 < 0.05, which means

H_0 is rejected and H_a is accepted, it means that the competence of government apparatus has a partial effect on public service quality at Ambon Population and Civil Registry Office.

The implementation of e-Government policy variable has a t_{count} value of 2,278 and a t_{table} of 1,697, which means that $t_{count}>t_{table}$ is 2.278 > 1.697 with a significant level of 0.001 < 0.05, which means that H_0 is rejected and H_a is accepted, it means that the implementation of e-Government policies is partially influence the public services quality at Ambon Population and Civil Registry Office.

CONCLUSION

Based on the research results and discussion on the influence of government apparatus competence and the implementation of e-government policies on public service quality at the Ambon City Population and Civil Registry Office, the following conclusions can be drawn: the competence of government apparatus has a significant effect on the quality of public services, the implementation of e-government policies also has a significant effect on the quality of public services, and both the competence of government apparatus and e-government policies can serve as predictors for improving or influencing public service quality.

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