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The influence of service quality on the Aceh government SIGAP website

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Article Info

ABSTRACT

The Aceh Government's SIGAP website can also be measured by looking at service quality. The influence of service quality on the Aceh Government's SIGAP website as a form of E-Governance application in collecting data and information about Villages. The aim of this research is to analyze the influence of Involvement, Responsiveness, Reliability, and Security on Service Quality of the SIGAP website and to analyze the influence of Service Quality on E-Government. The research method uses probability sampling techniques with stratified random sampling. Research questionnaires were distributed to 6 districts/cities in Aceh Province with a research sample of 128 respondents. Data analysis in this study used Partial Least Squares with the SmartPLS.3.0 application. The research results show that involvement has a positive and significant effect on service quality. The influence of Responsiveness, Reliability, and Security on service quality has a positive but not significant effect. Meanwhile, the influence of service quality on E-Government has a very positive and significant influence.

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Introduction

Essence E-Government is the use of technology information that can increase the connection between government and parties other (Hidayat, 2016). One shape of its form of E-Government is a website created for characteristic service Government to Government (G2G) (Garad & Qamari, 2021). With so, even though the website is just part of E-Government implementation, however, existence is quite vital. The government website is level first in the development of E-Government in Indonesia, as well follow participate in the development of democracy in Indonesia by using the internet media (Widiani, 2018)(Indah et al., 2022).

Real E-Government implementation that has been generally implemented and regulated implementation is the creation of local government websites (Pemda) (Warjiyono & Hellyana, 2018). However, not only the website of the Regional Government or agency only in Aceh there are some important websites for the implementation of E-Government at the level of the Regional Government (Prastya et al., 2022). Agency The current Aceh government has to develop public and central services source information using technical information and communication in shape website development is one of the System Information Managed Gampong/Village (SIGAP). Under the Office of Community Empowerment and Gampong Aceh (Gampong is a designated Village in Acehnese).

The SIGAP Aceh website is purposeful and functional for collecting data and information related to the maintenance of government and development in the village (Herdiyanti et al., 2019). As for the benefits, others could help the formation of a characteristic government with good governance because of exists a spirit of openness and empowerment community, and the availability of information needed by society shapes openness (transparency) (Mutasa & Iyamu, 2021). The connection between various parties becomes more good. Whereas the information is presented in the form of information data population, information poverty Gampong, information plans, and budgets, Seuramoe information or information generally, government statistics, asset maps, area lists, and other data (Nurrahman & Rahman, 2021). E-Government in Indonesia cannot be implemented without the support of a comprehensive bureaucratic reform program. There are many elements that must support improving government governance from conventional to modern (using a technological approach). Improving the quality of public services is not only done by implementing an e-Government system, but also by implementing the e-public service concept so that services become better. Public officials do not yet realize that this increase also depends on other important factors such as financial support, technology maintenance, e-Government management work culture, and other technical issues (Pratiwi, 2020).

Research related to E-Government has been carried out by reviewing country indicators, where research on E-Government is mostly researched in the central government sector, while E-Government at the regional level is still very limited. Especially regarding E-Government on the SIGAP Aceh website. E-Government refers to the use of information technology by government agencies such as Wide Area Networks, the internet, and Mobile Computers which have the ability to change relationships between society, business, and other parts of government (Hardono, 2015). Quantitative study conducted by Manulang and Pakpahan M, (2014); Matari, (2019), regarding E-Government, proves that improvements in the government sector can be done by increasing involvement, responsiveness and reliability, where these three things are part of service quality. Many empirical studies on E-Government have been carried out before, but they are different from the research that the author conducted so that they are something new. Where, the placement of the Security variable has never been a factor that can influence E-Government, and research on the SIGAP Aceh website is another novelty in this research. Therefore writer wants to research how quality service from the Aceh Government's SIGAP website a service E-Government. Research objectives this to see how influential the website SIGAP is in service to society. The writer uses the method quantitatively, in doing a survey spread questionnaire to the Acehnese with various backgrounds behind the job, so can produce accurate data, then analyze it so that can pull conclusions be exposed in a manner descriptive.

Involvement on Service Quality
The service quality on the SIGAP Aceh website is greatly influenced by the involvement of the Village government and the provincial government as website managers in presenting data and information. As in previous research conducted by Maryadi, (2014); Haryani, (2016); Masthori et al., (2016); and (Kourula et al., 2019) who said that the importance of the involvement of an organization or government agency in using sites or websites in realizing public services in the form of providing information and data from each village in Aceh Province that is easily accessible and used by the wider community. In the involvement indicator there is also an emphasis on the interaction functionality of the management environment that provides information websites (Aceh Government, District Government, Village Government). The presence of the involvement hypothesis in measuring the quality of the Aceh Government's SIGAP website services to make it more effective and emphasize the principles of involvement, participation and unity of each interest and function of the agencies involved in managing the SIGAP website. From the description above we can draw the following hypothesis:

H1: Involvement effects on Service Quality

Responsiveness on Service Quality
Implementation in providing public services, especially permits, that are fast (responsive) and accurate to customers by conveying information as clearly as possible. If you make people wait not according to the specified time, the perception of service quality is negative or bad. According to Nugroho (2005); Masthori et al., (2016) responsiveness is a desire to help the community and provide fast, precise and valuable services wherever the community is. An indicator that also influences the service quality on the SIGAP website is responsiveness. However, in this research, responsiveness did not have a positive and significant effect on the quality of services on the Aceh Government's SIGAP website in providing services in the form of data and information related to the village. The research by Irawan and Hidayat, (2022); Matari, (2019); Hooda, (2020); Rachman et al., (2021); and Nicolò et al., (2022) who said that the importance of responsiveness in a website e-governance to provide services for the public in providing reliable, up-to-date and fast data and information. The responsiveness hypothesis that the effect on service quality is positive and significant. From the description above we can draw the following hypothesis:

H2: Responsiveness effects on Service Quality

Reliability on Service Quality

Reliability to provide services quickly in accordance with the function and usefulness of the SiCantik Cloud application as a trusted online licensing site.Putra and Swastika, (2016); Marlius, (2018); explains that reliability is related to the ability of government agencies to provide accurate services from the beginning of the licensing process without making mistakes and delivering their services or services according to the specified time. According to Putra and Swastika, (2016), this dimension is very important in improving service quality. An indicator of reliability is the ability to provide services in accordance with the promises offered by an organization or agency via a website. This dimension is considered important because if customers (the public) receive inappropriate data or information it will have an impact on decreasing public satisfaction (Ramadhan, 2018). Research conducted by Cahyani, (2016), Ramadhan, (2018) and Permana, (2020) revealed that there is a significant and positive influence between reliability and service quality where the provision of trusted services received is in accordance with the established functions. From the description above we can draw the following hypothesis:

H3: Reliability effects on Service Quality

Security on Service Quality

Security is a feeling of security in obtaining services in providing confidential information such as Residential Cards (ID) and other information in processing permits (Prayuningtians, 2018). If the applicant or user feels safe and protected when using or accessing the website, they do not feel doubtful or anxious, causing problems (Blut, 2016); (Hooda, 2020). Herdiyanti et al., (2019) namely security that can provide security guarantees for information that is accurate, useful, quality in content and relevant to the function and objectives of the Aceh Government's SIGAP website. From the description above we can draw the following hypothesis:

H4: Security effects on Service Quality

Service Quality on E-Government

The term E-Government comes from a foreign language which is an abbreviation of electronic government or electronic government. There are several definitions regarding E-Government, namely according to the World Bank defines E-Government as follows; "E-government Refers to the Use By government agencies of information Technologies suck us wide area Networks, the internets, and Mobile computing That have the ability to transform relations with citizens, businesses, and other arms of government" Abrudan et al., (2012). E-Government refers to the use of information technology by government agencies such as wide area networks, the internet, and mobile computers which have the ability to change relationships between society, business, and other parts of government (Hardono, 2015). Meanwhile, Clay G. Wescott (Senior Officer of the Asian Development Bank), defines E-Government as the use of ICT to promote more efficient government and effective cost reduction, facilitate government service facilities and provide access to information for the general public, and make government more responsible. to the community (Sari & Winarno, 2012). The development of E-Government in a country according to Layne and Lee can be viewed from several stages of evolution, namely starting with the presence of government in the form of a web which provides basic and relevant information to the public (Seo et al., 2018). Based on research by Saidani and Arifin,)2012); Monalisa et al., (2016); Sastika, (2019); Uthaman and Ramankutty, (2019); service quality has a very significant contribution in creating and running a website, then also service quality influences e -governance is the main key in providing quality services according to the principles of good governance. They stated that service quality can influence E-Government positively and significantly. From the description above we can draw the following hypothesis:

H4: Security effects on Service Quality

Method

In this research, the objects of research are users of the Gampong/Village Information System (SIGAP) website in Aceh province. And the location of this research was carried out in 6 districts/cities, namely in Banda Aceh, Lhokseumawe, West Aceh, Nagan Raya, Aceh Jaya, East Aceh and Langsa. In this study, the research population/respondents were all community users of the Gampong/Village Information System (SIGAP) website in 6 districts/cities in Aceh province with a total sample of 128 respondents. The sampling technique uses probability sampling through stratified random sampling. Probability Sampling is a sampling technique that provides equal opportunities for members of the population to be selected as samples. Stratified random sampling is a sample determined by dividing the population into smaller populations. Determining the minimum sample required for research requires paying attention to the established error tolerance limits. According to the Slovin formula that has been determined, namely: $[n=N/(1+Ne2)]$ (Nurrahman & Rahman, 2021). With a significance level of 10%. So the number of respondents was 128. Research data analysis used Partial Least Squares with the SmartPLS.3.0 application.

Outer Model Testing (Validity Test and Reliability Test)
Validity Test
Testing validity discriminant aims to ensure that different construct item quantifiers no own score more correlation tall than the construct item measures other (Marlius, 2018). Validity test results discriminant could be seen from score cross loading as well as comparing score root square Average Variant Extracted (AVE) from every construct with score correlation between constructs in the model (Monalisa et al., 2016). The ratio score AVE squared can see from the (Singh & Singh, 2018) criterion output results Fornell-Larcker (Ghozali, 2016). The validity value discriminant could is said to be valid if the own cross-loading value >0.7 and the value root squared AVE for each construct must be bigger than the value constructcorrelation between variables in the model (Jogiyanto & Abdillah, 2016).

Table 2. Discriminant Validity

Variable	EG	SQ	I	RES	REA	S
EG	**0867**					
I	0.685	**0.853**				
SQ	0.780	0.664	**0.874**			
REA	0.678	0.657	0.682	**0.809**		
RES	0.707	0.741	0691	0.770	**0811**	
S	0.661	0.615	0.639	0.759	0.627	**0.809**

Source: Primary data (2022)

Based on table 2. Validity test results were discriminant based on the score Fornell-Larcker so could be concluded that all the variables used in the study namely, E-Government (EG), Service Quality (SQ), Involvement (I), Responsiveness (RES), Reliability (REA), and Security (S) has score root more squared AVE big with the same variables than among the other variables (Hayes & Scott, 2018).

Reliability Test
The reliability test aims to measure consistency tool measuring so that could show a value that is accurate, consistent, and precise something tool measuring (Puspita, 2019). The reliability test using SEM-PLS was carried out by two methods of evaluation that is composite reliability and Cronbach's alpha. Composite reliability and Cronbach's alpha are rewarding value indicator construction internal consistency. Composite reliability and Cronbach's alpha are useful for testing the reliability of a construct in a study (Ghozali & Latan, 2015). According to Nunnally, (1978) inLailawati Madlan et al., (2019) the reliability test score composite reliability and Cronbach's alpha should be 0.70 or taller (Ariska et al., 2020). If the score composite reliability and Cronbach's alpha >0.7 then could be represented that the indicators obtained are already reliable or valid for measuring variables (Pribadi, 2021).

Table 3. Reliability Test

Variable	Composite Reliability	Cronbach's Alpha	Information
E-Governance	0.901	0.835	Reliable
Service Quality	0.906	0.845	Reliable
Involvement	0.889	0814	Reliable
Responsiveness	0.852	0.739	Reliable
Reliability	0.850	0.739	Reliable
Security	0.850	0.739	Reliable

Source: Primary data (2022)

Table 3. show from the reliability test the value of composite reliability and Cronbach's alpha is above 0.70 so could conclude that all indicator reflects the study of their own reliable and valid values the representation of research this stated already worth using in measure variables in research this (Ghozali & Latan, 2015).

Results and Discussions

Demographic Profile of Respondents
Table 1. Presents respondent profile data with a total of 128 respondents. The majority of respondents were male (71.1%) and the majority of respondents were male (28.9%). This shows that men are more dominant in this research. For age, the majority of respondents were aged 41 years and over (41.4%) with the two dominant ones being aged 19 to 25 years (26.6%) and over aged 26 to 40 years (20.3%). This shows that the average user of the SIGAP website is in the adult age range. The education level of most of the respondents was bachelor's degree

(60.2%), followed by high school graduates (36.7%), and a small number of respondents had a diploma or master's degree (1.6%). This shows that the average user of the SIGAP website is a respondent who has a bachelor's degree. The majority of respondents' professions in this study were Village/Gampong Apparatus (32%), and second place was ASN (21.9%). The next largest number of respondents domiciled came from West Aceh Regency (57.9%) and the fewest respondents came from Aceh Jaya (4%). This shows that the average user of the SIGAP website is respondents who live in West Aceh Regency.

Table 1. Profile Demographics Respondents

| Characteristic	Frequency	Percents
Profession		
Apparatus Village	41	32%
Asn	28	21.9%
Honorary	16	12.5%
Student	13	10.2%
Employee Private	12	9.4%
Self-Employed	12	9.4%
Age		
19-25	34	26.6%
26-30	6	4.7%
31-35	9	7%
36-40	26	20.3%
≥ 41	53	41.4%
Type Sex		
Man	91	71.1%
Woman	37	28.9%
Last Education		
Senior High School	47	36.7%
Diploma	2	1.6%
Bachelor (S1)	77	60.2%
Masters (S2)	2	1.6%
Domicile		
West Aceh	73	57.9%
Banda Aceh	16	12.7%
Aceh Besar	9	7.1%
Nagan Raya	10	7.9%
Langsa	3	2.4%
Aceh Jaya	5	4%

Source: Primary data (2022)

Hypothesis Test

The testing hypothesis aims to know the influence between variable measurements obtained from results analysis and testing of data that has been processed by researchers (Aryani & Rosinta, 2013). Testing hypothesis using SEM-PLS can see with bootstrapping analysis with a look at the T-Statistics and the P-Values value at the Path Coefficient output. Path Coefficient is a score for showing direction connection variable study is quality service influential positive on the SIGAP Aceh Government website. Hypothesis test showing results analysis regression (R-Square) or valid if there is the P-Values <0.05 then hypothesis the could be accepted (Ghozali, 2016). Analysis regression shows the level of influence categorized variables in three categories on the R-Square scale, namely, 19%-33% (low), >33%-67% (moderate), and >67% (high) (Pribadi, 2021). Whereas measurement T-Statistics could be said to be accepted or significant if the own value >1.96 (Jogiyanto & Abdillah, 2016).

Table 4. Hypothesis Testing (N=128)

Variable	Means	Standard Deviations	Cronbach's alpha	T Statistics (|O/STDEV|)	P-Values	Information
SQ	0.779	0.047	0.845	16,574	0.000	accepted
I	0.233	0.111	0814	2056	0.020	accepted
RES	0.263	0.135	0.739	1,763	0.080	rejected
REA	0.187	0.125	0.739	1,470	0.155	rejected
S	0.187	0.135	0.739	1,479	0.133	rejected

Source: Primary data (2022)
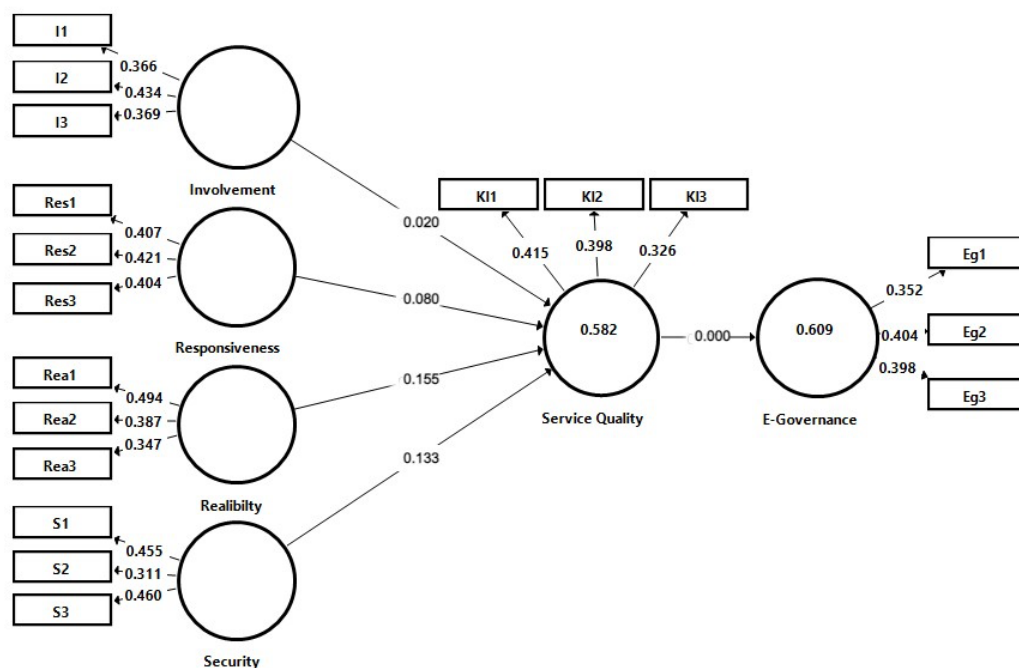
Figure 2. Hypothesis Testing
Source: Primary data (2022)

Figure 2. This shows that hypothesis H1 stated that Involvement (I) significantly affects Service Quality (SQ). positive and significant. The influence of Involvement (I) on service quality (SQ) has been fulfilled the P-Values that have been set <0.05, namely 0.020. Table 4. Shows results I affect SQ in terms of positive and significant with T-Score Statistics ie 2.056 means that I affect valid and accepted SQ. Hypothesis H2 Responsiveness (RES) significantly affects Service Quality (SQ). positive and no significant. This is because the P-Values obtained are 0.080 and the T-Statistics values obtained are 1,763, both do not fulfill the criteria, then RES affecting SQ is rejected. Hypothesis H3 Reliability (REA) significantly affects Service Quality (SQ). Positive and no significant. Because the P-Values obtained are 0.155 and the T-Statistics values obtained are 1.470, then REA affecting SQ is invalid and rejected.

H4 Security Hypothesis (S) affects Service Quality (SQ). Positive and no significant. because the P-Values obtained are 0.133 and the T-Statistic values obtained are 1.479, then S has an effect against SQ is invalid and rejected. Hypothesis H5 Service Quality (SQ) influences E-Government (EG) significantly positively and significantly. The influence of SQ on EG has been fulfilled P-Values with a score of 0.000 and also complied T-Statistics with a score of 16,574, then SQ has an effect against valid and accepted EG. As shown in Figure 2, shows the results analysis regression from the influence of Involvement (I), Responsiveness (RES), Reliability (REA), and Security (S) on Service Quality (SQ) of 58.2%. It means level control independent variable on variable dependent medium. Whereas the influence of Service Quality (SQ) on E-Government (EG) of 60.9%. It means the level of the influence of SQ on EG is also leveled medium.

Hypothesis results study could interpret not all influential core construction to quality Aceh Government's SIGAP website service. Proven results that the hypothesis of fast responsiveness, reliability, and security onthe SIGAP website felt lacking by the people who fill in the questionnaire study. The only indicator influencing engagement is the quality of SIGAP web service. Because the SIGAP website is gathering village information and data whole The Province of Aceh is managed by the Government of Aceh from that involvement government of course already Becomes a base main system information SIGAP web service.

The influence of Involvement (I) on service quality (SQ) has been fulfilled the P-Values that have been set <0.05, namely 0.020. Table 4. Shows results Involvement affect Service Quality in terms of positive and significant with T-Score Statistics ie 2.056 means that Involvement affect valid and accepted Service Quality. So that hypothesis 1 accepts Ha and rejects H0, which can be concluded that involvement has a positive and significant effect on service quality. The results of this research are in line with previous research conducted by Maryadi, (2014); Haryani, (2016); Widiani, (2018); and Kourula et al., (2019), stating that there is a positive and significant influence between involvement and service quality. The importance of the involvement of an organization or government agency in utilizing sites and websites in realizing public services in the form of

providing information and data from each village that is easily accessible and used by the wider community. Engagement indicators are also the consistency of the interaction environment manager providing website information. The quality of service on the SIGAP Aceh website is greatly influenced by the involvement of the village government and the provincial government as an internal website manager that provides data and information.

Hypothesis H2 Responsiveness (RES) not significantly affects Service Quality (SQ). This is because the P-Values obtained are 0.080 and the T-Statistics values obtained are 1,763, both do not fulfill the criteria, so that hypothesis 2 accepts H0 and rejects Ha, which can be concluded that responsiveness has a positive and not significant effect on service quality. The results of this research are in line with research by Manusamy, (2010) who believes that responsiveness has a positive but not significant relationship to service quality.

Hypothesis H3 Reliability (REA) not significantly affects Service Quality (SQ). Positive and no significant. Because the P-Values obtained are 0.155 and the T-Statistics values obtained are 1.470, then hypothesis 3 accepts H0 and rejects Ha, which can be concluded that reliability has a positive and not significant effect on service quality. The results of this research are in line with research by Manusamy, (2010) who believes that reliability has negative relationship but it has no significant effect on service quality.

Hypothesis H4 Security Hypothesis Security (S) affects Service Quality (SQ). Positive and no significant. because the P-Values obtained are 0.133 and the T-Statistic values obtained are 1.479, then hypothesis 3 accepts H0 and rejects Ha, which can be concluded that security has a positive and not significant effect on service quality. The results of this research are in line with research by (Gustifa et al., 2021) who said that security has positive relationship but it has no significant effect on service quality. The security of the service site needs to be improved so that people feel safer when using websites provided by the government.

Hypothesis H5 Service Quality (SQ) influences E-Government (EG) significantly positively and significantly. The influence of SQ on EG has been fulfilled P-Values with a score of 0.000 and also fulfilled T-Statistics with a score of 16.574, then SQ has an effect against valid and accepted EG. As shown in Figure 2, shows the results of regression analysis from the influence of Involvement (I), Responsiveness (RES), Reliability (REA), and Security (S) on Service Quality (SQ) of 58.2%. It means level of control independent variable on dependent variable medium. Meanwhile that hypothesis 5 accepts Ha and rejects H0, which can be concluded that service quality has a positive and significant effect on E-government. The results of this research are in line with previous research conducted by Saidani and Arifin, (2012); Monalisa et al., (2016); Sastika, (2019); Uthaman and Ramankutty, (2019); and Wierzbowski et al., (2021), who said that there is a positive and significant influence between service quality and E-government. Service quality very significant contribution to create and run a website, then also the quality service influence of e-governance to be key main in provide quality service corresponding principles of good government.

Conclusions

The research results show that involvement has a positive and significant effect on service quality on the Aceh Government's SIGAP website. Meanwhile, the other three, namely responsiveness, reliability and security, do not have a positive and significant effect on the quality of the SIGAP web service. This is because the public has not fully received the latest information on the website. And the community considers the management of data and information presented on the website to be ineffective. However, the influence of service quality on e-governance has a positive and significant influence. Based on the researcher's direct experience in the research process. However, there are several limitations experienced and this could be due to several factors which can be given more attention by future researchers in further perfecting his research because of this research itself, of course has shortcomings that need to continue to be corrected in research in the future. Several limitations in this research include: 1) The number of respondents was only 128 people, which is certainly still not enough describe the real situation. 2) The research object only focuses on 6 districts/cities in Aceh province. 3) In the data collection process, the information provided by the respondent through questionnaires sometimes does not show the respondents' opinions. In fact, this happens because sometimes there are differences in thoughts and assumptions and different understandings of each respondent. Then, to add a complete construction, it is recommended that further researchers be able to research other variables that can influence E-Government and provide suggestions to the Aceh Government to further improve service performance on the SIGAP website.

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