



Optimizing public accessibility: A review of the urgency of e-government for Bima District

Syahri Ramadoan¹, Firman², Sahrul³, Haeril⁴

^{1,2,3,4}Department of Public Administration, Mbojo University Bima, Indonesia

ARTICLE INFO

Article history:

Received Feb 27, 2024

Revised Mar 01, 2024

Accepted Mar 26, 2024

Keywords:

Accessibility;

E-Government;

Public;

Urgency

ABSTRACT

This study highlights the urgency of enhancing public accessibility through the implementation of E-Government in Bima District. The research employed a descriptive method with a qualitative approach. The findings indicate that in the context of digital transformation, E-Government becomes a key to improving public access to government services in Bima District, Indonesia. Despite offering significant potential in enhancing efficiency, transparency, and affordability of public services, the implementation of E-Government faces several challenges. Uneven technology infrastructure, low digital literacy, and the lack of trained human resources are among the obstacles that need to be overcome. This study underscores the urgency of enhancing public accessibility through E-Government in Bima District. With a focus on social inclusion, democratic participation, economic aspects, and data security, efforts to address infrastructure constraints, digital literacy, and human resource availability become crucial. Through strategic measures such as technology infrastructure development, enhancement of digital literacy, and inter-agency government coordination, Bima District can achieve significant improvements in public accessibility, increase efficiency in public service, and strengthen community participation in the development process and decision-making.

This is an open access article under the [CCBY-NC](https://creativecommons.org/licenses/by-nc/4.0/) license.



Corresponding Author:

Syahri Ramadoan,
Department of Public Administration
Mbojo University Bima,
Jl. Pierre Tandean, Mande II Sadia, Bima City, Indonesia (84111)
Email: ramadoan.rabaloud88@gmail.com.

1. INTRODUCTION

Amid the global digital transformation, it is crucial for governments to pay attention to public accessibility to government services. In Indonesia, efforts to optimize public accessibility have become increasingly urgent, especially with the rising penetration of the internet and technology across the nation (Suwarno & Wati, 2020). E-Government, or electronic government, emerges as a promising solution to enhance government efficiency and transparency, as well as to provide easier access for the public (Hardi & Gohwong, 2020). However, without sufficient focus on the aspect of accessibility, the benefits of e-government may not be fully realized by all segments of society (Kuswati et al., 2022).

The primary reason for the importance of optimizing public accessibility is to ensure greater social inclusion. In Indonesia, the digital divide remains a serious issue, with the majority of the population living in rural or less developed areas still having limited or no access at all to the internet and information technology (Sartika, 2024). By implementing accessibility principles in the development of e-government, such as responsive and user-friendly design, the government can

ensure that these services are accessible to everyone, regardless of their social or geographical background (Gaufman, 2020).

Furthermore, optimizing public accessibility also contributes to increased democratic participation (Palgrave n.d. 2021). By providing easy and equal access to government information and services, e-government can enhance community engagement in the public decision-making process (Farida et al., 2020). This can reduce the information gap between the government and the public and allow citizens to actively participate in monitoring government performance and providing constructive feedback (Arman et al., 2022). Thus, well-accessible e-government not only helps build a more transparent government but also more responsive to the needs and aspirations of the public (Budai & Tózsza, 2020).

Additionally, the economic aspect is also an important consideration in supporting better public accessibility through e-government (Matitah et al., 2021). By providing broader access to government services, especially those related to licensing and business regulation, e-government can help facilitate a more conducive business climate (Gupta et al., 2020). This can stimulate economic growth, especially in sectors more dependent on government regulations. Moreover, by minimizing bureaucracy and enhancing administrative efficiency through electronic platforms, the government can save resources and allocate them to infrastructure development and programs more beneficial to the public (Pakhalov et al., 2020).

Equally important is the issue of security and privacy in the context of public accessibility through e-government. While it is crucial to enhance accessibility, the government must also ensure that personal and sensitive citizen data remain secure and protected from potential cyber threats (Maulana & Bafadhal, 2020). By implementing strong security measures and appropriate privacy policies, the government can build public trust in the use of e-government services (Utama, 2020). Thus, while expanding accessibility, the government must also focus on efforts to maintain data security and privacy as an integral part of their e-government strategy (Roblek et al., 2020).

Although the importance of optimizing public accessibility through e-government in Indonesia is widely recognized, there are several challenges that need to be addressed to achieve this goal effectively (Ariana et al., 2020). One of the main challenges is the still uneven technology infrastructure across the country. Although internet penetration has increased significantly in recent years, there are still areas in Indonesia with slow or even no internet connectivity. This limits public access to e-government services, especially in rural or remote areas (Lytras & Şerban, 2020). Additionally, the lack of digital literacy among the population is another serious barrier. Many people may have internet access but lack the skills or knowledge to use e-government platforms effectively (Vázquez-López & Marey-Perez, 2021). Therefore, greater efforts in digital training and education are needed to ensure that everyone can access and fully utilize these services (Maulana, 2020).

In Bima Regency, efforts to optimize the implementation of E-Government face several challenges that require serious attention from the Government and relevant stakeholders (Sartika, 2024). One of the main challenges is the limited technology infrastructure in the area. Like many areas in Indonesia, Bima Regency still faces challenges in terms of stable and fast internet connectivity. Some areas may not have internet access at all or experience serious access limitations. This hinders the effective implementation of E-Government due to limited public accessibility, especially for communities in rural or remote areas (Firmandayu & Elfaki, 2023).

Challenges in terms of equal access can indeed be a significant obstacle. Especially in areas with large economic or educational disparities, not everyone has the same access to technology. This can be caused by financial limitations to purchase devices or internet access, or lack of digital literacy (Firman et al., 2023). Without efforts to ensure equal access, there is a risk of deepening the digital divide and excluding part of the community from the benefits of E-Government.

Additionally, another challenge is the lack of human resources trained in information and communication technology (ICT) (Li et al., 2021). Bima Regency may lack experts with sufficient skills and knowledge in the development and management of E-Government systems. Without adequate human resources, the implementation of E-Government projects may not be carried out properly or may not meet expectations (Darmawan et al., 2020). Then there is legal and policy

uncertainty related to privacy and data security. It is important for the Bima Regency government to have a clear and comprehensive legal framework to protect user data privacy and ensure the security of the E-Government system from cyber threats.

Another challenge to be addressed in efforts to optimize the implementation of E-Government in Bima Regency is the lack of awareness and community participation. Without active support and participation from the community, the implementation of E-Government may be difficult to succeed. This challenge often arises due to a lack of understanding of the benefits and uses of E-Government among the community. Some citizens may feel uncomfortable or unsure using electronic platforms to interact with the government, especially those not accustomed to technology (Koniyo, 2021).

Overcoming these challenges requires a comprehensive and collaborative approach between the government, the private sector, and civil society (Ullah et al., 2022). Strong investment in technology infrastructure, human resource training, and outreach to the community about the benefits of E-Government is crucial. Additionally, efforts to strengthen privacy and data security policies and promote digital inclusion to ensure that all residents of Bima Regency can experience the benefits of technological advancements are essential.

Therefore, this research is expected to make various important contributions both in theoretical and practical aspects towards the development and implementation of E-Government. These contributions include providing empirical evidence about the implementation of E-Government and how such initiatives can enhance public access to government services in Bima District. Through this research, it is expected that effective strategies for optimizing public accessibility can be identified, including the design of user-friendly interfaces, ease of access through mobile devices, and the integration of various services into a single digital platform that is easily accessible by the community. Moreover, this research aims to provide policy recommendations to both local and national governments to improve the legislative and regulatory framework in support of the expansion and effectiveness of E-Government services.

In the context of technology, it is expected that innovative technological solutions supporting the E-Government infrastructure in Bima District will be explored, including the use of the latest technology to simplify processes, enhance security, and ensure data privacy. This study is also significant in assessing the needs, expectations, and challenges faced by the public in accessing government services online, promoting a user-centered design approach in the development of E-Government services. Theoretically, this research is expected to enrich the literature on E-Government, especially in the context of rural or less-developed areas, by providing insights into the challenges and opportunities of E-Government implementation in such regions.

Furthermore, this research has the potential to reveal the social and economic impacts of improved public accessibility through E-Government, such as increased citizen participation, enhanced efficiency in service delivery, and potential economic benefits through more efficient processes. Thus, the research title "Optimizing Public Accessibility: A Review of the Urgency of E-Government for Bima District" promises significant contributions to the advancement of E-Government initiatives, focusing on improving the quality and efficiency of public services.

This research is crucial as it highlights the urgency of enhancing public accessibility through the implementation of E-Government in Bima District. With the emergence of information and communication technologies, the utilization of electronic platforms in public service delivery is becoming increasingly crucial. Bima District, as one of the regions in Indonesia, also needs to leverage technological potential to enhance efficiency, transparency, and responsiveness in delivering services to the community. Therefore, this study aims to evaluate the extent to which the implementation of E-Government in Bima District can optimize public accessibility, as well as formulate appropriate recommendations to improve and develop the system to better meet the needs and challenges faced by the community and local government.

2. RESEARCH METHOD

The type of research used in this study is descriptive research with a qualitative approach. This research was conducted at the Department of Communication and Informatics (Kominfo) and the Regional Development Planning Agency (Bappeda) of Bima Regency. In addition to conducting

direct interviews, the data collection techniques employed by the researcher also included conducting a literature survey in the fields of public administration and e-Government. Furthermore, data was gathered through the exploration of various sources and literature, both from government documents and mass media reporting in print and electronic forms, journals, and books related to policy innovation, especially in tourism development. This secondary data was processed and described in narrative form as per the data requirements. Subsequently, the data analysis process was carried out based on theories and concepts of public policy innovation, followed by the process of data interpretation.

3. RESULTS AND DISCUSSIONS

This research will focus on the issues of Public Accessibility, Public Service Effectiveness, and the Identification of Barriers and Challenges.

3.1 Public Accessibility

Public accessibility refers to the ability of individuals to easily access and use facilities, services, and information provided by the community at large. This includes everything from access to buildings and public transportation to websites and online information (Ingrams et al., 2020). The importance of public accessibility lies in the principles of equality and inclusion, ensuring that everyone, including those with physical or cognitive disabilities, can fully participate in social, economic, and cultural life. This involves design that takes into account the needs of diverse individuals, such as wheelchair users who require ramp access, people with hearing impairments who need sign language interpretation, or individuals with vision impairments who benefit from Braille text or screen reader technology (Rodriguez-Hevia et al., 2020).

Efforts to improve public accessibility involve various steps, from developing disability-friendly infrastructure to creating policies that encourage inclusion (Suwarno & Wati, 2020). This also involves educating the public about the importance of inclusion and ways to support individuals with special needs. In the digital era, public accessibility also encompasses aspects such as user-friendly and assistive device-compatible web design, as well as the provision of content accessible to all, including those with limitations. With growing awareness of the importance of inclusion and equality, efforts to enhance public accessibility across various sectors continue to evolve to create a more inclusive and empowered society (Hardi & Gohwong, 2020).

The research findings indicate that the implementation of E-Government in Bima Regency opens up various opportunities to improve public accessibility to government services. Through online platforms, the public can access information about government programs, administrative procedures, and various public services without having to physically visit government offices. This provides convenience for citizens, especially those living in remote areas or with mobility limitations, to stay connected with the government and utilize the services provided.

E-Government services available in Bima Regency cover various administrative and public aspects, from issuing identity documents to business registration and tax payments. A common service form is the government information system that allows the public to access information about policies, programs, and projects implemented by the local government. Additionally, online registration services for various needs, such as domicile certificates, business licenses, or other permits, are also provided through the E-Government platform. All these services are designed to improve efficiency and affordability for the public, minimize bureaucracy, and expedite previously time-consuming administrative processes.

Although E-Government services have great potential to improve the quality of life for the community, there are several challenges to be faced in their implementation. One of the main challenges is the low adoption rate of information technology by the public, especially among those unaccustomed to using computers or the internet. This can lead to low participation in using E-Government services, thereby reducing the positive impact that could be achieved through their implementation. Additionally, infrastructure issues also pose a serious obstacle to the provision of E-Government services. Bima Regency, like many areas in Indonesia, may face limitations in stable and affordable internet access throughout its territory. This can hinder public access to online services, especially in rural or remote areas that often lack adequate digital infrastructure.

Efforts to overcome these challenges require holistic strategic measures. Bima Regency needs to invest further in digital infrastructure, such as providing widespread and affordable internet access throughout its territory. Moreover, training and education programs on digital literacy need to be strengthened to enhance the community's ability to use information technology. Education and training on information technology use need to be improved, especially among the less skilled population. By addressing these challenges, E-Government services can become an effective means of improving public accessibility and enhancing efficiency in the provision of public services in Bima Regency.

3.2 Public Service Effectiveness

The effectiveness of public services in the context of e-government is one of the main focuses in efforts to improve the quality and accessibility of public services overall (Budai & Tózsza, 2020). E-government, or electronic government, refers to the use of information and communication technology (ICT) in the provision of public services by the government. By leveraging digital platforms, the government can provide more efficient, transparent, and responsive services to the needs of the community. One of the main aspects of ensuring the effectiveness of public services through e-government is the provision of adequate ICT infrastructure, including a broad and stable internet network and a secure system. A robust infrastructure is the foundation for reliable and accessible digital public services for all segments of society (Matitah et al., 2021).

Not limited to infrastructure, the effectiveness of public services in the context of e-government is also closely related to supportive policy and regulation aspects. The establishment of clear and adaptive regulations to technological developments is key to ensuring personal data protection, electronic transaction security, and consumer rights protection within the scope of e-government. Additionally, policies supporting innovation and collaboration between the public and private sectors further strengthen the effectiveness of digital public services. With a clear and inclusive framework, the government can encourage the creation of a dynamic and responsive e-government ecosystem.

However, even with solid infrastructure and regulations in place, the effectiveness of public services from an e-government perspective also heavily depends on the community's readiness and skills in adopting digital technology. Therefore, educational and training approaches are important in ensuring that all segments of society can optimally utilize public services. The government needs to develop ICT training programs accessible to all, including those in remote or low-income areas. Thus, the effectiveness of public services in the context of e-government is not just about providing technology but also ensuring inclusivity and empowering the community in the digital era (Pakhalov et al., 2020).

The research findings show that through Bima Regency Local Regulation Number 5 of 2021 on the Development Plan and Management of E-government within the Local Government Scope of Bima Regency marks an important milestone in local digital transformation. This regulation underscores the local government's commitment to improving efficiency, transparency, and accessibility of public services through the use of information and communication technology (ICT). This move is a response to the demands of the times that require the government to continue innovating in the provision of services to the community.

The implementation of this regulation involves a series of strategic steps covering various aspects, from technology infrastructure to supportive policies and regulations. First and foremost, the development of e-government infrastructure becomes a top priority. This includes the establishment of an electronic government portal that provides clear and accurate information about development programs, public services, and mechanisms for community participation. Additionally, the development of mobile applications and management information systems will speed up administrative processes and facilitate information access for the community.

Furthermore, the implementation of this regulation also involves the formation of a special task force responsible for the management and development of e-government in Bima Regency. This team will coordinate various e-government-related initiatives and projects and ensure that technology implementation proceeds according to the established plan. Additionally, training and

capacity building of government employees in facing the digital era are also an important part of implementing this regulation. By strengthening employee competencies, public services are expected to become more responsive and of higher quality.

Data management and use are crucial aspects of e-government implementation. The regulation may also govern personal data protection and information security to maintain user integrity and privacy. By ensuring adequate data protection, the local government can build community trust in the digital services provided. Through the implementation of Bima Regency Local Regulation Number 5 of 2021, e-government is expected to become an effective instrument in improving the quality of life and services to the community of Bima Regency.

Then, one of the e-government products in Bima Regency is Bima Regent Regulation Number 1f of 2022, which is a concrete step in promoting efficiency and accuracy in employee attendance management within the local government environment. This regulation regulates the implementation of electronic attendance, which is a digital employee attendance recording system using information and communication technology (ICT). The implementation of this regulation is important in facing the challenges of the times and ensuring more up-to-date and integrated employee attendance management.

One of the main points in implementing Bima Regent Regulation Number 1f of 2022 is the establishment of an integrated and standardized electronic attendance system. This system may include the use of hardware such as fingerprint or employee identification cards connected to a central database. With a standardized system, the local government can monitor employee attendance in real-time and generate accurate data for administrative and payroll purposes.

The next step in implementing this regulation is training and socialization for employees regarding the use of the electronic attendance system. This training aims to ensure that all employees understand how to use the system properly and can access it smoothly. Socialization is also important to eliminate resistance or uncertainty that may arise among employees regarding this change.

Additionally, this regulation also governs the management and use of employee attendance data recorded in the electronic attendance system. Personal data protection and information security are important aspects that must be considered in implementing this regulation. By regulating clear mechanisms in data management, the local government can ensure that employee attendance information is kept confidential and not misused.

3.3 Barriers and Challenges

Optimizing public accessibility to e-Government in Bima Regency is a complex challenge involving various barriers and obstacles that need to be overcome. One of the main barriers is the low level of internet and information technology penetration in the area. Bima Regency is located in a region that may have limitations in technology infrastructure, such as slow or uneven internet networks, and a lack of access to computers and smartphones among the community.

Additionally, the level of digital literacy also presents a significant barrier. Many people in Bima Regency may not be accustomed to using information technology, making it difficult for them to effectively utilize e-Government services. A lack of understanding of the benefits and how to use e-Government platforms can also be a barrier to the community's optimal utilization of these services.

Cultural and social aspects also need to be considered. Some communities may have concerns about losing traditional values or losing direct interaction with the government when transitioning to e-Government platforms. Therefore, efforts are needed to educate the community about the benefits of e-Government and how it can improve efficiency and transparency in government administration.

The implementation of Bima Regency Local Regulation Number 5 of 2021 on the Development Plan and Management of E-Government within the Local Government Scope of Bima Regency is an important step in overcoming these challenges. This regulation provides a legal basis and a clear framework for the development of e-Government in the regency. However, the implementation of this regulation also faces its own challenges. One of them is in terms of resource allocation, both in terms of budget and human resources (HR). The development and maintenance

of e-Government systems require significant investment in terms of skilled and trained human resources, as well as adequate technology infrastructure.

Additionally, coordination between government agencies and other stakeholders is key to the success of e-Government implementation. Good synergy between various units and government departments is needed to integrate existing services into the e-Government platform, so the community can easily access them through a single entry point. Awareness and active participation from the community are also crucial in optimizing public accessibility to e-Government. There need to be educational and training programs aimed at increasing digital literacy and awareness of the benefits of e-Government among the community.

By overcoming these barriers and through the effective implementation of relevant local regulations, Bima Regency can take significant steps toward enhancing public accessibility to e-Government. This will open doors to greater efficiency in government administration, as well as increase participation and community involvement in the development and decision-making process

4. CONCLUSION

This study underscores the urgency and importance of the development and implementation of E-Government in Bima Regency within the context of ongoing global digital transformation. Focusing on enhancing public accessibility to government services, this research offers in-depth insights into how e-Government can act as a catalyst for achieving more efficient, transparent, and inclusive governance. The affordability and ease of access to public services through digital platforms are emphasized as key factors in ensuring that every segment of society, without exception, can benefit from government initiatives. This not only contributes to improving the overall quality of life for the community but also advances democratic participation, where citizens can be more actively involved in decision-making processes and government performance monitoring. Through the provision of responsive and user-friendly platforms, e-Government in Bima Regency aims to overcome various physical and social barriers that may hinder public access to information and government services.

Furthermore, this study provides comprehensive policy recommendations, designed to support local and national governments in developing better legal frameworks and regulations for e-Government. The research's contribution to the academic literature and electronic government practice is particularly evident in the identification of effective strategies for optimizing public accessibility, integrating services within a single digital platform, and implementing innovative technology solutions that support Bima Regency's digital infrastructure. In terms of social and economic impact, the study highlights how increased accessibility through e-Government can enhance citizen participation, service delivery efficiency, and the potential economic benefits through more efficient processes. Finally, this research not only contributes to the theoretical understanding of e-Government but also provides practical guidance for the further implementation and development of electronic government initiatives in rural or underdeveloped areas, with the hope that all levels of society can experience the benefits of advances in information and communication technology.

REFERENCES

- Ariana, S., Azim, C., & Antoni, D. (2020). Clustering of ICT human resources capacity in the implementation of E-government in expansion area: a case study from pali regency. *Cogent Business and Management*, 7(1). <https://doi.org/10.1080/23311975.2020.1754103>
- Arman, A., Ishaka, M., & Haeril, H. (2022). Analisis Implementasi Sistem Informasi Manajemen Daerah (SIMDA) Terhadap Kualitas Laporan Keuangan SKPD (Studi Pada Kantor BPPKAD Kabupaten Bima). *YUME: Journal of ...*, 5(3), 245–250. <https://doi.org/10.37531/yume.vxix.547>
- Budai, B. B., & Tózsá, I. (2020). Regional inequalities in front-office services: Focus shift in e-government front offices and their regional projections in Hungary. *Regional Statistics*, 10(2), 206–227. <https://doi.org/10.15196/RS100212>
- Darmawan, A. K., Siahaan, D. O., Susanto, T. D., Walid, M., Umam, B. A., & Hidayanto, A. N. (2020). Identifying the Differing Service Maturity Levels of Mobile-based Smart Regency with e-Government

- Adoption Model (GAM) framework. *7th International Conference on ICT for Smart Society: AIoT for Smart Society, ICISS 2020 - Proceeding, November*. <https://doi.org/10.1109/ICISS50791.2020.9307540>
- Farida, I., Setiawan, R., Maryatmi, A. S., & Juwita, N. (2020). The Implementation of E-Government in the Industrial Revolution Era 4.0 in Indonesia. *International Journal of Progressive Sciences and Technologies (IJPSAT)*, 22(2), 340–346. <http://ijpsat.ijsht-journals.org>
- Firman, F., Sahrul, S., & Ramadoan, S. (2023). Analysis of Efforts in the Development of Local Government: E-Government and Public Service Management. *Jurnal Studi Ilmu Pemerintahan*, 4(2), 25–36. <http://www.jurnal-umbuton.jurnal.umbuton.ac.id/index.php/jsip/article/view/3465%0Ahttp://www.jurnal-umbuton.jurnal.umbuton.ac.id/index.php/jsip/article/download/3465/1973>
- Firmandayu, N., & Elfaki, K. E. (2023). The Electronic Government Policy-Based Green Constitution Towards Good Governance. *Journal of Sustainable Development and Regulatory Issues (JSDERI)*, 1(2), 108–121. <https://doi.org/10.53955/jsderi.v1i2.11>
- Gaufman, E. (2020). Cybercrime and Punishment: Security, Information War, and the Future of Runet. In *The Palgrave Handbook of Digital Russia Studies*. https://doi.org/10.1007/978-3-030-42855-6_7
- Gupta, R., Muttoo, S. K., & Pal, S. K. (2020). Regional E-governance development index for developing nations. *Digital Government: Research and Practice*, 1(3). <https://doi.org/10.1145/3386163>
- Hardi, R., & Gohwong, S. (2020). E-Government Based Urban Governance on the Smart City Program in Makassar, Indonesia. *Journal of Contemporary Governance and Public Policy*, 1(1), 12–17. <https://doi.org/10.46507/jcgpp.v1i1.10>
- Sartika, R & Rifai. (2024). *E-Government, manajemen, Layanan Publik, Kabupaten Bima*. 4(6).
- Ingrams, A., Manoharan, A., Schmidhuber, L., & Holzer, M. (2020). Stages and Determinants of E-Government Development: A Twelve-Year Longitudinal Study of Global Cities. *International Public Management Journal*, 23(6), 731–769. <https://doi.org/10.1080/10967494.2018.1467987>
- Koniyo, M. H. (2021). Identification of components for evaluation e-government governance framework according to regional government characteristics. *IOP Conference Series: Materials Science and Engineering*, 1098(3), 032073. <https://doi.org/10.1088/1757-899x/1098/3/032073>
- Kuswati, Y., Hartati, T., & Kusmayadi, D. (2022). Implementation of E-Government-Based Policies in Improving Public Service Satisfaction in the Majalengka Regency Local Government. *International Journal of Social Science and Business*, 6(3), 385–394. <https://doi.org/10.23887/ijssb.v6i3.44831>
- Li, S., Wei, W., & Ma, M. (2021). How Does E-Government Affect Corruption? Provincial Panel Evidence from China. *IEEE Access*, 9, 94879–94888. <https://doi.org/10.1109/ACCESS.2021.3093981>
- Lytras, M. D., & Şerban, A. C. (2020). E-Government Insights to Smart Cities Research: European Union (EU) Study and the Role of Regulations. *IEEE Access*, 8, 65313–65326. <https://doi.org/10.1109/ACCESS.2020.2982737>
- Matitah, M., Arifin, S., Sumarto, S., & Widiyanto, W. (2021). Confronting E-Government Adoption in Indonesian Local Government. *Journal of Indonesian Legal Studies*, 6(2), 279–306. <https://doi.org/10.15294/jils.v6i2.47795>
- Maulana, R. Y. (2020). Collaborative Governance in the Implementation of E-Government-Based Public Services Inclusion in Jambi Province, Indonesia. *Journal of Governance*, 5(1), 91–104. <https://doi.org/10.31506/jog.v5i1.7317>
- Maulana, R. Y., & Bafadhal, F. (2020). *Provision of Access to Information Services Based on E-Government in the Village Government*. 439(Ticash 2019), 219–223. <https://doi.org/10.2991/assehr.k.200515.037>
- Pakhalov, A. M., Rozhkova, N. A., & Alexopoulos, C. (2020). Assessing the quality of e-Government services for entrepreneurship: A comparative study in Russia's regions. *ACM International Conference Proceeding Series*, 315–325. <https://doi.org/10.1145/3428502.3428546>
- Palgrave. 2021_Book_ThePalgraveHandbookOfDigitalRu.pdf.crdownload*. (n.d.).
- Roblek, V., Bach, M. P., Meško, M., & Bertonecel, T. (2020). Best practices of the social innovations in the framework of the e-government evolution. *Amfiteatru Economic*, 22(53), 275–302. <https://doi.org/10.24818/EA/2019/53/275>
- Rodriguez-Hevíá, L. F., Navío-Marco, J., & Ruiz-Gómez, L. M. (2020). Citizens' involvement in e-government in the European Union: The rising importance of the digital skills. *Sustainability (Switzerland)*, 12(17). <https://doi.org/10.3390/SU12176807>
- Suwarno, Y., & Wati, N. K. (2020). E-Government Institutional Capacity in Provincial Governments of West-Java and East-Java. *Jurnal Studi Pemerintahan*, 11(2). <https://doi.org/10.18196/jgp.112117>
- Ullah, A., Pingu, C., Ullah, S., Qaisar, Z. H., & Qian, N. (2022). The dynamic nexus of E-Government, and sustainable development: Moderating role of multi-dimensional regional integration index in Belt and Road partner countries. *Technology in Society*, 68(January), 101903. <https://doi.org/10.1016/j.techsoc.2022.101903>
- Utama, A. . G. S. (2020). The implementation of e-government in indonesia. *International Journal of Research in Business and Social Science (2147- 4478)*, 9(7), 190–196. <https://doi.org/10.20525/ijrbs.v9i7.929>

Vázquez-López, A., & Marey-Perez, M. (2021). Factors affecting e-government adoption by dairy farmers: A case study in the north-west of Spain. *Future Internet*, 13(8). <https://doi.org/10.3390/fi13080206>