



Literature review of information system success models in e-government evaluation

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ABSTRACT

Evaluation of existing e-government needs to be done so that the existing e-government is following its role in improving government services in terms of effective and efficient public services. The DeLone and Mclean information system success model is a model that can be used to measure the extent to which an information system is implemented, especially e-government. This study aims to determine the evaluation of e-government implementation using the information system success model from DeLone and Mclean, assessing user satisfaction has a significant influence on the use of e-government. This study also analyzes user satisfaction from e-government correlated with the quality of government services in delivering public services. This study uses Systematic Literature Review or SLR. The author conducted a systematic literature review of previous studies published between 2019 and 2022 using a prism reporting mechanism that includes five important steps to take when conducting a systematic review. The results of the study show that evaluating e-government implementation using the information system success model from DeLone and Mclean, the quality of e-government systems significantly influences user satisfaction and the quality of services produced.

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1. INTRODUCTION

The development of information technology due to globalization is inextricably linked to the modern society we live in today and places significant demands on the nation and society. Public services operate smoothly, and governance is sound, duties are carried out more transparently, effectively, and efficiently, and access to government information is unhindered. The transformation of public service delivery, or e-government, is influenced by the government's use of information and communication technology in its development.

The idea behind e-government systems is to deliver public services using an automated and good governance system. The goal is that all public services can be well integrated, both in terms of service recipients and the output of information generated to support the success and success of public services by increasing the public satisfaction index for the public services provided. The government performs better in providing public sector services, and the higher the quality of e-government. Thus, e-government can help achieve government goals in providing adequate public services to the community.

According to Presidential Instruction (Inpres) Number 3 of 2003 concerning the National Policy and Strategy for the Development of e-Government, the policy to implement e-government has been formally implemented since that year. The President instructed all his staff to conduct e-Government development in the Presidential Instruction. Each competent authority must act according to its duties, functions, and authority under the National Policy and Strategy for the Development of e-Government. The demand for open government and the increasingly complex need for change are two factors contributing to the significance of e-government. Of course, this aids in establishing good governance, enhancing the quality of services offered to the general public, particularly information services, and supporting the implementation of e-government.

E-government system development is influenced by both internal and external factors. Its success is not solely determined by the available resources but also by the government's political commitment to implementing it. Additionally, the external environment, which includes the economy, democracy, education, Internet use, and societal expectations, can greatly impact how e-government develops. Among these factors, internet use, democracy, and education were found to have the greatest influence (Aritonang, 2017). The economy can indirectly affect e-government by influencing other related factors, which should be noted (Zheng & Manoharan, 2015).

Nonetheless, the goal of e-government systems to increase government transparency and accountability has not been fully achieved. Its application is still limited to introducing new technology and reducing the complexity of the organizational structure. Many multidimensional factors influence efforts to reform public services in Indonesia (Aritonang, 2017).

With so many e-governments currently in use, it is essential to assess them to ensure that they are playing their part in enhancing government services in terms of effectiveness and efficiency. As such, it is critical for governments in developing countries to comprehensively acknowledge and address the complexities associated with implementing effective e-government (Glyptis et al., 2020). DeLone and Mclean's information system success model is one of the models that have been discovered to measure system success in e-government evaluation. The model can be used to gauge how well information systems, particularly e-government, are being implemented. According to the model, several variables, including system quality, information quality, service quality, user satisfaction, and system utility, affect how well an information system is implemented (William & Ephraim, 2003).

System quality and information quality are the variables that impact user satisfaction in the DeLone and Mclean information system success model. The system will be used more frequently, which offers benefits for using the system, the better the system and the quality of the information generated. This is supported by research (Putra et al., 2020) which states that system quality and information quality have been shown to affect end user satisfaction of credit analysis software at PT Bank Rakyat Indonesia, Tbk Bengkulu Branch. In another study, namely (Apsari & Astika, 2020), it was also found that the better the quality of information and the quality of the information system, the higher SIMDA user satisfaction would be. In other words, this will indirectly enhance the caliber of e-government-provided public services and various methods of appreciating the gains made.

Background Of The Study

Many government agencies in Indonesia have started developing and implementing online-based public service applications. This aims to increase the effectiveness of government work, provide better public services, and share information with the public. In addition, these applications are also part of the e-government concept which includes Government Citizen (G2C), Government to Government (G2G), Government to Business (G2B), and Government to Employee (G2E) relationships. Thus, this online-based public service application is expected to increase interaction and collaboration between the government and the public, businesses, and the state apparatus.

In implementing a system, many information systems have not been successfully implemented for various reasons. According to (Meiyanti et al., 2019), challenges to e-government implementation can cause failure. The failure rate is measured in percentages, where 35% fail, 50% experience partial failure, and only 15% are successful. It is necessary to evaluate the system used to overcome the high failure rate in the implementation of information systems, especially in the government sector. By conducting a system evaluation, it is hoped that in implementing e-

government, the government can mitigate what factors need to be improved in its application and even need to be present in terms of its implementation. This allows the concept of e-government to be implemented properly and successfully so that the government can better prepare itself to avoid future failures in implementing information systems.

To understand the importance of management activities and investment in information systems, it is important to measure the success or effectiveness of information systems (Santhanamery, 2019). At the organizational level, where system implementation is mandatory, one of the models widely used and researched to test the behavioral aspects of information system implementation is the DeLone and McLean Information System Success Model (2003), also known as the Update Information System Success Model. This success model is based on the process and the causal relationship of the variables contained in the model. This model does not measure the six information system success measurement variables independently or separately, but in measuring them as a whole, one influences the other.

The information system success model from DeLone and McLean is a process and causal model that measures the success or successful implementation of an information system based on three aspects, namely information quality, system quality, and service quality (service quality), and then all three play an active role in influencing the factors of user satisfaction (User Satisfaction) and the desire to use the information system. So that the presence of user satisfaction with the information system and the passion or interest in operating an information system will undoubtedly affect the benefits received, both in good and negative connotations (William & Ephraim, 2003); however, in the DeLone and McLean Information System Success model it will be difficult to determine the quality of an information system separately, in the sense that it will be difficult to decide on only the quality of information system services or the benefits received. The DeLone and McLean Information Systems Success Model is suitable when applied to research that is carried out not only in part but must be used to measure the quality of information systems comprehensively and as a whole.

For this study, a systematic literature review, or SLR, an organized literature review method, was used to locate, assess, and interpret the results of pertinent primary studies (Barricelli et al., 2019). According to (Lusiana & Suryani, 2014), the term "SLR" describes a specific study or research methodology used to gather and assess pertinent research on a given topic. SLR research is done for many reasons, including locating, going over, analyzing, and interpreting all of the research already done on interesting, current phenomena and pertinent research questions.

2. RESEARCH METHOD

References are used in this library study to collect, analyze, and examine research (Wahyudin & Rahayu, 2020). An overview of prior research is provided by a selection of literature pertinent to the study's main topic and subtopics. The decision to conduct a literature search was made because it is permanent, accessible, and straightforward.

A literature review aims to inform readers about the most recent, pertinent research, including abstracts, analyses of prior studies, and author reviews from various sources analyzed and gathered online (Hariyanti & Wirapraja, 2018). To provide a foundation for any research, it is necessary to evaluate the existing literature in light of a set of systematic and predetermined criteria (Al-Emran et al., 2018). This procedure aims to cover research pertinent to the research question (Saa et al., 2019).

The author conducted a systematic literature review of previous studies published between 2019 and 2022 using a prism reporting mechanism that includes five important steps to take when conducting a systematic review. Prisma is a tool for systematic reviews and meta-analyses that presents the results of a review of all published research in a step-by-step approach (Moher et al., 2009).

Research Question

The requirements of the selected topic are used to create Research Questions (RQ). The following are the study's research questions:

RQ1 : Does the evaluation of e-government implementation using the information system success model from DeLone and Mclean assess user satisfaction as a variable that

RQ2 : has a significant influence on the use of e-government?
Does user satisfaction from e-government correlate to the quality of government services in public service delivery?

Inclusion and Exclusion Criteria

Only pertinent studies were included in this research literature review due to inclusion and exclusion criteria. The DeLone and McLean Information Systems Success Model and the criteria listed in the following table were used by the authors to compile research articles on the implementation of e-government that were published in digital databases between 2019 to 2022, specifically system evaluations.

Table 1. Inclusion and Exclusion Criteria

No.	Criteria	
	Inclusion	Exclusion
1	Articles published between 2019 to 2022	Articles published outside the period 2019 to 2022
2	Scopus accredited articles	Articles not accredited by Scopus
3	Articles accredited from Sinta 1 to Sinta 3	Articles not accredited from Sinta 1 to Sinta 3
4	Article discussing the implementation of e-government in Indonesia	Articles that discuss beyond the implementation of e-government in Indonesia
5	The information system success model developed by DeLone and McLean is used in this article to evaluate the implementation of e-government	Articles that discuss outside the evaluation of e-government implementation use the information system success model from DeLone and McLean
6	Articles related to the research question	Articles that have no relation to the research question

Literature Search

The research question (RQ) and related references are obtained using the literature search; this study uses the Publish or Perish 8 application to make it easier to search literature using the Google Scholar database. The keywords used to search for keywords in this research are "e-Government," "Delone and Mclean," and "System Evaluation." The requested research can only be published between 2019 and 2022. The article selection process consists of four main stages referring to prisms, as shown in Figure 2.

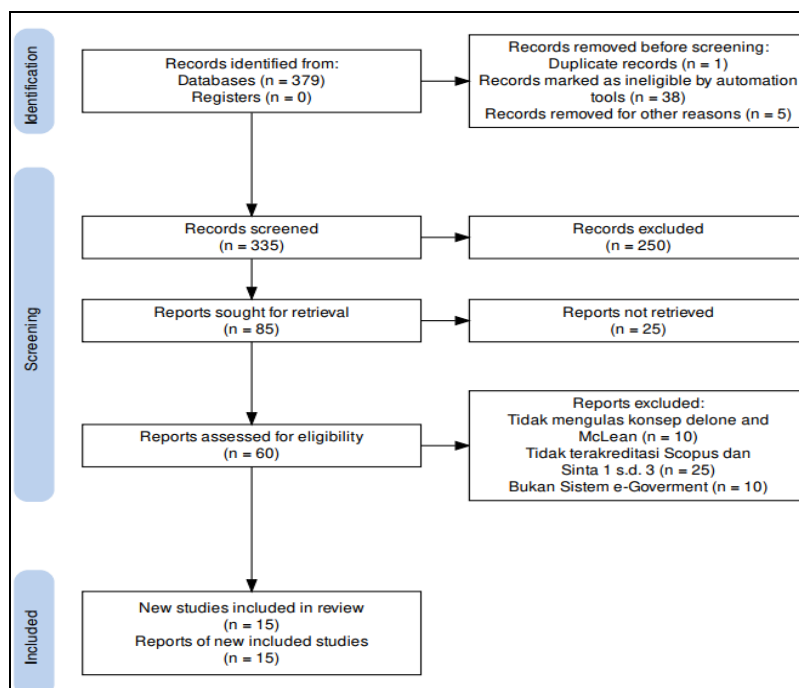


Figure 1. Article Search Flowchart Based on the PRISMA model

Assessment of Article Quality

The data will be assessed in this study using the following coding, which is based on the question of quality assessment criteria:

- QA1 : Does the journal article discuss the evaluation of e-Government implementation using the information system success model from DeLone and Mclean?
 QA2 : Are journal articles published between 2019 and 2022?
 QA3 : Does the journal article address the impact of user satisfaction on system use?
 QA4 : Does the journal article discuss the correlation between satisfied use of the system and improving the quality of public services?

Answers to questions are worth "Yes" and "No", an assessment of the quality of the article used if all questions are worth "Yes".

Table 2. Quality Assessment Results

No	Writer	Title	Year	QA 1	QA 2	QA 3	QA 4	Results
1	Prianto Budi Saptono, dkk.	"Quality of E-Tax System and Tax Compliance Intention: The Mediating Role of User Satisfaction" (Saptono et al., 2023)	2023	Yes	Yes	Yes	Yes	Yes
2	Dodik Ariyanto, dkk.	"The Success of Information Systems and Sustainable Information Society: Measuring the Implementation of a Village Financial System" (Ariyanto et al., 2022)	2022	Yes	Yes	Yes	Yes	Yes
3	Arief Rahman, Panji Randilla, dan Apriama Pangendra	"Assessing Factors Influencing People's Intention to Continuously Use e-Government Systems" (Rahman & Pangendra, 2022)	2022	Yes	Yes	Yes	Yes	Yes
4	Erick Sorongan dan Qory Hidayati	"Evaluation of Implementation E-Government with DeLone and Mclean Model" (Sorongan & Hidayati, 2020)	2020	Yes	Yes	Yes	Yes	Yes
5	Panggah Tri	"Improving the Tax e-filing System	2021	Yes	Yes	Yes	Yes	Yes

No	Writer	Title	Year	QA 1	QA 2	QA 3	QA 4	Results
6	Wicaksono, Christine Tjen, dan Vitria Indriani Ivan Ramos, Lilik Noor Yuliati, dan Megawati Simanjuntak	in Indonesia: An Exploration of Individual Taxpayers' Opinions" (Wicaksono et al., 2021) "The Success of Online Passport Queue Registration Applications Using DeLone and Mclean models" (Ramos et al., 2022) "Analisa Kesuksesan e-Government Laporan dengan Model DeLone-Mclean pada Pengembangan Smart City" (Rachman, 2021)	2022	Yes	Yes	Yes	Yes	Yes
7	Rizal Rachman	"Analysis of Success Factors of the Electronic Building Permit Service System through the Public Values Approach" (Hedyanti & Fathurrahman, 2022)	2021	Yes	Yes	Yes	Yes	Yes
8	Fitria Hedyanti dan Reza Fathurrahman	"Evaluation of the Effectiveness E-government System in the Semarang City Land Office (Importance Performance Analysis Method Approach)" (Azizah & Kusumawardhani, 2022)	2022	Yes	Yes	Yes	Yes	Yes
9	Amalina Nur Azizah dan Amie Kusumawardhani	"Evaluation Quality and Success Implementation of Nganjuk Smart City Mobile Application Using Technology Acceptance Model (TAM) and DeLone Mclean Model Approach" (Anisya et al., 2021)	2021	Yes	Yes	Yes	Yes	Yes
10	Rossa Dini Anisya, Admaja Dwi Herlambang, dan Aditya Rachmadi	"Factors Influencing Continuance Intention of Complaint Service: A Case Study of QLUE" (Sarjono et al., 2022)	2021	Yes	Yes	Yes	Yes	Yes
11	Ardiati Utami Sarjono, dkk.	"Menilai Keberhasilan Sistem Keuangan Desa (Siskeudes): Validasi Model keberhasilan Sistem Informasi DeLone dan Mclean" (Kurnianto et al., 2019)	2019	Yes	Yes	Yes	Yes	Yes
12	Sigit Kurnianto, Deddy Kurniawansyah, dan Wulandari Fitri Ekasari	"The E-Filing Tax Implementation Success Examined From The Taxpayer Agency as User" (Windriati et al., 2021)	2021	Yes	Yes	Yes	Yes	Yes
13	Windriati, M. Husni Thamrin, dan Nurmah Semil	"Analisis Kesuksesan Implementasi E-Kinerja di Kota Salatiga Menggunakan Model DeLone-McLean" (Manora et al., 2021)	2021	Yes	Yes	Yes	Yes	Yes
14	Elsa Manora, Evi Maria, dan Hanna Prillysca Chernovita	"Measurement of Successful Implementation of Institution Level Financial Application System (SAKTI) Web Full Module with DeLone and McLean Information System Success Model Approach" (At-tamimi & Siregar, 2021)	2021	Yes	Yes	Yes	Yes	Yes
15	R. Muhammad Rizqi At-tamimi dan Tety Elida Siregar							

Source: Processed by Researchers

3. RESULTS AND DISCUSSIONS

Some articles discussing the assessment of e-government systems using the DeLone and McLean information system success model are based on the stages specified by the research methodology. The number of articles obtained was 15 (fifteen) published from 2019 to 2022; the research questions were answered according to the articles that had passed the quality assessment, as shown in Table 2.

RQ1: Does the evaluation of e-government implementation using the information system success model from DeLone and Mclean assess user satisfaction as a variable that significantly influences the use of e-government?

Based on the search results that have been carried out, there are 379 paper articles produced, which are then given the quality of the article assessment, so there are 15 relevant journal articles listed in Table 2. These results answer RQ1 that evaluating e-government implementation with the DeLone and Mclean Models is the most frequently used in evaluating e-government implementation from 2019 to 2022. Based on data tracking results, user satisfaction increases as e-government system quality increases.

The degree to which e-government users are satisfied will significantly impact the initiative's overall success. As a result, the net benefits of e-government are impacted by the quality of e-government (such as system, information, and service quality), which in turn affects the achievement of organizational goals about public services. This is consistent with DeLone and McLean's findings, which demonstrate that the system's use intensity influences individual impacts. The findings of this study have many theoretical ramifications, including empirical support for the success model developed by DeLone and McLean (2003), which claims that system quality influences system use intensity favorably. The better quality of a system is reflected in the form of increased intensity of use. In line with research results (Krisdiantoro et al., 2019; Kurnianto et al., 2019; Pamungkas et al., 2023; Windriati et al., 2021) that the success or failure of e-government is influenced by system quality and information quality, of which system quality significantly affects user satisfaction and service quality significantly affects user satisfaction. This will impact user satisfaction, be it government staff or the general public who need these services, and will also affect the organization/government.

The DeLone and McClean model's success with e-government suggests that the implementation of e-government should adhere to the earlier requirements. Therefore, by implementing good governance standards, especially in public services, the quality of public services can be improved. Among them are public services prioritizing transparency, accountability, openness, and legal certainty. For all stakeholders to be satisfied with public services provided through e-government, it is also necessary that the nature of those services be responsive and responsive to issues that arise during the implementation of e-government. In implementing e-government, management support and transparent policies and rules are needed from the government as the program's service provider or initiator.

Based on the above explanations, the success of e-government is very important because it can improve the relationship between the government and the community and facilitate and shorten the interaction between the government and the people it serves. The success of e-government has become necessary to improve public services to realize good governance.

RQ2: Does user satisfaction from e-government correlate to the quality of government services in public service delivery?

The DeLone and Mclean model states that user satisfaction, system quality, and information quality are all related to the success of e-government and can be used to gauge how well the government treats its constituents when providing public services. Variable system quality and information quality impact usage and user satisfaction separately and collectively. Higher quality systems in e-government are expected to result in higher user (various interested stakeholders) satisfaction. Then this will positively impact individual productivity, resulting in increased productivity and organizational/government performance to achieve government/organizational goals.

The authors' analysis of the findings from several studies shows that some critical elements including system quality, information quality, the intensity of use, and net benefits, are necessary for e-government to be successful for all parties involved in the creation and implementation of e-government to later take into account more crucial elements for the organization's successful implementation of e-government. Additionally, there is empirical proof that the effectiveness of e-government initiatives implemented in a government institution is

influenced by the system and information quality. These should be considered important factors when implementing and developing e-government systems. The effectiveness of a good e-government system influences how frequently it is used and can benefit both individual and organizational performance. Simple operation, data security, timely response, convenient and easy access, recovery, and ease of understanding are crucial elements supporting the system's quality.

Almost all government failures in e-government implementation are caused by ineffective management. The main principle that should be attached to the wheels of government is that the government is a public servant. Poor management in efforts to provide public services will create public distrust and dissatisfaction with the government. Along with these problems, of course, this will distance the government from the concept of good governance because the government does not have strong integration/mingling with the community. The lack of leadership support in the form of policies and regulations also contributed to the failure of e-government implementation in a government. Therefore, for all government institutions seeking to build a more effective and efficient government built on good governance, the importance of successful e-government implementation is no longer a choice but a requirement.

The quality of information, the systems that will support e-government, and the success of the public services it offers to all pertinent stakeholders are two factors that, according to the DeLone-Mclean model, are linked to the success of e-government. By implementing e-government in government, particularly in terms of public services, individuals will benefit from the advantages and role of e-government, which supports the principles of good governance. They will raise the user satisfaction index number for the offered public services. This will also impact achieving the government's goals as a public servant based on good governance.

For the e-government implementation to meet the established success criteria, the results of the e-government usage assessment show which factors need to be improved. This will not only impact the performance of the government implementing e-government but will also result in increased productivity and performance of government organizations in improving the quality of public services. Information, system, and user satisfaction increase with e-government system quality. This is also supported by (Pamungkas et al., 2023), that found a link between user satisfaction and the caliber of e-government services. In line with that, it is also following the results of research (Anisya et al., 2021; Ariyanto et al., 2022; Kurnianto et al., 2019; Rachman, 2021; Sorongan & Hidayati, 2020) which states that both the quality of the system and the quality of the service significantly affect how satisfied users are. The greater the system and service quality offered by e-government, the more likely it is to increase government performance and productivity, particularly when delivering public services to the community.

4. CONCLUSION

According to the study's findings, which evaluated the implementation of e-government using DeLone and Mclean's information system success model, user satisfaction and the caliber of services offered are significantly influenced by the quality of e-government systems. The higher quality of the system and the quality of services provided by e-government can impact individual user satisfaction and increase productivity and organizational (government) performance, especially in improving the public services provided.

Evaluation of the implementation of e-government needs to be carried out so that the government can formulate steps for the development of e-government in order to improve the quality of public services, by increasing the quality of the system and the quality of the resulting information. With the results of evaluating the use of e-government, it will be seen what factors need to be improved and improved so that the implementation of an e-government meets the predetermined success criteria. This will not only have an impact on the performance of the government implementing e-government and will also result in increased productivity and performance of government organizations in terms of improving the quality of public services. The better the quality of the public services provided will increase the index of user satisfaction with public services from e-government. Coupled with strengthening the rules and policies that have been provided as well as support from the leadership and all parties, the implementation of e-government can help improve government performance based on good governance. The success

of e-government is very important because it can improve relations between the government and the community as well as simplify and shorten the interaction between the government and the people it serves. The success of e-government has become a necessity in order to improve public services to create good governance.

Limitations And Future Works

After conducting a comprehensive review of the latest studies on evaluating the implementation of e-government policies to increase public service satisfaction, this research was created and conducted to look at the evaluation of e-government using the information system success model from DeLone and McLean. So that the literature used in this study is research that evaluates information systems built and used by the government in serving the community, using the information system success model from DeLone and McLean. The limitation of this research is that it only uses one model, namely the success of information systems from DeLone and McLean. In addition, the literature review is limited between 2019 and 2022. Therefore, through the results of this study, future research can use or combine similar research with other models to see comparisons between one model and another to be able to judge which one is the best in evaluating e-government. Furthermore, it is necessary to use more literature sources to be able to see a comprehensive comparison.

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