



The Influence of the Website www.kejari-sleman.go.id on the Quality of Public Information Services

Putri Simorangkir^{1*}, Rosalia Prismarini Nurdiarti², Erlika Yusfiarista³
Faculty of Communication and Multimedia, Universitas Mercu Buana
Yogyakarta

Corresponding Author: Putri Simorangkir putrisimorangkir0910@gmail.com

ARTICLE INFO

Keywords: Influence, Website www.kejari-sleman.go.id, Quality of Public Information Services

Received : 5, January
Revised : 23, January
Accepted: 25, February

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ABSTRACT

Websites as public information media play a crucial role in the increasingly digital process of information dissemination. However, the quality of public information services also needs to be evaluated to understand how a website can support service delivery to the community. This study aims to determine whether the website www.kejari-sleman.go.id influences the quality of public information services. This research employs a quantitative method with primary and secondary data sources. The sampling technique used is purposive sampling, involving the distribution of questionnaires to 100 respondents from Sleman. Data analysis is conducted using simple linear regression, which connects one independent variable with one dependent variable to determine the effect of the independent variable on the dependent variable. The results, analyzed using SPSS 25 for Windows, show that the website www.kejari-sleman.go.id has a positive and significant impact on the quality of public information services.

INTRODUCTION

The introduction section is here; you can provide the logical and in the era of the fourth industrial revolution, technological advancements have had a significant impact on governance, especially in Indonesia. As technology, particularly information and public services, continues to develop, numerous challenges and obstacles arise from these technological advancements (Nabila, 2022). In this context, it is crucial for the government to have an influence on the development of technology. The government must strive to improve the quality of public services and actively participate in providing information and public services to the community, while being required to be more effective by utilizing information and communication technology.

The Indonesian government has issued Presidential Regulation Number 95 of 2018 regarding the Electronic-Based Government System (SPBE) with the aim of achieving high-quality public services and governance that is clean, effective, transparent, and accountable, all based on electronic systems. E-Government plays a crucial role in SPBE in government, especially in providing quality services that can enhance transparency and accountability in providing public information to the community (Nabila, 2022).

The Sleman District Attorney's Office uses a website to provide the information that the community genuinely needs. However, the development of the website www.kejari-sleman.go.id is considered suboptimal, particularly regarding issues with public information services on the website. Given the current technological age, websites are crucial, and it is evident that as of now, the website www.kejari-sleman.go.id has reached 19,936,892 visitors (Kejari Sleman, 2023). This indicates that the public highly demands online public service information via websites, which can be accessed easily and practically through the internet.

The government is working to develop programs in various fields, including ICT, that can be accessed by the broader community. One such initiative is the Universal Services Obligation (USO) program developed by the Ministry of Communication and Information Technology, reflecting the government's commitment to addressing the digital divide (Tupohdoyo, 2017). The internet plays a vital role in supporting communication activities and the search for information by the public. This is why the presence of the internet in society is widely welcomed.

As a new media, government development programs are expected to support the needs of the public, especially as a medium for communication and information access. Regarding this issue, the presence of government website-based services developed by the government is expected to improve public services in terms of information, while also bridging the communication process between the government and its citizens.

Previous studies have highlighted the importance of the quality of electronic services in influencing the trust and satisfaction of users of public information services. Kurniawan et al. (2022) found that dimensions of e-service quality, such as application design, personalization, and assurance, have a positive and significant impact on users' trust in the public information media of

the Financial Audit Agency of Riau. Furthermore, almost all dimensions of e-service quality have a positive impact on user satisfaction, except for personalization. The study also confirmed the positive and significant direct impact of trust on user satisfaction.

This research is significant because: 1) It aligns with the government's program to create a knowledge-based society and information society, which, in general, has already been achieved by 2015, in line with the World Summit on the Information Society (WSIS) mandate. 2) It reduces the digital divide in Indonesia, particularly in the utilization of ICT by the public. 3) It supports the implementation of government regulations related to public information transparency.

The website www.kejari-sleman.go.id already provides minimal information (Profile, Facilities, Organization, Public Info, Integrity Zone, LAID, Gallery, and DPO), but the news on the website is not updated, and there are still missing supporting data and issues with the website maintenance.



Figure 1. Sleman District Attorney's Website

From the image above, it can be seen that the data displayed on the website www.kejari-sleman.go.id is not well-maintained (updated) and not up-to-date. The author visited the website www.kejari-sleman.go.id on October 17, 2022, but the last update on public information services was on October 5, 2022. This indicates that the website www.kejari-sleman.go.id is not well-maintained (updated) and not current. The website www.kejari-sleman.go.id also only provides limited public information. This is due to the lack of government attention to these websites and the e-Government management not functioning well. Many data needed by the public is not available here. This is because of the lack of human resources to manage the website effectively. The availability and readiness of human resources in the government, who are the developers and managers of the website, is a crucial factor that affects the success of utilizing the website. This website should serve as a shortcut to connect the public and the government. By doing so, the public can access good and comprehensive public

information services from the government, which can improve transparency and accountability in providing information to the wider public.

THEORETICAL REVIEW

Mass communication refers to the message communicated through mass media to a large number of people. The process of producing messages cannot be done by individuals but must be carried out by institutions and requires specific technology, so mass communication is mostly conducted by industrial societies. According to Coates & Ellison in their book titled "An Introduction to Information Design," the meaning of information media can be interpreted in many ways. Some define it as the visualization of data and communication of messages in any form to convey meaning to the public. Information media is a tool for gathering and reorganizing information so it can become useful for the recipient of the information. Through information media, the public can access existing information and interact with one another. The World Wide Web is commonly referred to as the web (website). According to Kadir, a website is a collection of web pages that are interconnected, and their files are related. Abdul Kadir states that the homepage is at the top, with related pages beneath it. Typically, each page beneath the homepage is called a child page, which contains hyperlinks to other pages within the website. According to Ginanjar, the web is made up of pages that use web technology and are interconnected with one another. Another definition states that a website is a series or a number of web pages on the internet that are related to each other to present information.

METHODOLOGY

This research uses a quantitative research type, meaning that the data sources used are primary data. Primary data is the data obtained by the researcher directly from the object being studied. The research data consists of numbers, and its analysis uses statistics (Sugiyono, 2017). Data collection in this study is carried out using a questionnaire to determine the impact of the website www.kejari-sleman.go.id on the quality of public information services. The research method used is the survey method. The survey method is a process of sampling from a population and uses questionnaires as the primary data collection tool (Singarimbun and Effendi, 2016). The reason for using the survey method is to complete the data. The survey method is quantitative but usually simpler, with simple statistical analysis tools (descriptive statistics), as it serves as supplementary data or information. With the information or additional data from the survey, the resulting information becomes richer and more complete. Thus, the detailed description of the final research results is truly comprehensive and provides convincing conclusions. The minimum sample size is 99.94 respondents, rounded to 100 respondents.

Data collection in this research is done through observation, documentation, and distributing questionnaires to residents of Sleman, Yogyakarta. In this study, the questionnaire that will be distributed uses a Likert scale and questions that measure the individual's ability in organizational communication and employee job satisfaction variables. The analysis technique in this study uses Simple Linear Regression.

RESULTS AND DISCUSSIONS

The t-test, often referred to as the partial test, is a test used to determine whether there is a significant effect of the independent variables on the dependent variable individually. In this study, the researcher uses a significance level of 5%. If the significance value obtained is less than 5%, the hypothesis is accepted, meaning that the independent variable has a significant effect on the dependent variable individually. The results of the partial test can be presented in the following table.

Table 1. Results of the Partial Test

Model		Unstandardized Coefficients		Standardize	t	Sig.
		B	Std. Error	d Coefficients Beta		
1	(Constant)	35.310	5.838		6.048	.000
	Website	.505	.065	.619	7.797	.000

Based on the partial test (t-test) calculation in the table above, the significance value obtained is $0.000 < 0.05$ and $t_{\text{observed}} (7.797) > t_{\text{table}} (1.980)$, which means H_0 is rejected and H_a is accepted. This indicates that the website www.kejari-sleiman.go.id has a significant partial effect on the quality of public information services.

The Coefficient of Determination (R^2) is a test aimed at assessing the accuracy of the model formed from the independent variables on the dependent variable. In other words, the Coefficient of Determination Test can be considered a statistical test to determine the extent of the influence of the independent variables on the dependent variable.

Table 4. Results of the Coefficient of Determination Test

Summary Model				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.619 ^a	.383	.377	4.62538

From the table above, it can be seen that the coefficient of determination (R square) is 0.383, which means that the influence of the website www.kejari-sleiman.go.id (X) on the quality of public information services is 38.3%. The remaining 61.7% is influenced by other variables.

The hypothesis test is conducted by comparing the observed value with the table value. If observed < table, then H_0 is accepted, while if observed > table, H_0 is rejected. Based on the significance, if sig > 0.05, then H_a is accepted, and if sig < 0.05, then H_a is rejected. In this study, the value of table is obtained from the calculation of df (92-1-1), and with a significance level of 0.05, the table value is found to be 1.671.

Based on the t-test results in table 4.15, it is known that the website www.kejari-sleiman.go.id has a observed value of 7.797, which is greater than

the table value of 1.980 ($7.797 > 1.980$), and a significance of $0.000 < 0.05$. From these results, it can be concluded that H_a is accepted, meaning that the website www.kejari-sleiman.go.id influences the quality of public information services. This research was conducted in Sleman, Yogyakarta, to determine the effect of the website www.kejari-sleiman.go.id on the quality of public information services. After conducting a hypothesis test using simple linear regression, the result showed that the website www.kejari-sleiman.go.id has a observed value of 7.797, which is greater than the table value of 1.980 ($7.797 > 1.980$) and a significance of $0.000 < 0.05$. From these results, it can be concluded that H_a is accepted, meaning that the website www.kejari-sleiman.go.id influences the quality of public information services. The influence of the website www.kejari-sleiman.go.id on the quality of public information services is 38.3%. This result is supported by the indicators on the website www.kejari-sleiman.go.id that are used to measure the influence of the website, including usability, information quality, and interaction quality.

- a) Usability: Usability, or ease of use, of this website includes how easy it is for users to understand, navigate, and interact with the website, providing a pleasant experience that offers new positive experiences. The usability indicator falls into the very high category, with an average score of 4.50. This indicates that the usability of the website www.kejari-sleiman.go.id has a very high impact on the quality of public information services. The website www.kejari-sleiman.go.id has implemented this by displaying a variety of attractive layouts and designs, where each piece of information is accompanied by engaging images that capture users' attention, offering a new and positive experience. Additionally, the website has clear and easy-to-use navigation, making it easy for users to understand and navigate the website.
- b) InformationQuality: Information quality includes ease of understanding, accuracy, detail, and relevance of the provided information. With an average score of 4.51, the information quality on the website www.kejari-sleiman.go.id falls into the very high category, showing a significant impact on the quality of public information services. This website always provides accurate, up-to-date, relevant, and easy-to-understand information to facilitate users in accessing the information.
- c) Interaction Quality: Interaction quality involves ease of communication, rational transactions, good reputation, and user comfort. With an average score of 4.43, the interaction quality on the website www.kejari-sleiman.go.id is also considered very high. Users can provide feedback through comment forms or contact via WhatsApp and email for inquiries or complaints, which facilitates communication and fosters good emotional connections.

Based on these three indicators, the information quality with a score of 4.51 has the most significant influence. This is consistent with the research by Bailey and Pearson, which emphasized that information quality is a crucial factor in measuring user satisfaction with computer systems. This website continually ensures that the information provided is relevant, accurate, and easy to understand.

The indicators of public information service quality used to measure the influence of public information service quality include tangibles, reliability, responsiveness, assurance, and empathy. The most influential indicator is assurance with a score of 4.60, indicating good complaint handling and support and cooperation from the Sleman District Attorney's Office toward website visitors.

a. Tangibles

Tangibles or physical evidence includes how easily the agency demonstrates its existence, as well as physical facilities that support service delivery. With an average score of 4.53, tangibles at the Sleman District Attorney's Office are rated very good. Physical facilities such as easily accessible buildings, a location that is easy to find, well-decorated rooms, and sufficient chairs and tables for visitors show excellent service. The attractive and easy-to-understand website also contributes to this quality. This aligns with Martul's view that the physical condition of the service has a significant impact on appreciation and helps create a positive image of the service provider.

b. Reliability

Reliability refers to the agency's ability to consistently deliver services that meet expectations. Services must be timely, accurate, and of high quality. The analysis of the reliability indicator shows that this indicator is in the very high category, with an average score of 4.46. This means that most respondents gave a positive assessment of the reliability of public information service quality at the Sleman District Attorney's Office. This indicates that reliability on the website www.kejari-sleman.go.id has a very high impact on the quality of public information services.

c. Responsiveness

Responsiveness refers to the agency's ability to provide fast and accurate services when needed, with clear information. This is essential to ensure that customers are not left waiting without clear reasons, as this can create a negative perception of service quality. The analysis of the responsiveness indicator falls into the high category, with an average score of 4.26. This shows that responsiveness on the website www.kejari-sleman.go.id has a very high impact on the quality of public information services. The Sleman District Attorney's Office ensures prompt service and is ready to assist and provide information to website visitors.

d. Assurance

Assurance refers to confidence, certainty, and the agency's ability to build trust with customers regarding the services provided. Its components include communication, credibility, security, competence, and courtesy. The analysis results show that the assurance indicator falls into the very high category, with an average score of 4.60. The Sleman District Attorney's Office has successfully built customer trust by providing clear and accurate information, as well as demonstrating a friendly and courteous attitude from its staff. This indicates that assurance on the website www.kejari-sleman.go.id has a significant impact on the quality of public information services.

e. Empathy

Empathy is the genuine attention given individually according to the customer's needs. The analysis results show an average score of 4.57, indicating that the Sleman District Attorney's Office received positive ratings for paying attention to visitors. Staff members are able to respond well to customer requests. This indicates that empathy on the website www.kejari-sleman.go.id has a significant impact on the quality of public information services. This aligns with Parasuraman's view that quality service is created through empathy, where attention is given regardless of the social status of visitors.

Based on the test results, the website www.kejari-sleman.go.id has a positive and significant impact on the quality of public information services. This website is easy to use, has an attractive design, and provides a positive experience for users, contributing to the improvement of service quality. Although it occasionally experiences network disruptions or natural factors, this website remains effective in delivering accurate, timely, and easy-to-understand information. The use of website technology by government agencies is crucial to improving public information services (Ulfah and Riston, 2017). Therefore, the website www.kejari-sleman.go.id is essential for enhancing the quality of public information services.

CONCLUSIONS AND RECOMMENDATIONS

Based on the results of the study and discussion above, several conclusions can be drawn. Based on the partial regression coefficient test, the significance value obtained is $0.000 < 0.05$ and $t_{\text{observed}} (7.797) > t_{\text{table}} (1.980)$, so H_0 is rejected and H_a is accepted. This means that the website www.kejari-sleman.go.id has a significant partial effect on the quality of public information services. The Coefficient of Determination is 38.3%, meaning that the website has a 38.3% impact on service quality, while the remaining 61.7% is influenced by other variables. For the Sleman District Attorney's Office, it is recommended that they be more responsive to customer inquiries submitted on the website www.kejari-sleman.go.id so that communication can be conducted effectively. In addition, the agency needs to build better relationships with users to create trust, which will encourage users to remain loyal to the agency. With loyalty, users will recommend the website www.kejari-sleman.go.id to their acquaintances, which in turn will significantly improve the quality of public information services. The Sleman District Attorney's Office is also advised to optimize the use of the website www.kejari-sleman.go.id so that its function is not limited to serving as a platform for information dissemination and customer complaints but can also have a positive influence on improving the quality of public information services. For future research, it is recommended that this study be used as a reference and consider other variables.

FURTHER STUDY

For further study, future research could explore additional variables that influence the quality of public information services beyond website usage, such as social media engagement, mobile application integration, and direct public interaction. A comparative analysis with other government agencies that have

successfully implemented digital public service platforms could provide insights into best practices. Additionally, investigating user satisfaction and behavioral patterns when accessing the website could help identify areas for improvement. Research could also focus on the role of artificial intelligence and automation in enhancing responsiveness and user experience, ensuring more efficient and transparent public service communication.

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Administrasi Publik, Fakultas Ilmu Sosial dan Ilmu Politik, Universitas 17 Agustus 1945, Surabaya.