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Implementation Of A Web-Based Public Information System To Improve The Quality Of Public Services

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Abstract
The development of information technology has encouraged government agencies to undertake digital transformation in the provision of public services. One form of this transformation is the implementation of a web-based public information system aimed at improving the quality of public services. This study aims to analyze the implementation of a web-based public information system and its impact on the quality of public services. The research method used is a descriptive qualitative approach with data collection techniques through literature studies, observations, and interviews with service users. The results show that the web-based public information system is able to improve efficiency, transparency, accountability, and public satisfaction with public services. However, several obstacles are still found such as limited human resources, technological infrastructure, and the level of digital literacy of the community. This study is expected to serve as a reference for local governments in developing and optimizing web-based public information systems.

Keywords: Public information system, Public Service, E-government, Web-based system

INTRODUCTION

Public service is a key pillar of governance focused on public welfare. The quality of public service is often used as a benchmark for government success, both at the central and regional levels. Slow, non-transparent, and complicated service processes remain major public complaints, eroding public trust in government institutions. Therefore, the government is required to continuously innovate and improve its public service system.

The rapid development of information and communication technology (ICT) has brought significant changes to various aspects of life, including governance. The use of information technology in the public sector is known as the concept of e-government, which aims to increase the effectiveness, efficiency, transparency, and accountability of government administration. One of the most common forms of e-government implementation is the implementation of a web-based public information system.

A web-based public information system enables the government to provide online services and information that can be accessed by the public anytime and anywhere. This system eliminates the need for in-person services, thereby reducing queues, speeding up administrative processes, and minimizing the potential for maladministration. Furthermore, a web-based system supports public information transparency in accordance with the principles of good governance.

In Indonesia, web-based public information systems have been widely implemented in various government agencies, including population administration, licensing, public complaints, and social services. However, the success rate of these systems varies. Some agencies have successfully improved the quality of public services, while others still face various obstacles, such as limited technological infrastructure, low human resource competency, and a lack of digital literacy among the public .

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Other frequently encountered issues include systems that are not yet optimally integrated, lack of system maintenance and updates, and minimal evaluation of the performance of the implemented information systems. These conditions indicate that the mere existence of web-based public information systems is not sufficient; they require appropriate, sustainable implementation that is oriented towards the needs of service users.

Based on this description, this research is crucial for analyzing the implementation of web-based public information systems in improving the quality of public services. This research is expected to provide a comprehensive overview of the benefits, challenges, and supporting and inhibiting factors in implementing web-based public information systems. The results are expected to serve as evaluation material and recommendations for the government in its efforts to improve the quality of information technology-based public services.

RESEARCH METHODS

This study uses a qualitative approach with a descriptive approach. The qualitative approach was chosen because the study aims to gain a deep understanding of the implementation of a web-based public information system and its impact on the quality of public services. Through this approach, researchers and stakeholders' experiences are comprehensively captured.

- **Research Location and Object**

The research was conducted at a government agency that had implemented a web-based public information system in its public services. The research subjects included the public information system used and government officials as service users. The research location was selected based on the availability of the web-based system and its relevance to the research objectives.

- **Data Analysis Techniques**

Data analysis was conducted qualitatively, including data reduction, data presentation, and conclusion drawing. Data obtained from observations and interviews were reduced to select relevant information, then presented in descriptive narrative form, and conclusions were drawn based on the patterns and themes identified.

RESULTS AND DISCUSSION

Research results show that the implementation of a web-based public information system has played a significant role in improving the quality of public services. This system serves as the primary means of providing public information, online administrative services, and a means for public complaints. The existence of a web-based information system makes it easier for the public to access services without having to visit government agencies in person, thus saving time, money, and effort.

From the perspective of government officials, the implementation of a web-based public information system has a positive impact on work efficiency and effectiveness. Service processes previously performed manually can now be computerized and well-documented. This speeds up service flows, reduces the potential for administrative errors, and improves data management

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accuracy. Furthermore, this system helps officials monitor service status and enhances internal coordination.

The implementation of a web-based public information system also has a direct impact on improving the quality of public services. From a reliability perspective, services become more consistent and standardized thanks to the support of a clear and integrated system. From a responsiveness perspective, service completion times are shortened because the public can submit requests and monitor the service process online. Service transparency is also enhanced because information regarding procedures, requirements, and service status is openly accessible to the public.

In addition to these benefits, this study also identified several obstacles in implementing a web-based public information system. The main obstacles include limited human resource competency in system management and development, technical issues such as limited internet access, and low digital literacy among some members of the public. Furthermore, suboptimal system integration with relevant units or agencies means that some service processes still have to be performed manually.

Overall, the findings of this study indicate that web-based public information systems can improve the efficiency, transparency, and accountability of public services, in line with the principles of e-government and good governance. However, the success of system implementation depends heavily on the readiness of the technological infrastructure, the quality of human resources, and policy support and organizational commitment. Therefore, ongoing efforts are needed, including staff training, infrastructure improvements, and public education, to ensure optimal and sustainable use of web-based public information systems.

CONCLUSION

Based on the research results and discussion outlined above, it can be concluded that the implementation of a web-based public information system plays a significant role in improving the quality of public services. This system's implementation can promote efficiency and effectiveness in public service processes, accelerate administrative processes, and improve the accuracy and regularity of service data management.

Web-based public information systems have also been proven to increase transparency and accountability in public services. The public can easily access information regarding procedures, requirements, and service status openly and in real time, thereby increasing public trust in the performance of government officials. Furthermore, easy access to online services positively contributes to public satisfaction.

However, the successful implementation of a web-based public information system is not without its challenges. Limited human resource competency, technological infrastructure constraints, and low digital literacy among some communities still hinder optimal system utilization. Therefore, implementing a web-based public information system requires not only technological support but also organizational commitment, sustainable policies, and the readiness of all stakeholders.

Overall, this study confirms that web-based public information systems are a strategic instrument in supporting bureaucratic reform and the implementation of e-government. With proper and sustainable management, these systems can be an effective solution for improving

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the quality of public services and realizing transparent, accountable, and public satisfaction-oriented governance

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