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ASSESSING CORRELATION ON E-GOVERNMENT AND TRUST AT LOCAL LEVEL IN DEVELOPING COUNTRIES

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A B S T R A C T

Electronic government and trust in government are both values that almost basically asked, whether introducing modest information technology on government services will lead people to trust in government more. Some research worked on this focus; hence many gaps are available to be revealed. The paper tried to observe the linkage between e-government in the remote regencies in Indonesia with citizens' trust. Research conducted in 2019 and 233 primary data from e-government users analyzed by partial least square tools. The study used the integrated model Information System Success and Theory Acceptance Model. The finding indicates that those variables have a positive impact on trust. The pivotal issue of the research showed that e-government implementation in rural developing countries does not only meet with the information system quality, but it should fit with local community conditions. Only a coherent application system and have a local-familiar application will lead to citizens' trust.

1. INTRODUCTION

The remarkable improvement in Information Communication Technology (ICT) directly influences the business processes in both private and public organizations. Ndou (2004) stated that the enormous power of internet coverage had enforced all humankind as continuous non-linear innovation to get benefits and stick with the 21st-century modern life. ICT implementation has a significant impact on daily human life in every corner of the globe. Undeniably, ICT also has deeply infiltrated the government body and its jobs in delivering public services.

As a consequence, it creates a new paradigm of government innovation to provide services through digital media. It leads to an in-depth review of how public sectors interact with their people. The ultimate goal of ICT infiltration on public administration is the enhancement of public service delivery (Choi et al., 2014). Moreover, the digital service model significantly changes the conventional ways, which often identified as wasting time and inefficient. It also can be classified as an essential milestone in public administration history in 21st the century, which provides more significant benefits to the people and stakeholders (Fang, 2002). A second caution is necessary as well, the application of ICT in public administration through e-government is a fundamental determinant and as an instrument for public service reform. Since ICT is closely related to transparency, it can also function as a reflection of a good governance concept.

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Since 2003, government Indonesia has an initiative for implementing this information-communication technology revolution by applying e-government applications for some public services. The e-government policy is in line with administrative reforms policy, which intended to increase effectiveness, efficiency, transparency, accountability, and responsiveness of the government services. Its fully supported by national regulations. The policy was initiated by the national government, applied in ministry organizations, and followed by local governments throughout Indonesia. The application of e-govt at local levels could be seen clearly from a growing number of local government websites. Based on the simple thought that the website is a reflection of the e-government feature, then every local government or organizational unit competed to create their website. Unfortunately, despite the high number of e-govt implementation in Indonesia, but the overall evaluation of its quality was low (Sari and Winarno, 2012; Yunita and Aprianto, 2018; Sosiawan, 2017; Napitupulu, 2016). Even though there were also best practices from some local governments, which had a strong consensus to implement e-government which awarded and put as a role model (Idrus, Zakiyah, and Hodiyah, 2017; Nugraha, 2018; Furuholt and Wahid, 2008), and Banyuwangi is one of the few successful local governments as an e-government implementer.

Banyuwangi, located at the eastern tip, covers around 5,700 km sq, almost one-third of its land determined as a national conservation area; it is the largest among regencies in Java Island. Though the road infrastructure in Banyuwangi can reach out to all villages scattered from the coastal to the mountain areas, however, the villagers from the farthest area need three hours to get administration services in regency capital. With those geographical conditions, since 2010, Banyuwangi was gradually building digital infrastructure to connect remote villages to the regency capital. In 2016, 41 villages are digitally open by fiber-optic connection, in December 2017 covers 120 villages, and in 2018, fiber optic construction was cover all 189 villages in its territory.

Banyuwangi has ambitious e-government agenda called Smart-Kampung (kampung = village, in the national language) regarding several areas of its practices. Smart-Kampung operations initially to give e-administration services for villagers who live far from regency capital. Through the fiber-optic network, Banyuwangi paving its development based on ICT innovation. The program called Smart-Kampung Generally, the goal of Smart Kampung is not only giving equity services for all citizens. Regardless of their locations, all people in Banyuwangi must receive the same services as people who live in the downtown area.

Within ten years of continuous operations, Smart-kampung was developing into e-rural development projects. Smart Kampung classified as a rural

development program since it has several features that are important to the acceleration of rural community development (Susena and Lestari, 2016). Smart Kampung covers seven basic development programs: public services, economic empowerment, health services, education and culture, human resources, poverty alleviation, laws, and regulation information (Astuti, 2017). Avoiding common failure in any e-government implementations and guaranteeing the on-line procedures is keep going, the Banyuwangi government provide one professional technical operator for each village. The smart kampung operators are skilled local youth who is trained by the Banyuwangi. In terms of administration services, smart Kampung has proved to provide efficient online services (Sekarsari and Winarno, 2018) (Setiawan, Oktawirani and Perdana W, 2018), no fee charge for all services (Citra, 2017). The smart kampung is a success transformation model of public services through an internet basis, villagers are welcomed enthusiastically and benefited with the Banyuwangi innovation (Komsatun, 2018)(Maryam, 2018). Smart kampung also used as a paperless village budgeting report mechanism. It also proved that this ICT application succeeds in increasing village accountability and transparency (Kumalasari, 2017). e-Village Budgeting leads to more efficient and effective the village financial management (Mutamimmah, Kustono and Effendi, 2018).

1.1 e-Government in Developing Countries

The implementation in developing countries, there has been a question of whether its implementation will meet the basic expectation framework or have a sparkling success as international experiences. There is a broad distinction between the execution queries of what should do and how it should take into actions, to reach the ideal objectives when the nature of developing countries differs from developed countries. The failure of implementation e-government in developing countries caused by the mismatch between the existing reality and its design. Three factors that differentiate the implementation of e-government in developing countries: first, the hard-soft gap, which refers to different techniques used with the social context of developing countries. Second, the private-public gap, which refers to the application of e-government to the public sector, which has a very different nature from private services where this technology initially used. Third, the country context gap refers to the different capacities of developing and developed countries where this system first discovered (Heeks, 1999; Helbig, Gil-Garcia and Fero, 2005; John Carlo Bertot, 2012). However, these postulates do not reduce developing countries' efforts to apply e-government in their public affairs. Despite the difficulties of its implementation, e-government transforms the rigid bureaucratic process to good governance practices and would call it is like potential energy for fundamental public service reform in developing countries (Basu, 2011; Prahono and Elidjen, 2015; Suhardi, Sofia and Andriyanto, 2015). The recent

reference on e-government showed that the essential values of e-government cover: improving public services efficiency, providing transparent government, improving ethical behavior, improving professionalism, gaining trust and confidence from the public, and aiming for well being (Twizeyimana and Andersson, 2019).

Some research findings on e-government implementation in developing countries reveal compelling evidence. As well noted by Island Mauritius (Veeramootoo, Nunkoo, and Dwivedi, 2018), Iraq (Qader, 2016), Oman (Sarrayrih and Sriram, 2015), Indonesia (Rokhman, 2013; Napitupulu, 2017), India (Srivastava, 2015; Gupta, Singh and Bhaskar, 2016), Egypt (Abdel-Fattah, 2015), Saudi Arabia (S. A. Nawafleh, R. F. Obiedat, 2012; Gull and Iqbal, 2016) experiences that despite the obstacles they were faced, e-government viewed as a prominent tool to strengthen government capacity to deliver better public services. Concerning this evidence, several factors

contributed to developing countries' problems. E-government applications in developing countries cannot be compared straightly to developed countries due to the different demographic, socioeconomic and political atmosphere which inhibit the effectiveness of ICT implementation (Fan and Yang, 2015; Dada, 2006; Lin, Fofanah and Liang, 2011; Gunawong and Gao, 2017).

Bringing a modern-advance system to developing countries should be allowing the system to evolve according to the degree of readiness in ICT system design and local adoption (Mahmoodi and Nojedeh, 2016; Firmansyah, Hasibuan and Sucahyo, 2014). Aritonang (2017) added that other determinant factors, such as technical, financial, and technology maintenance, the government work culture should also consider in Indonesia cases. Regardless of sufficient funding support, they need to develop the systems which reflect the stakeholders' requirements and values.

Table 1. E-government Model in Developing Countries

Study	Determinant Factors	Findings
Sambasivan, Wemyss and Rose, 2010	Extended ISS from DeLone & McLean Model • perceived usefulness, • perceived ease of use • assurance • responsiveness • facilitating conditions • web design • service quality	Perceived usefulness, perceived ease of use, assurance of service by service providers, the responsiveness of service providers, facilitating conditions, web design (service quality) strongly linked to the intention to use EPS; and intention to use is strongly linked to actual usage behavior
Danila and Abdullah, 2014	Integrated ISS and TAM model • Personal innovativeness • Perceived usefulness • Perceived ease of used • Attitude • Subjective Norm • Perceived behavior • System Quality	E-Government implementation in developing countries should use an integrated model to foster greater citizens involvement
Veeramootoo, Nunkoo and Dwivedi, 2018	Integrated ECT and ISS model • Information quality • System Quality • Service Quality • User Satisfaction • Confirmation • Perceived risk • Habit	Citizens will continue to use e-government applications based on system quality, user satisfaction, and habit.
Tambotoh, Manuputty and Banunaek, 2015	• demographic factors, • social influence • facilitating conditions affect the acceptance and utilization of technology in rural areas.	RuTAM model, e-government in rural developing countries, only will be used if it justified with local conditions.

1.2 e-government and Trust

Trust is buzzing word and easy to find everywhere; however, when taking a look deeply on academic terms, trust is an intangible and amorphous concept which hard to get into one single definition. Commonly, trust deals with interpersonal relations. Trust defined as believing or assure reliance on the character, ability, strength, and confidence to someone or something (Weber Dictionary, https://www.merriam-webster.com/dictionary/trust).

Trust also defined as reliance on the integrity, strength, ability, surety of a person or thing (Weber Dictionary, https://www.merriam-webster.com/dictionary/trust). A comprehensive paper on trust stated that interpersonal relations as a basic framework for the trust concept are not linkage directly with trust in government (Bouckaert, Geert; Van de Walle, 2001). Through details sequencing explanation, they built a rational framework that trust in government relates to government performance. Due to

the government's task is service delivery, they strengthen that the better performing governments will increase the level of citizens' trust in government. The statement built on sequence postulates is that better-performing public services will lead to increased satisfaction among their users, and this, in turn, will lead to more trust in government. In this case, "It is obvious that the performance of the public administration has a certain impact on trust in government'" (Van de Walle and Bouckaert, 2003).

Relationship e-government and trust in government disclosed in several studies. Those are started with a similar background on the increasing global trend citizens distrust their government. Tolbert and Mossberger (2006) gave a proposal that e-government used as a tool to reverse that gloomy portrays. Using statistical analysis (Mahmood, 2017) concluded is that implementation e-government had a significant relation to increasing citizens' trust in government. Trust as a result of citizens' evaluation of the government's work by intense direct interactions between both parties. E-government applications are enabling citizens to evaluate the public service delivery process transparently. E-government also reflects government responsiveness. E-government making people more closely with their government, fulfilling citizens expectation and meeting citizens expectation, its also cover the good governance

characteristics such as transparency and accountability (Mahmood, Weerakkody and Chen, 2018). E-government will result in citizens' trust since it reflects the transformation of government values. The meaning of transformation explained as a shifting manual government process into the digital mechanism, from off-line to on-line services, has a significant effect on public satisfaction. Another study showed that when the citizens satisfied with the government services and when the perception of government performance is high, then the trust will come up (Mahmood and Weerakkody, 2016; Mahmood, 2017). The linkage between e-government and trust in Indonesia investigated in Indonesia, and the result found for factors as determinants. E-government will lead to citizens' trust if it reflects these values: transparency, responsiveness, accessibility, and security (Dharma, 2014). A study conducted in China explained that only satisfying e-government which can bring back people's trust (X, 2016). Other factors mentioned as the contributor to citizens' trust in government, such as trust in e-government technology or system, trust in the provider; moreover, the consistency of e-government implementation will increase the level of trust or confidence in government (Robinson, Stoutenborough and Vedlitz, 2017; Liu and Zhou, 2010; Sambasivan, Wemyss and Rose, 2010).

Table 2. The comparison studies on e-government and trust

Study	Determinant Factors	Findings
Tolbert and Mossberger, 2006	• Transparency • Government evaluation • Responsiveness • Direct communication	e-government can increase process-based trust by improving interactions with citizens and perceptions of responsiveness.
Mahmood, 2018	• Government transformation, • Government performance • citizen satisfaction	e-government-led transformation can improve citizen confidence and trust in government.
Fan and Yang, 2015	• information clarity • system security • stability, • interactive services	Citizens satisfy with on-line services
Mahmood and Weerakkody, 2016	• government performance • citizens' satisfaction.	ICT enabled government transformation and improved citizens' trust in government
Dharma, 2014	• transparency • responsiveness • accessibility • security	Citizens' satisfaction on e-service lead to trust in government agency and government in general

1.3 The Aim of The Study

The discussion throughout this paper largely predicated on the existence of e-government services for the rural community. Some measure its system quality, some measure of local people behavior, some measure correlation of both on the intention to use the system, some measure on how those impact on user's satisfaction and measure how local people benefited and at the end will measure correlation all variables to citizens trust in government. The paper used explanatory research, which

aimed to describe the skeptical phenomena of e-government implementation at small local government in a developing country through testing the structured hypothesis. The research tries to fill the research gap that the linkage of e-government and trust is strong if it meets with several requirements. E-government will lead to trust if it has a good quality system; on the other hand, good quality system information will not be sufficient if it is not fit with the local people's conditions. Therefore this paper tries to reveal the two important factors on e-government, which used the ISS model as a technical

factor and the TAM model as a non-technical factor as the predictors of citizen's trust in the government.

The type of trust in government studied in this research was based on (Bouckaert, Geert; Van de Walle, 2001) and (Bouckaert, Geert; Van de Walle, 2001) works, which point out of government performance as a basis variables to measure. Also, take consideration of the definition of trust as "whether authority and political institutions run or not comply with normative expectations held by the public" (Bouckaert, Geert; Van de Walle, 2001). Public expectation of the government may be subjective because it depends on the needs of each individual itself, but basically, trust in the government has a basic understanding which is applicable for every public. It is the expectation that the government can provide excellent public services and make appropriate policies in line with public expectations (Bouckaert, Geert; Van de Walle, 2001). DeLone and McLean, 2003 (2003) firmly stated that there are three ways a country can build trust, it is cover 1) honesty, 2) democracy, and 3) excellent government performance (Uslaner, 2003). Due to the nature of e-government services, the study emphasizes the government performance translated into the e-government performance. The study will focus on Smart-kampung application on how it impacts on local people in the Banyuwangi government. This study used an integrated model Information Success System (DeLone and McLean, 2003) and Technology Acceptance Model (Venkatesh and Davis, 2000; Venkatesh and Davis, 2000) to measure how Banyuwangi e-services perform. The primary hypothesis on this study is: if the e-government in Banyuwangi has a qualified information system and matches with Banyuwangi conditions, then trust from Banyuwangi people in government will achieve.

2. BACKGROUND

A. Research Question

This research aimed to reveal the determinant factors that influence public trust by integrating the Information System Success (ISS) and The Technology Acceptance Model (TAM). The primary research questions are: How is the Banyuwangi smart kampung implemented? Does the smart kampung has a good system quality and accepted by local people? Does the smart kampung have a connection with citizens to the Banyuwangi government?

B. Hypothesis

H1 = Behavior (Behv) has a positive effect on the Intention to Use (IoT).
H2 = Behavior (Behv) has a positive impact on Satisfaction (Sat)
H3 = Behavior (Behv) has a positive impact on Trust (Trust)

H4 = Intention to Use (IoT) has a positive impact on Benefit (Ben)
H5 = Intention to Use (Iot) has a positive impact on Satisfaction (Sat)
H6 = Intention to Use (IoT) has positive impact on Satisfaction (Sat)
H7 =Satisfaction (Sat) has a positive impact on Benefit (Ben)
H8 = System Quality (SQ) has a significant positive impact on the Intention to Use (IoT)
H9 = System Quality (SQ) has a significant positive impact on Satisfaction (Sat)
H10 = System Quality (SQ) has a positive impact on Trust (Trust)

3. METHODOLOGY

This research conducted a quantitative approach and focused on theory testing. The data analyzed through statistical procedures. The statistic tool in this research was PLS/ Partial Least Square. This research used System Quality and Behavior as exogenous variables. The endogenous variable in this research consisted of Intention to Use (IoT), Satisfaction (Sat), Benefit (Ben), and Trust (Trust).

This research used a quantitative method with primary data obtained from the community as the user of Smart Kampung. The primary data collected from villages that have been using Smart Kampung. The location determines random sampling, and the respondents were chosen by purposive sampling by selecting those who fulfilled the criteria. The respondents were the community as the users of the Smart Kampung program. Nine villages and 233 respondents chosen for this research. This research conducted from June to July 2019. The questions asked were in the form of closed questions by a Likert Scale of 1-5. The items of the questionnaire referred to model ISS (DeLone and McLean, 2003) and TAM Model (Venkatesh and Davis, 2000; Venkatesh and Davis, 2000), but it developed and justified according to the local context. The primary data were obtained from an interview with Smart Kampung's stakeholders, consisted of regencies to village officials and the public to deepen the analysis.

4. RESULT

A. Respondent Characteristic And Profile

The respondents were classified based on age, work, gender, and education level, which showed in the following table.

The table showed the data of respondents, the Banyuwangi residents. Mostly finished education at senior high school level (83.26%) and works in the agriculture sector (75.96%). The Smart Kampung application was used by both males and females, though the average of users was slightly higher (60%).

Table 3. Respondent's Characteristic

Respondents Characteristic		Freq	%
Age	Below 25	85	36.48
	25-45	125	53.64
	Above 45	23	9.88
Gender	Male	92	39.48
	Female	141	60.52
Work	Work for Govt	15	6.44
	Work for Private	39	16.74
	Self Employee	177	75.96
	Miscellaneous	2	0.86
Education	Primary	1	0.43
	Secondary	4	1.72
	Senior High School	194	83.26
	Bachelor Degree	32	13.73
	Above	2	0.86

B. Outer Model Evaluation

The first measurement of PLS SEM model was the reflective measurement with reliability and validity test. Two tests conducted, namely composite reliability test and discriminant validity test. The test result showed that all variables were valid because they had AVE values above 0.5. The result showed that all items were able to measure what should be measured. Result of reliability test showed that all items were reliable with alpha value more than 0.5.

C. Inner Model Evaluation

Inner Model called a structural model. A structural model is a model which correlates between latent variable.

Table 4. Inner Model Evaluation

	R Square	R Square Adjusted
Benefit	0.588	0.585
Intention to Use	0.373	0.368
Satisfaction	0.516	0.510
Trust	0.638	0.633

The value of r square Benefit variable was 0.588. Then, it concluded that the effect of Intention to Use and Satisfaction variables on Benefits was 58.8%. The value of the r square of Intention to Use variable is 0.373. It concluded that the influence of the System Quality and Behavior variables on Intention to Use was 37.3%. The value of r square in the Satisfaction variable was 0.516. It articulated that the influence of the System Quality and Behavior variables on Satisfaction was 51.6%. The value of the r square of the Trust variable was 0.638. Then it can be concluded that the effect of System Quality, Behavior, and Benefit variables on Trust was 63.8%.

D. Predictive Relevance

Based on statistical measurement, the GoF value was 0,614.
GOF

$$GoF = \sqrt{AVE \times \overline{\overline{R^2}}}$$
$$= \sqrt{0,712 \times 0.529}$$
$$= \sqrt{0,377}$$
$$GoF = 0,614$$

This result indicates that research model had a good predictive relevance. The inner model was shown on Figure 1 as follows:
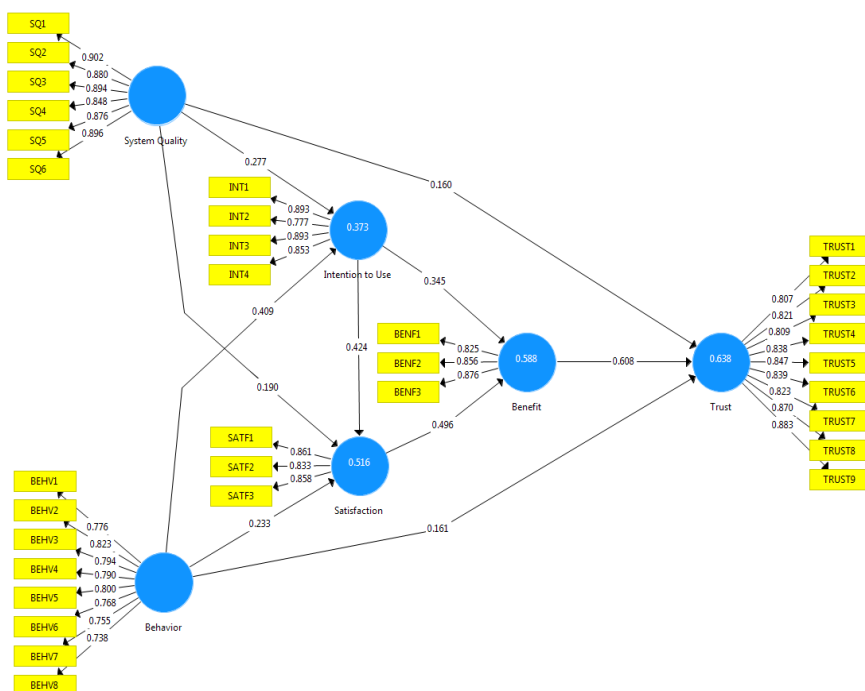

Figure 1. Structural Model (Inner Model) Between Latent Variable

E. Hypothesis Testing

The relationship between exogenous to endogenous variables tested and accepted if the p-value < 0.05. The result showed that all hypotheses were accepted. All

hypotheses gave positive effect and were significant because the p-value was less than 0,05, and t statistic was more than 1,96. The value of the original positive sample (O) was positive and showed a positive effect.

Table 5. Hypothesis Testing

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
Behavior -> Intention to Use	0.409	0.407	0.072	5.700	0.000
Behavior -> Satisfaction	0.233	0.230	0.076	3.070	0.002
Behavior -> Trust	0.161	0.158	0.069	2.330	0.020
Benefit -> Trust	0.608	0.607	0.086	7.100	0.000
Intention to Use -> Benefit	0.345	0.339	0.076	4.516	0.000
Intention to Use -> Satisfaction	0.424	0.427	0.097	4.373	0.000
Satisfaction -> Benefit	0.496	0.494	0.067	7.402	0.000
System Quality -> Intention to Use	0.277	0.275	0.055	5.067	0.000
System Quality -> Satisfaction	0.190	0.186	0.060	3.164	0.002
System Quality -> Trust	0.160	0.159	0.047	3.398	0.001

5. DISCUSSION AND CONCLUSION

The research has proved that e-government affects the public trust in government as mentioned by other researches (Mahmood and Weerakkody, 2016;Mahmood, Weerakkody and Chen, 2018;Mahmood, 2017;Dharma, 2015; X, 2016;Liu and Zhou, 2010;Robinson, Stoutenborough and Vedlitz, 2017). This research strengthened the statement that e-government is related to the public trust in government as any other previous research findings. The study reinforced the hypothesis that e-government is an essential instrument to both public services transformation and gain citizens' trust. This study showed some details on how e-government led to public trust when it was applied by local government in a developing country that has different features compared to developed countries' contexts.

First, the implementor should eliminate the skepticism of e-government implementation, which mentioned clearly as the main obstacle to technical factors. The Banyuwangi passed these challenges. It provides a simple application that can be used and understood by local peoples, gives clear information on how it should run, assists the local user by skilled operators. The Banyuwangi provides all materials to support the online services, 24 hours internet connectivity, availability of hardware (computers, printers, scanners) printer ink or papers that are always there when needed, and the presence of operators who are always ready to help.

Second, it is an essential reminder that not only high-tech e-government a system which will be used by the local people, but also the system which is suitable for

the conditions which will increase the local people intend to use it. Social and cognitive instrumental processes greatly influence the use of an information system by the community. The research indicates that e-government implementation in developing countries must not only pay attention to technical aspects but must be adopted to be a system that is familiar to the local community. Functional e-government is a system that has a reciprocal relationship between system-community to learn from each other and understand each other. E-government in developing countries must be a local-friendly system. The e-government user in developing countries needs more justification on this modest technology compared to the user in their counterpart in developed countries. Smart Kampung is not only the internet of things, but it has become a system that is genuinely needed and used by the local community.

Third, the e-government stories from Banyuwangi also strengthens the statement that e-government will achieve its goal if implemented consistently. For almost a decade, Banyuwangi has applied ICT innovation for its public administration. Banyuwangi uses digital platforms to carry out development, from e-administration to tourism promotion. The Smart Kampung is one of the successful e-government implementations at the local level in developing countries. Smart Kampung is considered capable of bringing services to the whole community equally. A decade of consistent e-government implementation and develop continuously shows the strong commitment of the Banyuwangi government to use ICT to improve the government's performance. These facts and evidence strengthen the finding that public trust can only gain if the government fully and consistently applies e-government in their public administration.

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