



E-Government Based as Good Governance Implementation Model and Public Service Motivation in Cimahi City Government Civil Apparatus

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Abstract. This research is aimed to create a model to determine the effect of e-government and public service motivation on good governance in the state civil apparatus of the Cimahi City government, either partially or simultaneously. The methodology in this study uses descriptive analysis with quantitative methods, the object of research is a sample of 98 Cimahi City Government Apparatus. The sampling method is by taking samples of the Cimahi City Government Apartments based on simple random sampling techniques from the total number of Cimahi City Government Apartments. Data analysis using multiple linear regression data processing through SPSS v.25 software. The results of this study indicate that there is a positive and significant influence of e-government and public service motivation on improving good governance in Cimahi City. It can be concluded that the higher e-government and public service motivation, this will have an impact on improving good governance in Cimahi City in order to create good governance, good governance, good government management, good state administration, or administration. Which is based on the principles of the private and public business world.

Keywords: E-government · Public Service Motivation · Good Governance

1 Introduction

Presidential Instruction or *Intruksi Presiden* (Inpres) No. 3 of 2003 concerning the National Policy and Strategy for the Development of e-government has instructed every Governor and Regent/Mayor to take the necessary steps in accordance with their respective duties, functions and authorities.

Cimahi City Government realizes that e-government is important in today's bureaucratic reform. In a lot of literature. Cimahi City Government has implemented E-government in the implementation of Good governance (www.cimahikota.go.id). With the system implemented in government agencies in Cimahi City, the community will easily access information related to service activities provided by the local government

such as information on policies and programs that have been or have been implemented by the government.

In accordance with the problems that have been described, the title in this study is “E-Government Based Good Governance Implementation Model and Public Service Motivation in Cimahi City Government State Civil Apparatuses” Based on the identification of the problems above, the authors formulate the problem as follows;

What is the respondent’s response to the implementation of e-government in the state civil apparatus of the City Government of Cimahi.

- What is the respondent’s response to the motivation for public service in the state civil apparatus of the City Government of Cimahi.
- What is the picture of good governance in the state civil apparatus of the government of Cimahi City.
- Is there an influence of e-government and public service motivation on good governance in the state civil apparatus of the government of Cimahi City, either partially or simultaneously.

Issues regarding e-governance are interesting to discuss not only at the local Indonesian level but also at the international level, as written by Pandey [1], with the title E-Governance: A Study of The Concept and Implementation in the Emerging Economy.

The article discusses good governance is an essence of the success of every organisation, both public and private, including in Nepal, which also implements e-governance in terms of economic governance with a focus on infrastructure and quality workforce development as well as increasing computer literacy in the community to create effective e-governance. The difference with the article that the author makes is in terms of application or implementation related to public services or more general in nature. An interesting finding from the article is that the E-government implemented by the Cimahi City Government has not been maximally utilised by the community, so many people do not know about this government service programme. The lack of access to information on the official portal of Cimahi City Government is also one of the concerns where the government as a public servant must prioritise the openness of information providers to the public. Therefore, this paper is an input for Cimahi City Government to be effective in implementing e-governance as implemented in Nepal [2].

The readiness of human resources, regulations, budget, facilities and infrastructure is an absolute thing that must be provided in implementing E-government. E-government systems are generally defined as the use of information and communication technologies in the public sector to facilitate government Kumar and Best. Meanwhile, E-government is the use of ICT (Information Communication Technology) to improve relations between the government and other parties.

According to Honddeghem [3], public service motivation is a person’s orientation in providing services to others with the aim of providing something useful to society. Public service motivation can be interpreted as the motivation of a person or individual to do good things for other people or society through public service [4, 5].

Good governance is also commonly referred to as good governance which is the main indicator in the implementation and application of important concepts for an organization. This is because good governance has the concept of managing human resources,

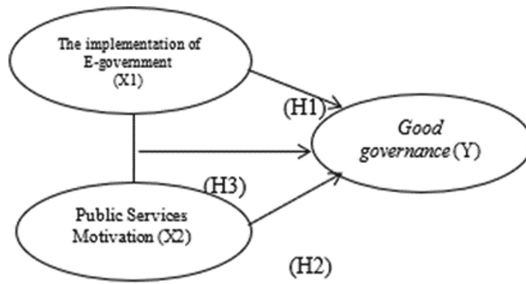


Fig. 1. Relationship model between research variables.

economic and social resources to meet the needs of services to the community in a nation and is a mechanism that is expected in all parts of the world today.

The model for implementing good governance based on e-government and the motivation for public service in the civil servants of the Cimahi City government can be seen in the following Fig. 1.

2 Methods

This research is a quantitative research using explanatory survey methods and using random sampling techniques. The research data were obtained from research instruments that were distributed for further analysis using statistical data processing analysis in testing or measuring predetermined hypotheses.

In this study, classical assumption tests were carried out consisting of a normality test, multicollinearity test, heteroscedasticity test, and auto correlation test. The processing is done computerized using the SPSS version 26 programs.

3 Results and Discussion

3.1 Respondents' Responses to the Implementation of E-Government in the Civil Servants of the Cimahi City Government

To find out the respondents' responses regarding e-government, the researchers distributed questionnaires to 98 respondents. Researchers have tested the validity and reliability using the SPSS 26.0 program, the following are the results of the validity and reliability test days (Table 1).

Based on the Table 2, all e-government variables are stated to be valid because r count $>$ t table and reliable because *Cronbach's alpha* value is $>$ 0.6. The following is the result of processing a questionnaire regarding e-government (Table 3).

Furthermore, to find out the e-government criteria, it can be seen by calculating the total adjusted for the e-government variable criteria so that it can be seen in the following Table 4:

Based on Table 4, after calculating the *Content and Appearance of Information sub-variable* (content and display of information) is the highest sub-variable which has a

Table 1. E-government variable validity test results.

Code	Rcount	Rtable	Description
EG1	0,534	0,199	VALID
EG2	0,686	0,199	VALID
EG3	0,427	0,199	VALID
EG4	0,513	0,199	VALID
EG5	0,622	0,199	VALID
EG6	0,484	0,199	VALID
EG7	0,566	0,199	VALID
EG8	0,380	0,199	VALID
EG9	0,570	0,199	VALID
EG10	0,660	0,199	VALID
EG11	0,523	0,199	VALID
EG12	0,489	0,199	VALID

Table 2. E-government variable reliability test results.

Cronbach's Alpha	Terms	Description
0,735	0,6	Reliable

Table 3. Public service motivation variable validity test results.

Code	Rcount	Rtable	Description
MPP1	0,577	0,199	VALID
MPP2	0,645	0,199	VALID
MPP3	0,345	0,199	VALID
MPP4	0,531	0,199	VALID
MPP5	0,651	0,199	VALID
MPP6	0,486	0,199	VALID
MPP7	0,439	0,199	VALID
MPP8	0,407	0,199	VALID
MPP9	0,501	0,199	VALID
MPP10	0,568	0,199	VALID

Table 4. Total average e-government variables.

Sub Variable	Total Average	Criteria
<i>Ease of Use</i>	2,51	Bad
<i>Trust</i>	2,37	Bad
<i>Functionality of the Interaction Environment</i>	2,63	Good Enough
<i>Reliability</i>	2,35	Bad
<i>Content and Appearance of Information</i>	2,65	Good Enough
Total Average	12,51/5 = 2,50	
<i>E-Government</i>	Bad	

total average of 2.65 while the Reability sub-variable is the lowest sub-variable which has a total average of 2.35. Overall, e-government variables have an average total score of 2.50 which is included in the **bad** criteria.

3.2 Respondents’ Responses to the Implementation of Public Service Motivation in State Civil Servants of the City Government of Cimahi

To find out the respondents’ responses regarding the motivation for public service, the researchers distributed questionnaires to 98 respondents. Researchers have tested the validity and reliability using the SPSS 26.0 program, the following are the results of the validity and reliability test days:

Based on this Table 5, the variables of public service motivation for all statement items are declared valid because r count > t table and reliable because *Cronbach’s alpha* value is > 0.6. The following is the result of processing a questionnaire regarding public service motivation.

Furthermore, to find out the criteria for public service motivation, it can be known by calculating and adjusting it to the criteria for public service motivation variables so that it can be seen in the following Table 6.

Based on Table 6, after calculating the sub-variables Responsibility for the public interest and obligations as a citizen is the highest sub-variable which has a total average of 2.61 while the sub-variable Implementing services by prioritizing the community is the lowest sub-variable which has a total average average of 2.33. Overall, the public service motivation variable has an average total score of 2.45 which is included in the **low** criteria.

Table 5. Variable reliability test results of public service motivation.

Cronbach’s Alpha	Terms	Description
0,722	0,6	Reliable

Table 6. Total average public service motivation variables.

Sub Variable	Total Average	Criteria
Interest in public policy making	2,38	Low
Responsibility towards the public interest and obligations as a citizen	2,61	Middle
Carry out services with the community first	2,33	Low
Attitude of Self-Sacrifice	2,49	Low
Total Average	9,81/4 = 2,45	
Public Service Motivation	Low	

3.3 An Overview of Good Governance in the State Civil Apparatus of the City Government of Cimahi

To find out the respondents' responses regarding good governance, the researchers distributed questionnaires to 98 respondents. Researchers have tested the validity and reliability using the SPSS 26.0 program, the following are the results of the validity and reliability test days (Table 7).

Based on the Table 8, the good governance variable for all statement items are declared valid because r count > t table and reliable because *Cronbach's alpha* value is > 0.6. The following is the result of processing a questionnaire regarding good governance.

3.4 The Effect of E-Government and Public Service Motivation on Good Governance in State Civil Servants of Cimahi City Government Partially and Simultaneously

For the results of the auto correlation test with a calculated *Chi Square* value of 5.39, it means that the data does not have auto correlation symptoms because this value is smaller than the *Chi Square* value, which is 5.99. Then do a multiple regression analysis test with the following results.

Based on Table 9, the results of the multiple regression test are then obtained. The results of the multiple regression equation are as follows: $Y1 = 6.140 + 0.633X1 + 0.785X2$.

3.5 The Influence of the Implementation of E-Government on the Good Governance of the State Civil Apparatus of the Government of Cimahi City

To find out how much influence the independent variable has on the dependent variable partially, that can be seen from the *Standardized Coefficients Beta* value, the **E-government implementation** variable has a value of 0.470, which means that there is a 47% influence on the E-government variable on the good governance of the state civil apparatus of the Cimahi City government with **significant influence criteria**.

Table 7. Good governance variable validity test results.

Code	Rcount	Rtable	Description
GG1	0,621	0,199	VALID
GG2	0,492	0,199	VALID
GG3	0,424	0,199	VALID
GG4	0,401	0,199	VALID
GG5	0,505	0,199	VALID
GG6	0,657	0,199	VALID
GG7	0,599	0,199	VALID
GG8	0,493	0,199	VALID
GG9	0,614	0,199	VALID
GG10	0,492	0,199	VALID
GG11	0,534	0,199	VALID
GG12	0,593	0,199	VALID
GG13	0,509	0,199	VALID
GG14	0,386	0,199	VALID
GG15	0,424	0,199	VALID
GG16	0,592	0,199	VALID
GG17	0,218	0,199	VALID
GG18	0,249	0,199	VALID

Table 8. Good governance variable reliability test results.

Cronbach's Alpha	Terms	Description
0,729	0,6	Reliable

3.6 The Influence of Public Service Motivation on Good Governance of the State Civil Apparatus of the Government of Cimahi City

To find out how much influence the independent variable has on the dependent variable partially, that can be seen from the *Standardized Coefficients Beta* value, the E-government implementation variable has a value of 0.457, which means that there is an influence of 45.7% on the public service motivation variable which has a positive effect on good governance of the state civil apparatus government of Cimahi City with significant influence criteria.

Table 9. Multiple regression test results.

Variable	Unstandardized Coefficients	Standardized Coefficients
	B	B
(Constant)	6,140	
E_Government	,633	,470
Public_Service_Motivation	,785	,457

Dependent Variable: Good_Governance For the results of the auto correlation test with a calculated *Chi Square* value of 5.39, it means that the data does not have auto correlation symptoms because this value is smaller than the *Chi Square* value, which is 5.99. Then do a multiple regression analysis test with the following results:

Table 10. Variable determination.

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,915 ^a	,837	,833	4,624

a. Predictors: (Constant), Public_Service_Motivation, E_GOVERNMENT

3.7 The Influence of the Implementation of E-Government and Public Service Motivation Has an Effect on the Good Governance of the State Civil Apparatus of the Government of Cimahi City

This study also measures the extent to which the model's ability to explain the dependent variable. If the *R Square* value is close to 0, the weaker the independent variable is in explaining the relationship between the dependent variable. However, if the *R Square* value is close to 1, the stronger the independent variable in explaining the dependent relationship is shown in the following Table 10.

From these results, the joint effect of training, e-government implementation and public service motivation has an effect on the good governance of the state civil apparatus of the Cimahi City government. It is shown by the value of the coefficient of determination (R^2) which is equal to 0.837. This means that the variables of e-government implementation and public service motivation have an effect on good governance and can explain the good governance variable of 83.7%, included in the **high/strong influence criteria**.

3.8 Hypothesis Testing

Hypothesis testing is done to determine the significance of the influence between the independent variables and the dependent variable, for hypothesis testing can be done with partial tests and simultaneous tests.

Table 11. Partial test result.

Variable	t_{count}	t_{table}	Sig.	Prob.	Description
X1	3,682	1,985	0,040	0,05	Significant
X2	3,584	1,985	0,028	0,05	Significant

3.9 Partial Test (T Test)

To determine the effect of the independent variable (X) individually or partially on the dependent variable (Y). This calculation uses SPSS version 26.0 to test the partial, besides that the researcher also has to find the *df* (*degree of freedom*) first to see the t_{table} .

So the *df* used is $98 - 2 - 1 = 95$, then the t_{table} used is 1.985. The calculation results can be seen as follows.

Based on Table 11, it shows that for leadership, the value of $t_{\text{count}} > t_{\text{table}}$ is $3.682 > 1.985$. The magnitude of the influence of the training variable on performance has a significance value of $0.040 < 0.05$. Then H_a is accepted and H_0 is rejected, which means that the implementation of E-government has a positive effect on the good governance of the state civil apparatus of the Cimahi City government.

Meanwhile, for the second variable based on the table, it shows that the competency variable has a $t_{\text{count}} > t_{\text{table}}$ $3.584 > 1.985$. The magnitude of the influence of the competency variable on performance from a significance value of $0.028 < 0.05$. Then H_a is accepted and H_0 is rejected, which means that Public Service Motivation has a positive effect on the good governance of the state civil apparatus of the Cimahi City government.

3.10 Simultaneous Test (Test F)

Simultaneous test (F test) is used to determine whether there is an influence between the independent variables (X1 and X2) simultaneously having an influence on the dependent variable (Y). From the results of the simultaneous test using SPSS 26.0, the f_{count} value was 3.293.

So, the f_{table} used is 2; $98 - 2 - 1 = 95$, then the f_{table} used is 2; 95 is 3.09. The calculation results can be seen in (Table 12).

Table 12. Simultaneous test result.

Variable	f_{count}	f_{table}	Sig.	Prob.	Description
Implementation of E-government and Public Service Motivation for Good Governance	3,311	3,09	0,030	0,05	Significant

4 Conclusion

Based on the results of the discussion and analysis described in the previous section it can be concluded that:

The influence of e-government and public service motivation on good governance in the civil servants of the Cimahi City government both partially and simultaneously.

The implementation of E-government has a positive effect on the good governance of the state civil apparatus of the government of Cimahi City. And then, public service motivation has a positive effect on good governance of the state civil apparatus of the government of Cimahi City. And the last is the implementation of E- government and the motivation of public services give an effect to create a good governance of the state civil apparatus in Cimahi City.

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