

ABSTRACT

Digital transformation of government through Electronic-Based Government System (SPBE) is the main foundation of bureaucratic reform in Indonesia. However, until now there is no standard instrument to measure the quality of SPBE services, especially in the Government-to-Government (G2G) domain. The absence of this instrument makes it difficult to evaluate and improve services systematically. This study aims to develop an initial DigiGOVQUAL model as a measuring tool for the quality of SPBE services from the perspective of internal users of government agencies. This model was developed by adapting indicators from the EGSQUAL model that are more relevant to digital government services.

This study uses a quantitative approach with the Exploratory Factor Analysis (EFA) method. Data were collected through online questionnaires distributed to more than 200 active employees in the Banjar City government who have used the SPBE G2G service. The results of this study are expected to contribute to the development of an empirically valid government digital service quality evaluation instrument that is in accordance with the context of bureaucracy in Indonesia. The DigiGOVQUAL model is expected to be the basis for formulating digital public service policies that are more accountable and user-oriented.

Keywords: SPBE, e-Government, G2G, digital service quality, DigiGOVQUAL, EFA