



E-Government Maturity Level Analysis (Study on 35 Government Websites in Central Java)

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ABSTRACT

This study examines maturity level of E-Government in 35 websites government in Province Central Java. The reason for choosing the location of Central Java Province is the province has a high ICT Development Index (IP-TIK) but not in line with the high Indonesian e-government rating either. So that measuring the maturity of websites in all 35 cities in Central Java Province is important so that these regions make improvements This study uses a government maturity model, there are 5 variable's: Simple Information, Two-way Communication, Service and Financial Transaction, Integration and Political Participation. This study method uses a quantitative approach. Then, study uses descriptive statistical analysis techniques. The result of this study is 35 websites government in Province Central Java has a level of immature maturity model. With details that of the five variables, 2 of them have a very low level of maturity and 1 of them has a medium maturity level.

Keyword:

E-Government, maturity level, website

INTRODUCTION

In recent decades the development of information technology has entered all lines of human life. The presence of technology provides new breakthroughs in completing the work to be more efficient and effective. The development of information technology has now also entered the government sector. As a result, the government is now utilizing information technology to create websites for more efficient information publication and the provision of more effective public services.

Electronic Government (E-Government) is a new form of governance by utilizing information technology. According to (World Bank, 2002) E-Government is the use of information technology by government agencies that have relationships with the public, private parties and other government

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agencies. Meanwhile, according to (Indrajid, 2009) E-Government is a new interaction system that brings the government together with other stakeholders by using information technology aimed at improving the quality of public services. Another definition by (Suaedi & Wardiyanto, 2010) E-Government is an innovation of the government to facilitate all activities by utilizing advances in information technology.

Indonesia is one of the countries that has implemented E-Government in every government agency (Maulana et al., 2020). The basis for the implementation of E-Government is contained in Presidential Directive No. 3 of 2003 on national policies and strategies for E-Government Development that focuses on regulating government strategies in an effort to organize government based on information technology, in order to improve the quality of public services effectively and efficiently. The Presidential Directive contains four stages, namely: (1) The preparation stage includes creating sites in each institution, preparing human resources, and socializing information sites to the public; (2) The maturation stage includes creating interactive information sites, and integrating between institutions; (3) The consolidation stage includes the creation of a public service transaction site, and the creation of interoperability between institutions; (4) The utilization stage includes making applications for public services that can include all stakeholders.

One of the first steps to implement E-Government is to create a website managed by the government. The existence of government websites is considered to facilitate the running of government activities. The creation of this government website aims to ensure transparency of public services, integrated services, and interoperability of data and information system networks between institutions (Haryani, 2016). Therefore, a government website should be able to provide important information that is needed by the public and availability of public complaint forum. The most important thing is that, the government can respond to these complaints. So that, there is a process of interaction between the government and the public.

According to (Sulistyo et al., 2008) the condition of the development of local government websites until now still impressed just so. Website should be an effective communication media to spread information to the public. Therefore, the information is not only the activities of the local government, but also described in a structure about the vision and mission of the Local Government, what basic service programs and activities are carried out, what are the leading sectors of the region and how to achieve it and the extent of its inclusion.

Website presence is very important. So that, the website must be developed to a mature condition. Maturity is a method that can provide input to the government so that it can develop appropriate strategies to develop the website until mature conditions. In this case the E-Government maturity level is a condition in which an E-Government, especially a government website, has fulfilled various aspects including: information, communication, transactions, integration, and participation (Moon, 2002). In addition, this level of maturity

measurement aims to eliminate gaps that occur and look at the condition of the extent of E-Government implementation, especially government websites (Fietkiewicz et al., 2017).

Although the implementation of E-Government has been carried out since the enactment of Presidential Directive No. 3 of 2003, it seems that the implementation of E-Government is still relatively slow due to several factors such as unequally infrastructure, low levels of human resources, and socio-cultural conditions of each region. In fact, according to (Widowati, 2018) Indonesia has a bad rating based on the publication of the ranking of EGDI (E-Government Development Index) organized by the United Nations.

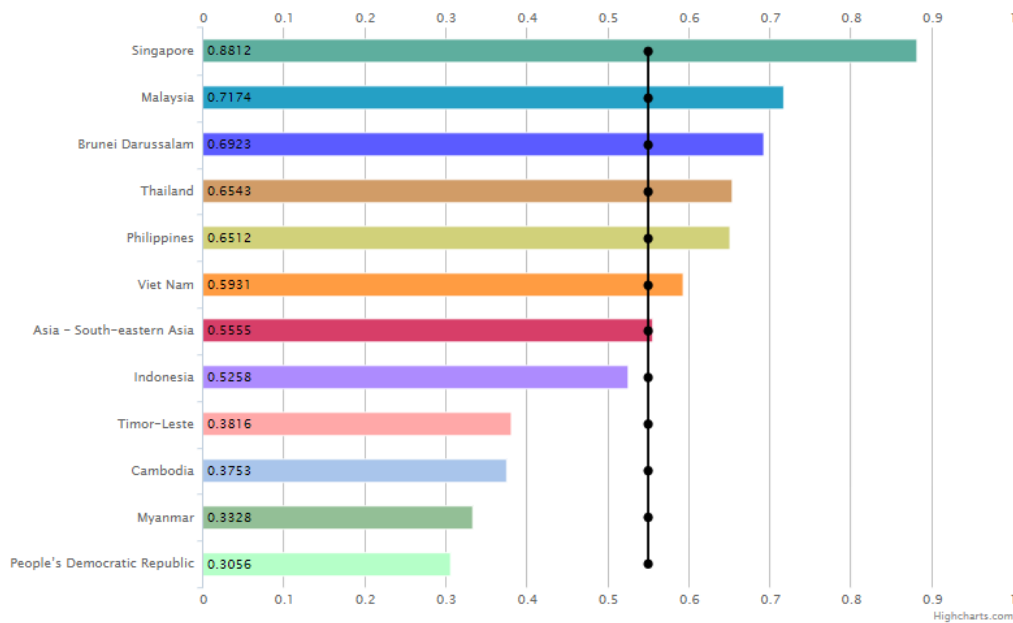


Figure 1. UN Survey 2018: Indonesia's E-Government Ranking

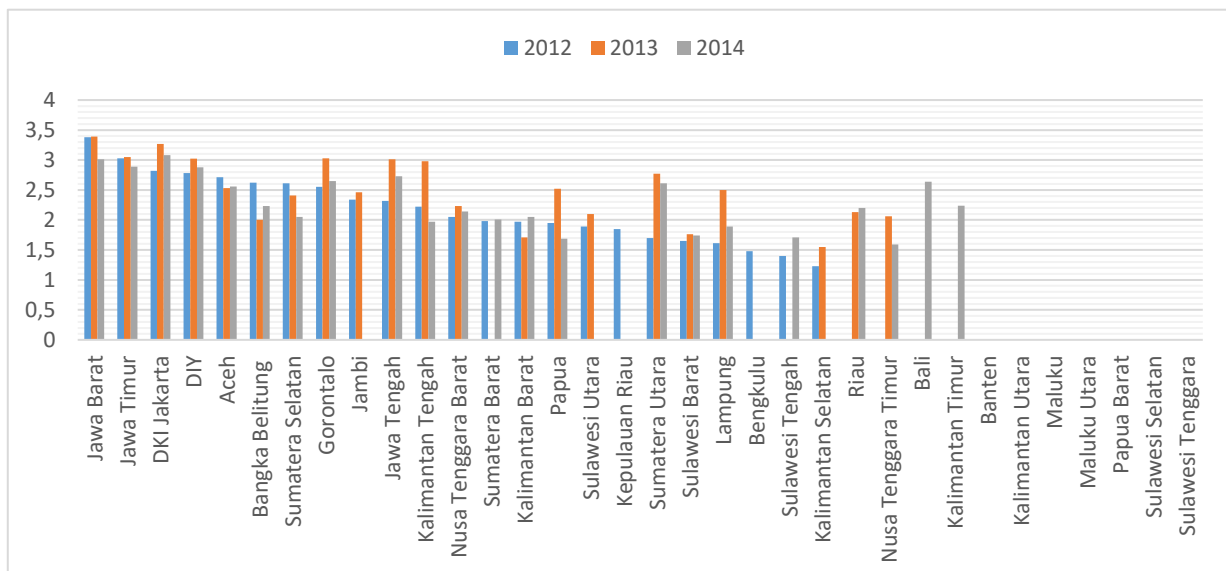
Source: Publication of Information and Communication Technology Training and Development Center (BPPTIK)

The chart shows that in 2018 Indonesia is still ranked 7th, unchanged since 2016. In fact, Indonesia's average value is still below average in the Association of Southeast Asian Nations (ASEAN) region. Indonesia is at 0.5258 while the average EGDI in the ASEAN region is 0.5555. Thus, the application of E-Government in Indonesia is still not maximal due to the availability of infrastructure, especially the internet network that is still uneven to the corners of the country. So that, E-Government cannot be implemented without an internet network that functions as a liaison between government and other stakeholders.

In addition, human resources are still one of the problems being faced in the process of implementing E-Government. Without the quality of each human being, the existing infrastructure cannot be fully utilized. The measurement of E-Government maturity on government websites has been widely done in the world. (Moon, 2002) model is a model for measuring the level of maturity. Where this model consists of five stages, namely: (1) Information that is the stage at which a website must have content published online; (2) Communication is a stage in

which a website can receive feedback provided by the public and then responded by the government so that a two-way communication process can occur; (3) Transaction is a stage in which a website provides services for the public to transact online in paying taxes or other matters; (4) Integration is the stage where a website contains all interconnected public services from local government to government center and other stakeholders; (5) Participation is a stage in which a website is able to accommodate all aspirations of the community in making decision-making process. According to (Fietkiewicz et al., 2017) which conducted a study on the maturity level of government websites in 31 cities around the world, stated that the (Moon, 2002) model would be more useful if used to measure the maturity level of a government website. In addition, the (Moon, 2002) model is an upgrade from the previous model, namely the (Layne & Lee, 2001) model. (Layne & Lee, 2001) model only has 4 stages, namely: (1) Catalogue; (2) Transaction; (3) Vertical Integration; and (4) Horizontal Integration.

Several local governments in Indonesia have started to implement E-Government by utilizing advances in information technology to create government websites. Central Java Province is one of the areas that are intensively doing development to accelerate the implementation of E-Government. With rapid infrastructure development does not guarantee an area will have a good E-Government index. This is evidenced by the results of the Indonesian E-Government Rating conducted by the Directorate of E-Government under the Ministry of Communication and Informatics of the Republic of Indonesia which shows that the Central Java E-Government index is still below other provinces originating from java island (Indonesia, 2017) The data of



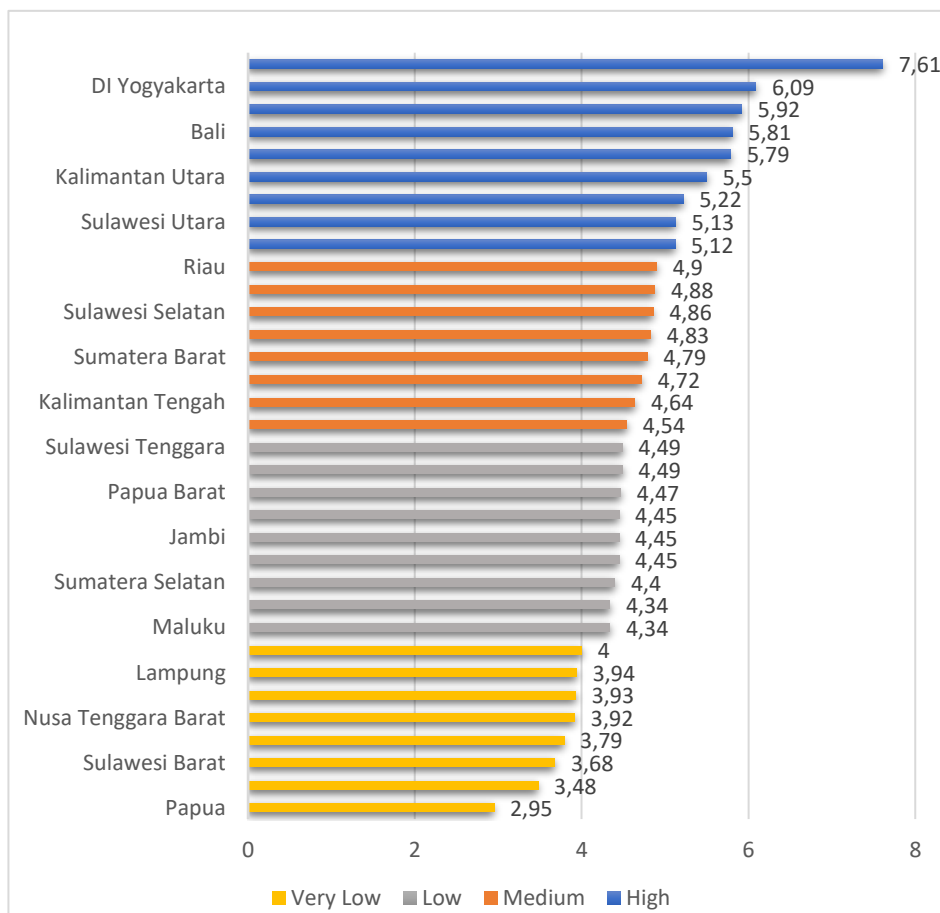
Indonesian e-government index is as follow.

Figure 2. E-Government Indonesia Rating Infographic 2012-2014

Source: processed from the publication of the Directorate of E-Government

This Indonesian e-government rating aims to provide a map of ICT utilization conditions in the framework of E-Government implementation in the government

environment nationally and the one dimension of Indonesian e-government rating is infrastructure. The dimensions of this infrastructure are seen from several aspects such as the availability of data centers, communication networks, hardware and software on users, website-based service channels, and other supporting facilities (Indonesia, 2012). From Indonesian e-government rating data, it appears that there are significant differences occurring in Java Island which is very rapid development of information technology when compared to other islands. From the Indonesian e-government rating data, it is seen that Central Java Province is still poorly when compared to some other provinces in Java Island. In addition, data from the ICT Development Index (IP-TIK) also shows that most provinces that have high IP-TIK come from provinces on the island of Java. This further confirms that java island has a faster development of information technology compared to other islands. Measurement of the ICT Development Index (IP-TIK) is a standard measure that describes the level of ICT development in a region, the digital divide and the potential for ICT development (Badan Pusat Statistik, 2018). The measurement of IP-TIK based on several indicators includes access and infrastructure, usage, and expertise. The ICT



Development Index data are as follow :

Figure 3. ICT Development Index (IP-TIK) Infographic 2017

Source: Badan Pusat Statistik

From the two data above, there is a tendency that a province that has a high IP-TIK will be directly proportional to the high Indonesian e-government rating.

For example, DKI Jakarta Province has an IP-TIK 7.61 and then ranked in the top three Indonesian e-government rating. However, there are some provinces that have low IP-TIK but can have Indonesian e-government rating rankings that are in the top 10 such as Aceh Province, Bangka Belitung, South Sumatra, Gorontalo, and Jambi. However, there are provinces that have a pretty good IP-TIK but are not directly proportional to Indonesian e-government rating such as Central Java Province. When compared to Aceh Province, Central Java Province which has IP-TIK 4.72 is still above Aceh Province which has IP-TIK of 3.93. However, based on Indonesian e-government rating of Central Java Province, it even placed 10th under Aceh Province which placed 5th. From these findings, the measurement of website maturity in all 35 cities in Central Java Province becomes interesting as well as important so that the area can see the shortcomings owned and can make improvements to maximize the application of E-Government, especially the government website.

According to (Moon, 2002) government websites could be at the level of mature when it has implemented various aspects such as information, communication, transaction, integration and participation. Two phenomena of aspects of information and communication have been studied by (Diana & Veronika, 2018) on the Bengkulu provincial government website. The results of their research is the website is one of the media to present the journal, information, and potential areas in an integrated and comprehensive. In addition, the website also as a communication medium between the government and society, government and the private sector, and local governments with other local governments. The results of further research are clear information, balanced, up to date, various and beneficial must be displayed on the local government website. In addition, the website must also ensure easy access, convenience, sense of secure and quick response in communication between the government and other parties.

Based on the explanation above, this study will measure the maturity level of E-Government on 35 city websites in Central Java Province. In its measurement, researchers will use a (Moon, 2002) model containing 5 variables including: (1) Information; (2) Communication; (3) Transactions; (4) Integration; and (5) Participation. Each of these instruments will be used as the basis for the preparation of a questionnaire addressed to the research audience. Then, the audience of this research is the manager of the government website or informatics and communication office employees in the cities of Central Java Province. So the research questions that will be used is "How is the maturity level of 35 city websites in Central Java Province". To answer these research questions, this research will be based on five variables proposed by Moon (2002). Then, this study aims to measure the level of E-Government maturity on 35 Government Websites in Central Java.

METHODS

This research is quantitative research with descriptive design and uses the census method. Because this is a descriptive study, so this study aims to describe how the maturity level of E-Government on 35 city or regency websites in Central Java, using the (Moon, 2002) model as a model for measuring E-Government maturity on the website. The population in this study were all cities or regencies in Central Java Province, amounting to 35 cities or regencies. The sampling technique is non-probability sampling using a saturated sampling technique. The reason for choosing a saturated sampling technique is that the population is relatively small so that it is possible to learn everything. This is supported by the opinion of (Sugiyono, 2015) that saturated sampling is a sampling technique in which the entire population is used as a sample. This is often applied when the population is relatively small and you want to make generalizations with a small error rate. So that, the sample in this study is 35 cities or regencies in Central Java Province.

The data source used in this study came from primary data obtained through the results of questionnaires distributed to 35 employees of the local Communication and Informatics Office as the manager of the Local Government website. The scale of measurement in this study to determine the answer score of the respondents is the Guttman scale. The use of the Guttman Scale aims to get firm answers from respondents, so the only answer in the form of two choices such as “available-not available”. To facilitate the analysis process, the results of the questionnaire were then recaptured and calculated the percentage value of the score using the formula from (Bungin, 2010). In addition, to test the validity of the questionnaire using the biserial point correlation technique put forward by (Varma, 2006) and for reliability test using Kuder-Richardson-20 technique (KR-20). The validity test is carried out outside the population to be studied. In this case, the validity test of this research was addressed to 28 employees of the Communication and Informatics Office of the City in West Java. The method used to analyze the data is descriptive statistics.

The independent variables in this study are (1) Simple Information; (2) Two-way communication; (3) Service and financial transaction; (4) Integration; and (5) Political participation. While the dependent variable in this study is the maturity of E-Government on 35 websites of cities in Central Java.

RESULT AND DISCUSSIONS

Overall, the city or regency Government in Central Java already has a website that can be accessed by all people anytime and anywhere with a variety of views and features. This is in accordance with Presidential Decree No. 95 of 2018 concerning Electronic-Based Government Systems (SPBE) which explains that the website functions to create technology-based governance. In the beginning the website was only used as a means for the local Government to provide information about the activities of Regional Apparatus Organizations (OPD) and important news happening in the city. Finally, the website starts to bring up various features such as the availability of aspiration accommodation features,

interaction features with Regional Apparatus Organizations (OPD), features of public service payment transactions and much more. In addition, each local government website has a unique appearance that is aligned with the characteristics of each region. Each website is designed to keep functioning properly but also can still provide an attractive appearance so that people can feel comfortable when accessing the website.

In general, 35 City or Regency Government websites in Central Java have some similarities, especially in the menu aspect of the website display such as profiles, latest news, legal product, services and contacts. About the profile menu, almost all city or regency Governments include a profile menu on their website. Usually this profile menu contains basic information such as detailed geographic information about the local area, vision and mission of the head of the local area and a description of the duties and functions of each Line of Regional Work Units (SKPD). Then, the latest news menu can almost be found on all websites. The latest news menu usually contains activities of employee officer relating to services to the public. In addition, the latest news also contains about the development of Covid-19 in the local area, because 2020 is the year of the Covid-19 virus pandemic that has hit areas in Indonesia. Furthermore, a menu of legal products and services can also be found on most websites of city or regency governments in Central Java. What is meant by legal products are regional regulations that are still valid to be displayed on the website, the goal is that the socialization of local regulations can function properly and the community can know and comply with them. Then, what is meant by service products is the socialization of public services. Because 2020 is the year of the Covid-19 pandemic in Indonesia, in recent months service products usually contain announcement of new Standard Operating Services (SOP) with health protocols, service times are changing and restrictions on visitors for people who want to go to the office to access public services. Then, the last is contact menu, most of which can be found on the website. This contact menu generally contains official office phone numbers, email address that is still active and the official social media accounts of the local government.

However, there are also some differences that can be seen from the website of the city or regency Government in Central Java. Some of them are like the tourism menu which contains information on tourist attractions and culinary specialties from the local area. There is also a streaming menu, on this menu there are two platforms, namely radio and video. About radio platform, the public can listen to radio broadcasts live which can be accessed on the website. Radio on this website has also been given a schedule of events and brought by local people. Then, about video platform usually contains press releases, inauguration of public facilities and state events such as Commemoration ceremony of the Proclamation of Independence the Republic Indonesia which can be followed live or can also be watched reruns on the website.

The validity test of this questionnaire is addressed to 28 city or regencies government website in West Java with each city or regency filled in by 1 website

Table 1. Validity Test Results

Item	Total Item Score	Correlation Value	Criteria
SI1	18	0.37	Valid
SI2	22	0.37	Valid
SI3	21	0.13	Invalid
SI4	13	0.07	Invalid
SI5	23	1.00	Invalid
SI6	23	1.00	Invalid
SI7	5	0.11	Valid
TC1	20	0.46	Valid
TC2	15	0.79	Valid
TC3	23	1.00	Invalid
TC4	18	0.53	Valid
SFT1	11	0.79	Valid
SFT2	7	0.66	Valid
SFT3	7	0.75	Valid
I1	20	0.21	Valid
I2	12	0.33	Valid
PP1	8	0.57	Valid
PP2	6	0.76	Valid
PP3	12	0.25	Valid

Source: processed from primary data

manager who works at the local Communication and Informatics Office. After distributing the questionnaire for about a month, the validity test of this questionnaire obtained a response rate percentage of 82% or collected 23 responses from a total of 28 target sample validity test. In addition, some respondents were unable to provide answers to this questionnaire test because difficult to contact either via email or the local office telephone number.

After the questionnaire is filled in, the next step is to test its validity. In this study using the point biserial correlation validity test. According to Varma (2006) the point biserial correlation is to test the validity of each item by looking at the level of correlation between the total score of each item and the total score of the question items. This point biserial correlation test uses the program Ms. Excel 2013. Then, the results of the correlation value can be seen in table 1.

According to Varma (2006) minimum value point biserial correlation is 0.15, so the item's value >0.15 must be eliminated. Meanwhile, items with a value of 1.00 were also eliminated because the item cannot measure what it wants to measure. Thus, the results of the point biserial correlation validity test show that there are 2 items (SI3 and SI4) whose value is >0.15 so it must be eliminated.

Table 2. Reliability Test Results

Variable	Coefficient Value	Interpretation
Simple Information (S1, SI2 and SI7)	0.53	Medium
Two-way Communication (TC1, TC2 and TC4)	0.61	High
Service and Financial Transaction (SFT1, SFT2 and SFT3)	0.88	Very high
Integration (I1 and I2)	0.34	Low
Political Participation (PP1, PP2 and PP3)	0.52	Medium

Source: processed from primary data

Then, about 3 items (SI5, SI6 and TC3) which has a correlation value 1.00 must be eliminated too. Then, item SI7 is stay because after 2 items (SI1 and SI3) eliminated, this resulted in the value of SI7 items increasing to 0.19 so that they were declared valid.

After the validity test is the reliability test. This questionnaire uses the Guttman Scale which produces dichotomous data, so reliability techniques using the Kuder-Richardson 20 (KR-20). This is in accordance with that stated by (Djaali & Muljono, 2000) to determine the amount of reliability on the dichotomous data score, the KR-20 formula can be used (Tabel 2).

Based on the classification of the reliability coefficient according to (Susetyo, 2011) so Table 2 can be seen that most of the question item variables have an acceptable reliability coefficient value with the score is S1 0.53 Medium, TC 0.61 High, SFT 0.88 Very high and PP 0.52 Medium. Meanwhile, the Integration variable has a score 0.34 Low but still accepted because the score is near to the classification medium, namely 4.00.

Table 3. Percentage Result of E-Government Maturity Variable Item

Item	Total Item Score	Total Respondents	Percentage
SI1	29	35	82.86%
SI2	33	35	94.29%
SI7	4	35	11.43%
TC1	33	35	94.29%
TC2	23	35	65.71%
TC4	27	35	77.14%
SFT1	7	35	20%
SFT2	7	35	20%
SFT3	7	35	20%
I1	28	35	80%
I2	26	35	74.29%
PP1	14	35	40%
PP2	9	35	25.71%
PP3	17	35	48.57%

Source: processed from primary data

As described above, after passing the validity and reliability test process, the questionnaire is ready for use. Then the data collection results need to be recaptured and calculated the score to be able to see the percentage rate. The results of the calculation of the score are as in the table before.

The Table 3 above is the items obtained after passing the previous validity and reliability test process. The following descriptions every item are: SI1 (availability of periodic press releases); SI2 (availability of basic information); SI7 (availability of information in English); TC1 (the presence of social media linked to the website); TC2 (ease of interacting with local authorities); TC4 (availability of feedback channel); SFT1 (availability of online tax payment); SFT2 (availability of online fine payment); SFT3 (availability of online payment of public service fees); I1 (integrated of all Regional Apparatus Organizations in the website); I2 (ease of access to all public services); PP1 (the existence of an online

questionnaire web of public opinion on the website); PP2 (the existence of a platform for discussion on the website); PP3 (possible e-Vote in the general election through the website). To interpret Table 3, the entire percentage value result of each variable item needs to be associated with the classification of percentage assessment from (Yulandina et al., 2018). The classification of percentage assessment categories is as follows:

Table 4. Classification of Assessment Categories

Percentage	Interpretation
86%-100%	Very High
71%-85%	High
56%-70%	Medium
41%-55%	Low
40%-0%	Very Low

Source: Yulandina et al. (2018)

Further analysis can be done after known maturity level of each item variable. This is the result of the analysis of the E-Government maturity level on 35 City using Moon Model. From Figure 4 it can be known that the response results on items with SI1 code (availability of periodic press releases) have a percentage value of 82.86 and belong to a high category, then items with SI2 code (availability of basic information) have a percentage value of 94.26 and belong to a very high category, and the last items with SI7 code (availability of information in English) have a percentage value of 11.43 and belong to a very low category.

From Figure 4 if all three items are calculated as average values, they will produce a percentage of 62.86. Thus, the findings show that simple information variables on 35 websites of the City Government in Central Java are at a moderate maturity level because it has a percentage value between 56-70. In other words, the website of the City Government in Central Java has presented the information needed by the public. This is in line with the findings from Diana & Veronika (2018) the government websites do not only provide information needed by the public, but the information must be clear, balanced, up to date and various. Furthermore, item SI7 still has a very low level of maturity. So in the future, it is hoped that the website manager can Government websites in Central Java.

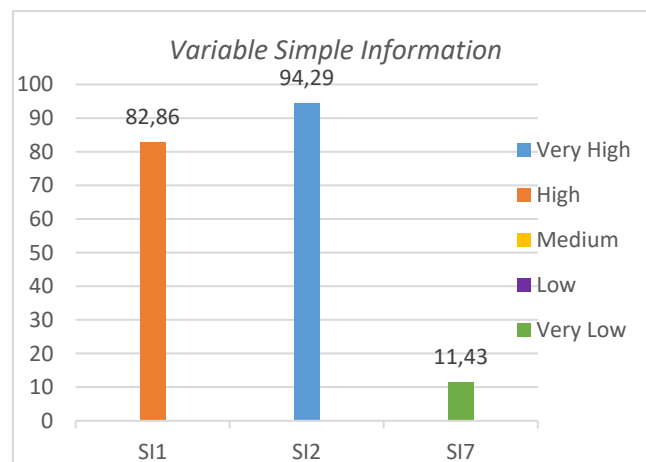


Figure 4. Simple Information Variable Bar Diagram

Source: processed from primary data

Variable Simple Information

start providing information in English, because the access to government websites is not only local people but also includes people from overseas who can only speak English. This is in accordance with that stated by Moon (2008) a good website is a website that can be accessed and understood by everyone.

Variable Two-way Communication

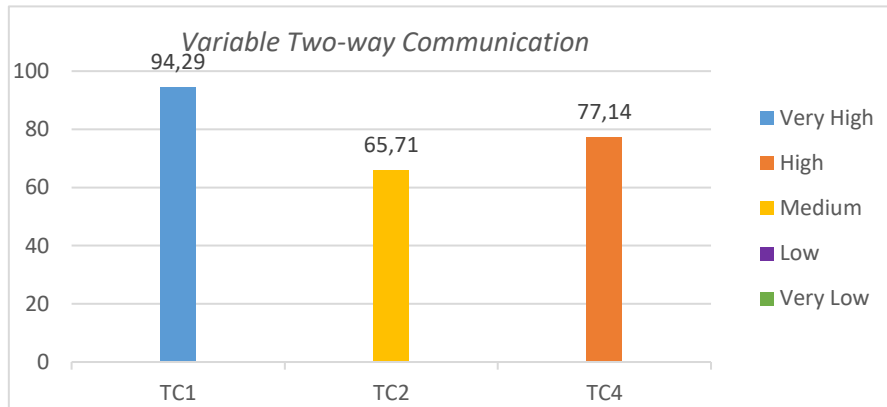


Figure 5. Two-way Communication Variable Bar Diagram

Source: processed from primary data

In Figure 5 it can be noted that the response result on the item with the code TC1 (the presence of social media linked to the website) has a percentage value of 94.29 and belongs to a very high category, then the item with the TC2 code (ease of interacting with local authorities) has a percentage value of 65.71 and belongs to a medium category, and lastly the item with the TC4 code (availability of feedback channel) has a percentage value of 77.14 and belongs to a high category. From Figure 5 if all three items are calculated as average values, they will yield a percentage of 79.05. So the two-way Communication variable on 35 websites of the City Government in Central Java is at a high level of maturity because the percentage is between 71-85. In other words, the website of the City Government in Central Java has provided an interactive mode between the government and interested parties. So that interested parties can directly contact the relevant agencies either through phone numbers, official social media accounts, or interaction features available on the website. This is in line with the findings of Diana & Veronika (2018) that in addition to providing an interaction system within government websites to facilitate communication, Another important points is the government websites must also ensure the convenience, comfort, security and quick response in communicating between the government and interested parties.

Variable Service and Financial Transaction

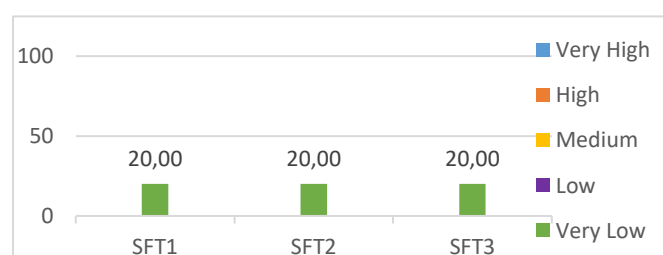


Figure 6. Service and Financial Transaction Variable Bar Diagram

Source: processed from primary data

From Figure 6 it can be seen that the items SFT1 (availability of online tax payment), SFT2 (availability of online fine payment) and SFT3 (availability of online payment of public service fees) have a percentage value of 20 and belong to a very low category. Thus, the Service and Financial Transaction variables on 35 websites of the City Government in Central Java have a very low level of *maturity* where all three items have a percentage value below 40. In other words, 35 websites of the City Government in Central Java have not integrated the online payment system on its website. Whereas according to the E-Government maturity model of (Moon, 2002) a government website should be able to display electronic payment transaction services that can be accessed on the website. This is supported by the findings from (Yunas, 2018) that the limitations of information technology resources that have not been fully integrated include comprehensive taxpayer data is a challenge to realize online tax payment services through the website.

Variable Integration

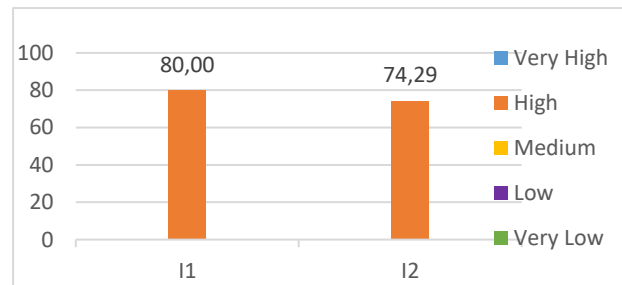


Figure 7. Integration Variable Bar Diagram

Source: processed from primary data

Based on Figure 7 it can be seen that the response result on the item with code I1 (integrated of all Regional Apparatus Organizations in the website) has a percentage value of 80 and belongs to a high category, then the item with the code I2 (ease of access to all public services) has a percentage value of 74.29 and belongs to a high category. From Figure 7 if both items are calculated the average value, it will produce a percentage of 77.14. So the integration variable on 35 websites of the City Government in Central Java is at a high level of maturity because it has a percentage value between 71-85. In other words, 35 websites of the City Government in Central Java have integrated all data from various government agencies from both horizontal and vertical levels. So that website users can access any public services within the website that has been integrated. This is in line with the findings from (Sumirah, & Zohri, 2016) that the process of data integration between Regional Apparatus Organizations (OPD) (OPD) is important to improve the quality of information on a government website. With the data integration process, it allows the public to be able to access information data and services from Regional Apparatus Organizations (OPD) through government websites.

Variable Political Participation

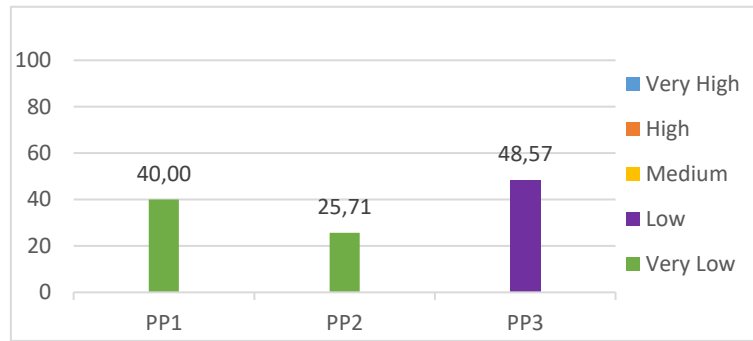


Figure 8. Political Participation Variable Bar Diagram

Source: processed from primary data

From Figure 8 it can be seen that the PP1 code item (the existence of an online questionnaire web of public opinion on the website) has a percentage value of 40 and is in the very low category, then the PP2 code item (the existence of a platform for discussion on the website) has a percentage value of 25.71 and is in the very low category, and finally the PP3 code item PP3 (possible e-Vote in the general election through the website) has a percentage value of 48.57 and is in the low category. If the average value of the three items is calculated, it will produce a percentage of 38.10. So that the Political Participation variable on 35 City Government websites in Central Java is at a very low level of maturity because it has a percentage value below 40. In other words, 35 City Government websites in Central Java have not provided channels that function as aspiration nets, discussion forums, even voting. Whereas according to the E-Government maturity model from (Moon, 2002), government websites must provide features that serve to capture aspirations, discussions, and facilitate the vote when general elections via the website if regulations and infrastructure in a region already supports. This is supported by findings from (Chernovita & Setiyawati, 2018) that there are obstacles why government websites do not accommodate people's aspirations, such as there are local governments that only accept public aspirations face-to-face or in writing provided by the relevant office. So, people who want to convey their aspirations and have discussions with the officials concerned must come to the relevant office. Considering that not all people have the time to convey their aspirations by coming to the office, a government website is needed that facilitates the aspiration network of the community easily, quickly, on target so that all aspirations can be accommodated and followed up properly.

CONCLUSION

Based on the results of the study, it can be concluded that 35 websites of the City Government in Central Java in general have not been in a mature condition. With the details that of the five variables of E-Government maturity, it is known that 35 websites of the City Government in Central Java still have a very low percentage of maturity in Service and Financial Transaction variables with a percentage of 20 and Political Participation variables with a percentage of 38.10. Furthermore, Simple Information variables on 35 websites of the City Government in Central Java have a moderate percentage maturity with a

percentage value of 62.86. On the other hand, 35 websites of City Government in Central Java have a high percentage of maturity on Integration variables with a percentage of 77.14 and Two-way Communication variables with a percentage of 79.05.

The Department of Communication and Information Technology as a stakeholder managing the Regional Government website is advised to start integrating taxpayer data from various related agencies, so that the public can pay taxes and public service fees online through the Regional Government website. In addition, the Department of Communication and Information Technology as the manager of the Regional Government's website is advised to start providing discussion features or services as well as aspiration networks that can be accessed through the website. Thus, it is hoped that discussion activities and community aspirations networks that have been carried out face-to-face by visiting related offices can be replaced virtually through the use of online discussion services or aspiration networks through the provided Regional Government website.

In addition, the Department of Communication and Information Technology is expected to be able to display local government websites in English. Given that a website is a platform that can be accessed by everyone including people from foreign countries who can only understand English. Therefore, it is important for a website to be understood by everyone so that the information listed can be understood completely by everyone. Thus, it is hoped that the local government website will start providing display information in the English version.

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