Enhancing Public Information Disclosure through the Implementation of SP4N-LAPOR! Using the E-GovQual Model:
A Case Study of the Pamekasan District Communications and Informatics Department

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ABSTRACT

This study examines the implementation of the SP4N-LAPOR! Application using the E-GovQual model to enhance public information disclosure at the Pamekasan Regency Communication and Information Office. Employing a qualitative research method with a descriptive approach, data were collected through interviews, observations, and documentation. The study's analysis followed the data reduction, data presentation, and conclusion process. The research framework was based on the E-GovQual model, which consists of four key variables with 21 attributes. The findings indicate that the implementation of SP4N-LAPOR! Aligns with Pamekasan Regent Regulation No. 19 of 2022, which governs the Public Service Complaint Management Action Plan for 2020–2024. The analysis of the four E-GovQual variables reveals that: (1) **Efficiency**—SP4N-LAPOR! has enhanced the effectiveness of complaint handling and overall public service improvement; (2) **Trust**—the commitment of the Communication and Information Office ensures data security and proper application use; (3) **Service Excellence**—the system provides efficient and timely services to the community; and (4) **Citizen Support**—employees actively manage the application, delivering responsive and user-centred services. Overall, the implementation of SP4N-LAPOR! has significantly contributed to broader and more equitable public information disclosure, supporting sustainable governance and improved public service delivery in Pamekasan Regency.

INTRODUCTION

In today's rapidly growing digitalization era, the application of Information and Communication Technology (ICT) is the main focus in the scope of government. Where the government is increasingly aggressive in improving the public services provided, by utilizing existing technology to realize wide and equitable public information disclosure (Tarmizi & Syafruddin, 2024; Virnandes et al., 2024). Public information disclosure is one of the important components of good governance. Based on Government Regulation (PP) No. 61 of 2010 concerning the Implementation of Law No. 14 of 2008 concerning Public Information Disclosure, it is explained that everyone has the right and freedom to obtain relevant information to improve the quality of public participation in the decision-making process. Where in the disclosure of public information requires the government to always be open and have the freedom to obtain information.

In public information disclosure, the government is required to always be open and have the freedom to obtain information. According to (Rumimpunu et al., 2021) In the aspect of public information disclosure, an application is needed for *E-Government* as a support for the transparency of all government activities. Application *E-Government* In the process of implementing government, it can improve government services to the community through increasing access to information more efficiently. This is in line with Nugraha's opinion that in the development process, *E-Government* Strong from the Government Needs Optimal Digitalization of Public Services (Sukarno & Putri, 2022). Pamekasan Regency has digitized through *E-Government* in the process of implementing the government. Where this

proves that the implementation of *E-Government* has been implemented by various government agencies and Regional Apparatus Organizations (OPD) in Pamekasan Regency as public service providers.

On the other hand, to realize quality public services in the aspect of public information disclosure based on *E-Government*, the Pamekasan Regency Communication and Information Service has made innovations related to the implementation of nationally integrated complaint handling. One of the innovations in *the E-Government* service used is the SP4N-LAPOR! Application. This is done as a form of responsibility of the Pamekasan Regency Communication and Information Service related to Pamekasan Regent Regulation No. 18 of 2018 concerning the Development of *E-Government* in the Pamekasan Regency Government. The Pamekasan Regency Communication and Information Service has started implementing *E-Government* in the form of the SP4N-LAPOR! Application since 2019. In September 2021 has received 67 reports with details of 58 as follows:

No	Number of Reports	Information
1	58	Report completed
2	1	Reports are in progress
3	5	Pending reports
4	3	Archived reports

Table 1. Details of Incoming Reports on SP4N-LAPOR! As of September 2021
    Pamekasan Regency Regional News (2022) [source]

Then to carry out maximum public information disclosure, the Pamekasan Regency Communication and Informatics Office also implemented Pamekasan Regent Regulation No. 19 of 2022 concerning the Pamekasan Regency Public Service Complaint Management Action Plan for 2020-2024**.** The existence of this regulation is used as a reference for public service providers to take steps to improve SP4N so that later they can realize a common understanding for all *stakeholders* involved. However, in reality, in the implementation of *E-Government* through the SP4N-LAPOR! Application, problems are still found and are not following the community's expectations. These problems are:

No	Problems	Information
1	Lack of information dissemination and public information disclosure.	Lack of capacity related to Public Information facilities and infrastructure related to complaints from the people of Pamekasan Regency.
2	No ICT infrastructure is evenly distributed throughout Pamekasan Regency.	The distribution of ICT learning facilities for the community is inadequate so access and quality of public information, especially related to public complaints, are hampered.
3	Authority to implement post and telecommunications.	The lack of legality of the implementation of postal and telecommunications so that IT-based governance is not optimal.

Table 2. Strategic Problems of SP4N-LAPOR! Diskominfo Pamekasan Regency in 2023
    RENSTRA Diskominfo Pamekasan Regency in 2018-2023 [source]

On the other hand, the Regional Government, especially the Communication and Information Service of Pamekasan Regency, also has a crucial responsibility to provide services that are transparent, efficient and easily accessible to the public. So that to realize this, the implementation of the *E-Govqual* can be used to measure the quality of government services and the quality of services *E-Government* for public administration where the public can search for information or services (Dewi et al., 2019).

E-Govqual (*E-Government Quality*) itself is a model introduced by Papadomichelaki and Mentzas in 2012 and is used to measure electronic-based information systems related to the provision of services to the community (Septa et al., 2019). Papadomichelaki & Mentzas cut the *E-Govqual* principles into 4 parts, namely efficiency (*efficiency*), trust (*Trust*), advantages (*reliability*) and citizen support (*citizen support*) (Putri Sekti Ari & Hanum, 2021).

Thus, researchers will use the four principles to see the quality of service through the implementation of SP4N-LAPOR! by using the attributes contained in the four *E-Govqual* principles.

Therefore, based on the above background, the researcher is interested in conducting research at the Pamekasan Regency Communication and Informatics Office related to the implementation of the SP4N-LAPOR! Application using the *E-Govqual* model to improve the openness of public information presented to the public accurately and easily accessible. In addition, the researcher wants to see how the Pamekasan Regency Communication and Informatics Office government provides opportunities for the public to be able to make complaints and access information about programs carried out to create a transparent or open government environment.

Thus, this study aims to study and analyze the implementation of the SP4N-LAPOR! Application using *the E-Govqual* model to improve public information disclosure at the Pamekasan Regency Communication and Information Office.

METHODS

This study uses a qualitative research design with a descriptive approach. Qualitative research methods according to (Moleong, 2002) is a research procedure that produces descriptive data in the form of written and spoken words from observable people and behaviours. The location of the research used is the Communication and Information Office of Pamekasan Regency. The subject of this research is the government or employees of the Pamekasan Regency Communication and Information Office who handle the implementation of the SP4N-LAPOR! and the management of information technology systems in public information disclosure.

The data collection technique in this study uses several methods, namely: (1) Interview. The participants in this study are the Head of Informatics Applications, E-Government Management Section Staff, SP4N-LAPOR! Application Operational Staff, and Public Information Service Staff. (2) Observation. Namely observing the implementation of the SP4N-LAPOR! Application. (3) Documentation in the form of photos, videos, and data. The data analysis technique in this study uses a descriptive analysis, namely by describing factually and accurately related to the facts related to the problem being studied. Data analysis is carried out after the data needed in this study has been collected so that with the data the analysis process can be carried out and can be reviewed using the appropriate data processing or data analysis steps. In line with this, the data analysis technique in this study uses an interactive model, namely by reducing the data that has been collected in the form of interview transcripts. Then the data presentation process and conclusion are carried out (Miles et al., 2014).

RESULTS AND DISCUSSION

Implementation of the utilization of *E-Government* changing the bureaucracy and government services that were initially rigid and convoluted to be more adaptive, because *E-Government* can provide public services that are flexible and focus on community satisfaction as users (Kadek Wiwin Dwi Wismayanti & Eka Putu Purnamaningsih, 2022). In this case, SP4N-LAPOR! is one of the *E-government* programs that can make it easier for the public as service users to make complaints and obtain public information disclosure *Online*, where the public can quickly report various kinds of problems that occur to the Pamekasan Regency Communication and Information Office. This is in line with the opinion (R. Singh et al., 2024) that the government must implement a series of policy concepts that have the goal of building a strong digital infrastructure and encouraging a dynamic technology ecosystem. However, in its implementation, it is still felt that it is not following the expectations and desires of the community, so a concrete step is needed.

Thus, to realize a good government administration system and an improvement in public services that are effective and efficient, a development strategy is needed by *E-Government* through the SP4N-LAPOR! by using the Model *E-Govqual.* Where to study this, the researcher uses the *E-Govqual* principles according to Papadomichelaki and Mentzas (Putri Sekti Ari & Hanum, 2021) which includes 21 attributes with 4 indicators, namely:

Efficiency

Efficiency is the ease of using *E-government*, both in the form of *websites* and applications in which it provides quality information that is accurate, complete and useful for the community. In the implementation of the SP4N-LAPOR! Application, the efficiency indicator can be measured in 7 attributes, which are as follows:

a. **A clear and easy-to-follow site structure,** namely the SP4N-LAPOR! Application has been used as one of the service standards by the Pamekasan Regency Communication and Information Office because in it there is a site structure that can be widely applied by OPDs in Pamekasan Regency. In the SP4N-LAPOR! The handling of complaints is fast and efficient, where the staff and functionality are very supportive regarding relatively fast responses, both through the SP4N-LAPOR! Itself or through SMS and lapor.go.id Website. In addition, the SP4N-LAPOR! is also integrated with the E-PPD system which can make it easier for applicants to access the public information provided so that the accessibility of public information in Pamekasan Regency is wider.

b. **The search engine on the SP4N-LAPOR! The application site is effective,** namely the availability of a search engine in the SP4N-LAPOR! The application allows users to find various complaints and relevant information more easily so that users or the public can classify the types of reports that have been provided to choose according to their needs.

c. **The menus on the SP4N-LAPOR! Application sites are well organized**, namely the layout and functionality of the menus in the SP4N-LAPOR! Application have been well arranged so that it shows interest for users in providing the necessary information and suggestions regarding the effective submission of complaints. Then in terms of efficiency, layout and functionality of the menus that are simplified in the SP4N-LAPOR! can make it easier for users in Pamekasan Regency to use the application and find the information they need.

d. **The SP4N-LAPOR! The application Site has been well adapted to the needs of individual users,** namely the existing site can increase efficiency with a focus on services to the community and ensure that the disclosure of public information carried out by the Communication and Information Service of Pamekasan Regency follows PerKi and applicable laws. In addition, the site on the SP4N-LAPOR! also considers the limitations in providing answers, especially related to the type of documents requested by the public. Thus, all information conveyed by the SP4N-LAPOR! has been well adjusted to meet the needs of individual users and still ensures the openness and transparency of public information runs optimally.

e. **The information displayed on the SP4N-LAPOR! The app site is quite detailed and detailed, and** the information displayed on the SP4N-LAPOR! The app site is quite detailed and detailed. Information presented in the SP4N-LAPOR! Related to specific purposes related to the disclosure of information that is quite detailed and detailed, where the information has a structured and routine evaluation process. The informant also gave a clear picture of how the SP4N-LAPOR! Ensuring information disclosure and improving overall public services.

f. **The information displayed on the SP4N-LAPOR! The application website is still relatively fresh,** which can be seen from the concept of efficiency and disclosure of public information that is synchronized with the service tasks of staff who have an interest in the SP4N-LAPOR! Application. Where the Pamekasan Regency Communication and Information Service in each process of delivering information is carried out in a coordinated manner so that the information presented remains up-to-date, accurate and follows the community's direction.

g. **The information regarding the complaint procedure was provided by the SP4N-LAPOR! The application site is quite clear,** namely at the time of the complaint per the applicable regulations, where the operator of the Pamekasan Regency Communication and Information Service will immediately report to the relevant OPD for follow-up and through the SP4N-LAPOR! Application, the government is required to always respond to every incoming report quickly and efficiently so that later it will have an impact on the improvement of public services that also listen to the aspirations of the community.

Thus, the implementation of the SP4N-LAPOR! The Communication and Information Office of Pamekasan Regency not only provides detailed and easy-to-understand information. However, it has provided effectiveness in handling complaints and improving public services as a whole, although in the process it is still necessary to increase socialization in the community regularly so that the application can be accessed by the community at large, especially in remote areas in Pamekasan Regency.

Trust

Trust in *E-Govqual* is a necessity for good public service governance, public service priorities and the provision of skilled Human Resources (HR). Collectively, trust in *E-Govqual* plays an important role in high-quality *E-Government* services to be able to build and maintain trust for the public as service recipients (Gupta & Chauhan, 2024; Salem et al., 2024). In the implementation of the SP4N-LAPOR! Application, the trust indicator can be measured in 4 attributes:

a. **Acquisition of username and password on the SP4N-LAPOR! It's safe,** namely, the Communication and Information Service of Pamekasan Regency emphasized that Aplikasi SP4N-LAPOR! It is under the direct auspices of the ministry which is implicitly indicated that there are security standards that have been implemented in the aspect of user data management. This security does not only depend on the status of the public body that makes it but also depends on the use of appropriate security protocols and the high compliance of managers in information security practices. On the other hand, knowledge and understanding of the risks in the use of information technology are needed to reduce the potential for phishing attacks or cybercrime (et al., 2024)(Adani et al., 2024). Thus, security in the App SP4NLAPOR! It is always the main focus so regular monitoring and evaluation are needed in the privacy policy for users.

b. **Only personal data is required and provided for authentication on the SP4N-LAPOR! Application,** namely the SP4N-LAPOR! In the application implemented by the Communication and Information Service of Pamekasan Regency, only personal data is required and provided for authentication in the application. Where is the use of personal data in SP4N-LAPOR! Including important for authentication because it can allow the government or related agencies such as the Pamekasan Regency Communication and Information Service to carry out the identification of users appropriately so that they can ensure that incoming reports or complaints originate from relevant sources. In addition to this, even though the use of personal data is required and provided for authentication in *E-Government* such as the SP4N-LAPOR! The application implemented by the Pamekasan Regency Communication and Information Office, the government must also ensure consistently that the applications used are implemented effectively and comprehensively.

c. **The data provided by the user on the SP4N-LAPOR! The application site is archived securely,** namely the need for data provided by the user in the SP4N-LAPOR Application is secure. There are also steps taken by the Pamekasan Regency Communication and Information Office in adjusting feedback for users, namely that every incoming complaint will be seen and responded to within one to two days, although sometimes there are still complaints that require further evaluation related to handling needs. Furthermore, the complaints received are public and confidential and this requires a considerable amount of time to process. Where all these complaints must be followed up because in the process it involves related OPDs to handle problems in their respective fields.

   In addition, there is a commitment from the Communication and Information Office of Pamekasan Regency to ensure that complaints from the public are followed up or forwarded seriously and the process is supported by secure data archiving. In addition, prioritizing data management expertise in the SP4N-LAPOR! can help build a strong relationship between the government and the community, thereby increasing participation and involvement in the *E-Government* process through the SP4N-LAPOR! Application as a whole.

d. **The data provided on the SP4N-LAPOR! application website is only used for the reasons submitted,** namely, the *stakeholders* involved, including the Pamekasan Regency Communication and Information Office, are consistent to ensure that the data entered in the SP4N-LAPOR! Application can be used per the needs submitted by the reporter, where in this process it is emphasized trust in the reporting and data processing process so that the community feel comfortable and be able to report relevant events or issues.

Thus, public trust in the implementation of the SP4N-LAPOR! can be strengthened by the commitment of the Communication and Information Service of Pamekasan Regency to maintaining data security and using data following the goals that have been set.

Reliability

Excellence in *E-Govqual*, especially related to public services, is one of the determinants of success in *the E-Government* system which is influenced by various factors such as user satisfaction and the quality of information provided. The excellence in *Egovqual* is oriented towards the quality of electronic-based information systems in providing services to

the community (Ababneh & Alrefaie, 2024). The existence of service excellence in *E-Government* has a significant influence on user satisfaction. In the implementation of the SP4N-LAPOR! Application, the reliability indicator can be measured in 6 attributes:

a. **The form on the SP4N-LAPOR! Application site is downloaded in a short time,** namely the SP4N-LAPOR! Application applied by the Pamekasan Regency Communication and Information Office, the form on this site can be downloaded in a short time. This can be seen if the application can provide quick and easy accessibility for users or reporters to access the form and make complaints related to the problems they are facing. Dynamic Communication and Information Office of Pamekasan Regency seeks to increase public information disclosure by responding to all problems complained about by the public as reporters.

  On the other hand, the existence of *a timeline* and rating mechanism in this application can assure the public that every incoming complaint will be answered and taken seriously. Fast form download in the SP4N-LAPOR! It also shows that this application is relatively friendly and easily accessible to users so that later it can improve the quality of public services, especially in the field of information and complaint reports.

b. **The SP4N-LAPOR! Application Site is available and can be accessed whenever you need it,** namely the SP4N-LAPOR! Application implemented by the Pamekasan Regency Communication and Information Service is available and can be accessed whenever you need it. Where is the SP4N-LAPOR! is an application that must be used and is very easy to access wherever and whenever we need it, this shows that the government, especially the Pamekasan Regency Communication and Information Office, has prioritized the use of ICT to facilitate interaction between the government and the community.

  In addition, the features that have been provided are an effective effort to use existing technology for the benefit of public services, where the government, especially the Pamekasan Regency Communication and Information Office, ensures that the community uses it to the fullest. Therefore, the presence of the SP4N-LAPOR! which can be accessed and used at any time is a wrong step to encourage public participation in the process of good governance.

c. **The SP4N-LAPOR! Application Site carried out the service successfully upon the first request,** where the Communication and Information Service of Pamekasan Regency tried to provide satisfactory service for the complainant by responding promptly to every complaint received in the SP4N-LAPOR! Application. In this case, the implementation of the SP4N-LAPOR! forwarding to the relevant OPD is an important step to ensure that each report gets the right response. Thus, the SP4N-LAPOR! This succeeded in providing the first service that reflects the efforts made by the government to strengthen ICT infrastructure that can support public services, especially in terms of public information disclosure.

d. **The SP4N-LAPOR! Application Site provides timely services,** namely the Pamekasan Regency Communication and Information Service ensures that the public understands and uses this application following user needs so that the *feedback* provided can also be well received. By providing fast and precise services, the advantages provided in this application show that the government, especially the Communication and Information Service of Pamekasan Regency, strives to continue to provide openness in public services and continue to ensure that the needs and problems that exist in the community can be handled optimally and quickly. This is in line with the opinion (Nurany, et al., 2024) that by utilizing data in real-time, the government can monitor the needs of the community so that it can monitor the needs of the community. Thus, service providers must prioritize timeliness in providing services so that the use of the SP4N-LAPOR! can run smoothly.

e. **The SP4N-LAPOR! App page downloads quite quickly,** this can be seen from the speed of access and page downloads on the SP4N-LAPOR! App site, which allows users to access the information needed. The *default* advantages in the SP4N-LAPOR! Application are download speed and the ability to provide information requested by users or the public who make complaints.

  On the other hand, the government, especially the Communication and Information Service of Pamekasan Regency, also has a focus on introducing and providing some additional information to the public such as benefits, how to use and so on. In addition, within the scope of *E-Government*, the speed of rewind on websites and applications used by the government contributes to the performance and server capacity owned. Where the central government such as the Ministry of Internal Affairs plays a key role related to a strong server infrastructure to ensure fast response times for users accessing *their E-Government platform*.

f. **The SP4N-LAPOR! App Site works well with your default browser,** i.e. it can be seen that the app is capable of running by *default* and works well according to the *browser* or device owned by the user or complaint manager. In addition to being supported by adequate servers, in the process of increasing the excellence of the SP4N-LAPOR! Application, the Pamekasan Regency Communication and Information Service also focuses on SOPs for the management of public service complaints based on Menpan RB Regulation No. 62 of 2018. This shows that the Pamekasan Regency Communication and Information Office has a priority to process all incoming complaints as soon as possible, forward them to the relevant OPDs and provide the best possible response to the complainant so that they do not continue to wait.

Thus, the SP4N-LAPOR! Implemented by the Communication and Information Service of Pamekasan Regency not only provides advantages in the form of ease of access and fast use but also provides efficient and timely services to the community. So that these advantages can increase the openness and transparency of public services and increase public trust in the government, especially for the Pamekasan Regency Communication and Information Office.

Citizen Support

Citizen support in *E-Govqual* related to public services is a successful implementation of digital-based services in the aspect of government administration. Where digitalization in public services must be oriented to the preferences and needs of the community as service recipients so that successes related to digital transformation must be considered in the existing governance process. The existence of citizen support in *E-Government* to increase public information disclosure is one of the important aspects of government transparency and accountability (Saylam & Yıldız, 2022). In the implementation of the SP4N-LAPOR! Application, the citizen support indicator can be measured in 4 attributes:

a. **Employees who manage the SP4N-LAPOR! Application shows a sincere interest in solving user problems,** namely employees of the Pamekasan Regency Communication and Information Office who are involved in the SP4N-LAPOR! Application have a responsibility to increase community participation by providing superior services. Where they have a focus on satisfactory service and responsive response to the needs of the community by solving various problems faced by users or reporters. On the other hand, the admin role employee at the Communication and Information Office of Pamekasan Regency shows a proactive attitude through actions, namely providing the best possible assistance to users in solving the problems they experience so that they feel comfortable using the SP4N-LAPOR! Application.

b. **Employees who manage the SP4N-LAPOR! Application provides an immediate reply to user questions,** namely employees involved in the SP4N-LAPOR! Application has good responsiveness by providing quick and appropriate replies or responses to users. Where the employees involved try to provide confident answers to all questions, aspirations, requests for information and complaints that come in following the applicable working hours. So this proves that the employees who manage the SP4N-LAPOR! at the Communication and Information Office of Pamekasan Regency has provided a quick reply to user questions.

c. **Employees who manage the SP4N-LAPOR! Application has the knowledge to answer user questions,** namely employees of the Pamekasan Regency Communication and Information Service who are involved in the operational process of the SP4N-LAPOR! Application have extensive knowledge because they follow technical guidance held directly by the East Java Provincial Communication and Informatics Office before the application is implemented in all OPDs at the district or city level in Java East. The employees involved also continue to *update* their knowledge so that the answers given follow what the reporter wants. Thus, it can be said that the employee who manages the SP4N-LAPOR! knows to answer all user questions.

d. **Employees who manage the SP4N-LAPOR! Application can convey confidence,** namely employees of the Pamekasan Regency Communication and Information Service who are involved in the operational process of the SP4N-LAPOR! Application are classified as communicative because they actively communicate through a special WhatsApp Group for SP4N-LAPOR! Application Operators. With the knowledge they have, the employees involved can utilize their skills to provide the right solutions to questions or complaints from SP4N-LAPOR! Application users. In addition, they seem to be diligent in providing education related to feature updates and introducing the application to their relatives or colleagues, to speed up the information process.

Thus, employees who manage the SP4N-LAPOR! at the Pamekasan Regency Communication and Informatics Office actively support the use of the SP4N-LAPOR! By providing quality services that are responsive and have qualified knowledge, they can easily provide the best service and ensure that user needs are met optimally.

CONCLUSION

Based on the research findings, it can be concluded that the implementation of the SP4N-LAPOR! Application at the Pamekasan Regency Communication and Information Office, guided by the E-GovQual model, has successfully improved public information disclosure. The application has proven efficient in providing accessible complaint services and transparent public information. With a well-structured layout, effective search features, and up-to-date information, SP4N-LAPOR! ensures ease of access, supporting greater transparency in public services.

In terms of trust, the system prioritizes secure user data management through stringent authentication standards, bolstering public confidence in the digital reporting platform. The system's reliability is demonstrated through its real-time service availability, fast responses to complaints, and the seamless infrastructure that ensures effective follow-up on issues raised by the public. Furthermore, the involvement of employees in delivering responsive services and the community's willingness to engage with and provide feedback on the application indicate positive citizen support, which enhances the overall quality of digital public services.

While the implementation of SP4N-LAPOR! has achieved significant strides in improving transparency, accountability, and service efficiency in Pamekasan Regency, there remains a need for increased socialization and education efforts, particularly in remote areas. These initiatives would help ensure that the benefits of the application reach a broader segment of the population, optimizing its impact and utility.

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