

## Implementation Of Public Services In The Digital Era As A Public Information Media Regional Government Of Jayapura Regency, Papua Province

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### ABSTRACT

Technology is present in human life with the intention of facilitating all kinds of activities that can be accessed by the community. As a result, technology is considered to have a fairly high efficiency value. Along with the development of the technological era, the government has managed to take advantage of this to carry out activities related to public services that have a clear legal basis for implementation, but there are still people in Jayapura Regency who do not know about the website, due to different constraints in each sub-district. The purpose of this study is to find out whether the Jayapura Regency Regional Government Website has been operating properly, as well as to identify the challenges faced and possible solutions. Alvaro Roscha's theory is used in this qualitative descriptive research method on the Jayapura Regency Government website. The method used to collect data includes observation and interviews. Research Results The Jayapura Regency Regional Government website is considered to function well, although the complaint system is still problematic and has not been able to provide a satisfactory response to the public. In addition, the Jayapura Regency Communication and Informatics Office has succeeded in effectively managing the Jayapura Regency Government website, although it still encounters obstacles such as pages that cannot be accessed, complaints that have not been handled, and the appearance of the website which is still simple to improve quality. Jayapura Regency Government, in this case the Ministry of Communication and Informatics can provide website technology training.

### ABSTRAK

Teknologi hadir dalam kehidupan manusia dengan maksud untuk memudahkan segala jenis kegiatan yang dapat diakses oleh masyarakat. Akibatnya, teknologi dianggap memiliki nilai efisiensi yang cukup tinggi. Seiring dengan perkembangan era teknologi, pemerintah berhasil memanfaatkan hal tersebut untuk melakukan kegiatan yang berkaitan dengan pelayanan publik yang memiliki landasan hukum yang jelas dalam pelaksanaannya, namun masih ada masyarakat di Kabupaten Jayapura yang belum mengetahui website tersebut, disebabkan kendala yang berbeda di setiap kecamatan. Tujuan dari penelitian ini adalah untuk mengetahui apakah Website Pemerintah Daerah Kabupaten Jayapura telah beroperasi dengan baik, serta mengidentifikasi tantangan yang dihadapi dan kemungkinan solusinya. Teori Alvaro Roscha digunakan dalam metode penelitian deskriptif kualitatif ini pada website Pemerintah Kabupaten Jayapura. Metode yang digunakan pengumpulan data, meliputi observasi dan wawancara. Hasil Penelitian Website Pemda Kabupaten Jayapura dinilai berfungsi dengan baik, meskipun sistem pengaduan masih bermasalah dan belum mampu memberikan respon yang memuaskan kepada masyarakat. Selain itu, Dinas Komunikasi dan Informatika Kabupaten Jayapura telah berhasil mengelola website Pemerintah Kabupaten Jayapura secara efektif, meskipun masih menemui kendala seperti halaman yang tidak dapat diakses, pengaduan yang belum tertangani, dan tampilan website yang masih sederhana untuk meningkatkan kualitas. Pemerintah Kabupaten Jayapura, dalam hal ini Dinas Kominfo dapat memberikan pelatihan teknologi website.

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## INTRODUCTION

Regional governments must provide broad opportunities for the public to gain access to public services based on the principles of equality, transparency, accountability and justice in their administration in order to create good governance (Dwiyanto 2006). Covid-19 cases began to appear in Indonesia in March 2020 and continue to increase. Almost all activities have stopped and started to be carried out online or remotely due to the increasing and almost uncontrollable cases. Except for services that must be carried out in person, the implementation of public services has also been shifted to a long distance to prevent transmission of the virus. Almost all activities that utilize information technology can be completed in an instant. This situation supports, or rather encourages, the implementation of digital public services in Indonesia more indirectly. The government is considering how to simultaneously address social and political issues as a result of this emerging phenomenon, which presents challenges in governance due to the consequences of this pandemic. Sociopolitical science is needed to help develop policies in order to manage a pandemic (Martínez, C. P. J., Benito, B., & García 2021). A rational scientific approach such as socio-demographics is not enough to manage a pandemic. In this way, the government can figure out how to deal with the pandemic and get the government to act.

The government's ability to provide citizens with high-quality public services is a legal requirement. The Covid-19 pandemic is testing information technology and increasing its use in public service delivery and e-government. The development of an e-government system, as explained by Shiyo in Mustafa, K.K., & Deodatus 2021, generates and helps disseminate information, strengthening existence. This is meant to imply that the e-government system will increase the government's presence in its implementation and help increase the effectiveness of public service delivery. Being able to influence people's lives in an all-digital way, requires them to respond to their needs more effectively and efficiently in accordance with the times. Utilizing the information and technology industry in such a way as to facilitate and improve public service activities (Puji Ayu Lestari, et al. 2021).

The difference with other studies is that the people of Jayapura district still have a low understanding of digital information due to limited technological knowledge. In addition, the geographical area which is hilly and still very difficult with signals causes network difficulties in the surrounding areas in Jayapura Regency. For this reason, if people come to the city of Sentani or to Jayapura Regency, they can access information according to the needs of the community with a website. The theory used in this study is Alvaro Rocha (Ikhbaluddin at al, 2022) which states that the quality of websites can be grouped into three main dimensions, namely content quality, service quality, and technical quality. While previous research on public services generally used Zeithaml's theory in (in Hardiyansyah 2011) service quality can be measured from five dimensions, namely: Tangibility, Reliability, Responsiveness, Assurance and Empathy.

In addition, research conducted by (Rifqi Abdul Hafidh 2022) concluded that policy evaluation is an activity carried out to assess performance and benefits and policies. In addition, it is also carried out to measure the gap that exists between the expectations that are expected to be achieved with the facts that actually occur in the field. One very crucial stage in the public policy-making process is policy evaluation. Similar to the research conducted by (Marliana, et al. 2021) as a form of response to the various challenges and problems faced and as a response to development needs in ASN management, the Bandung Regency Government is carrying out gradual and periodic development and improvement of the system in 2021. However Nevertheless, there are still some deficiencies, such as: There are still features in implementing

policies, the performance appraisal system has not been integrated with the employee absenteeism system, there is still insufficient appraiser supervision, and not all employee performance targets are able to show clear and measurable performance measures.

In the Republic of Indonesia Government Regulation No. 82 of 2012 concerning Implementation of Electronic Systems and Transactions Article 1, it states that "everyone who provides, manages and/or operates electronic systems individually or jointly with electronic system users for their own needs and /or the needs of other parties" is meant by "implementation of electronic systems". As a result, hiring experts in the field or providing training to employees on how to use or operate technology used in the delivery of public services. And as a form of value, the quality of services provided provides definite satisfaction to users who have an interest in public services.

One of the information technologies that play an important role in the delivery of public services for the Indonesian government is e-government. This has strengthened the ability of the Indonesian government to participate in the creation of digital systems that will assist and facilitate governance in the future as a form of adaptation to changes and developments in global information technology. Previously, Presidential Instruction No. 3 of 2003 was issued concerning the National Policy and Strategy for E-Government Development. It also describes the administration of the state with e-Government. This is further evidence that the Indonesian government is trying to improve the quality of public services by implementing e-Government. Indrajit explained (in Kusnadi, D., & Ma'ruf 2017) that e-Government is the use of information technology by the government to change relations with the public, private sector, and interested parties. This information technology can be used in a variety of ways, including the internet, mobile devices, computers, and more. This system was developed as a digital distribution of government-created services. In April 2004, the government began applying for all Indonesian citizens, driving licenses, NPWP, and even passports using a single identification number (SIN) as part of an effort to accelerate the implementation of e-government (Shafira, A., & Kurniasiwati 2021). According to Sosiawan (2008), the transition from an authoritarian and central government system to a democratic government system that establishes central authority and autonomous regions is the main reason for the adoption of e-Government in Indonesia. The change in question is that the government must be open, clean, and able to respond to requests appropriately.

Activities are encouraged to continue to make changes with the continuous development of information and communication technology. One of the steps taken by the government to deal with changes in the delivery of public services to the community is the implementation of e-Government. Types of services whose use becomes more adaptable and also increases the level of satisfaction of users or the community or the government itself. E-Government system services will make the operation of government services and processes more transparent and efficient for businesses and citizens. Apart from that, it will also provide many benefits for the community, such as shortening service time and making it easier for citizens to access government information (Mustafa, K. K., & Deodatus 2021). According to Kusnadi, D., & Ma'ruf (2017), there are two activities that include the use of information technology in the application of technology : a). Automatic management of data and information between management and related work processes, b). Utilizing advances in information technology to provide public services that are easy and affordable for the community.

E-Government has a wide range of applications in society, so that the implementation of e-government will have an impact on everyone in the circle connected with the government. According to Kusnadi, D., and Ma'ruf (2017), E-government is implemented in various ways,

including the following: a). G2C (Government to Citizens). Common types of E-Government applications, b). G2B (business to government). To ensure the smooth running of the country's economy, and for business purposes c). G2G (Government-to-Government). This type connects international interactions.

Given the rapid growth of e-government implementation in Indonesia compared to the initial implementation period, currently the implementation of e-Government has grown rapidly. E-Government is a useful tool for interacting with the public, the private sector, or even the government itself. By using information and communication technology, services are made in such a way that users feel satisfied. There are several indicators that can be used to measure the quality of digital-based public services (Ari, D. P. S., & Hanum 2021), namely: a). Efficiency due to ease of use of the information or services provided, b). The feasibility and speed of services can be accessed, used, and accepted by the public. c), As a measure of community or public trust in service providers and their ability to safeguard personal information and prevent tampering to maintain trust d) Support to the community based on service assistance provided by related agencies and apparatus to the community.

To prevent information gaps in society, this public information service makes it the government's responsibility to provide services, particularly in the information sector, in each region as a community service.

The Ministry of Communication and Informatics said that a government website is considered optimal if it meets predetermined criteria, including having information content in the form of regional government geography, descriptions of natural or human resources, local government policies, and electronic services on each local government website. This ensures that the local government website can be said to have met the standards and can display a positive community perspective on government activities.

Although the development of the website in Jayapura Regency is considered sufficient to achieve the optimal performance required by government regulations, the website still faces several obstacles, including the delivery of incomplete information, service pages that cannot be accessed and are still empty, some of which cannot even be opened. , and there is no history of making the website. Knowing that the website has deficiencies, it is necessary to apply the values outlined in Presidential Regulation Number 81 of 2010 concerning the Grand Design of the 2010-2025 Bureaucratic Reform.

Several problems related to the website of the Jayapura District Government. In particular, according to data released in November 2007 by the Ministry of Communication and Informatics, many Indonesian government agencies have successfully developed government websites and provided services, but searches reveal that not all local government agencies are able to operate as they should. As expected, there were even problems with the local government website, making it difficult to set up public information services in the area. For this reason, the research aims to be able to provide input or recommendations to the Jayapura Regency government, especially the Jayapura District Communication and Information Service to be able to follow digital developments and provide accurate, objective, transparent and accountable information to people who need information.

### **Literature Review**

The regional government of Jayapura Regency as the website manager found that website management has had many positive impacts on the community in the implementation of public services. This indicates that the regional government of

Jayapura Regency has implemented the value of E-Government which has utilized technology in involving government affairs in Jayapura Regency, although it still has problems related to the simple visual appearance, the presence of blank pages, and complaints or communication features that have not received a good enough response. However, the delivery of information has been well received and conveyed to the public. But the Jayapura Regency Communication and Informatics Service will in the future make improvements and innovations to the website, these findings are in accordance with the results of research by (Hardono 2016) which in his research found that the E-Government assessment, namely the DIY local government website, was considered to be quite good. However, actualization in the field of e-government services in DIY has not been optimal, this can be proven from the lack of community participation and the unavailability of online transaction services from the public. Then the findings found by other researchers, namely research conducted by Cheisviyanny, C., Helmy, H., & Dwita (2018) regarding government readiness through the quality of local government websites in implementing good governance values, are they transparent, accountable, effective? , and efficient as well as the assessment of the features contained in the Website on 16 Regency/City Websites in West Sumatra, the results of the research that has been conducted stated that eleven of them received an adequate rating, then four Websites were still lacking, and the next Website received an unqualified rating category. This indicates that there are still several regions that are not ready to face E-Government due to several obstacles that occur in each district/city. From this it is the duty of the central government to pay more attention to the condition of local governments in preparing readiness for the implementation of E-Government.

Meanwhile, research conducted by Brilian, P., Yani, R., & Sitokdana (2021) explained that the Regional Government of Semarang Regency was considered not to have met the information needs of the community. Then from the actual side what is implemented is not in accordance with the information standards expected by the community regarding the Semarang Regency Regional Government website, especially regarding the quality of interaction services to the community, therefore there is a need to optimize interaction services from the government with the community. This explains that in the implementation of E-Government by the government, the government should not only pay attention to it, it should not only focus on its application, but the results of the implementation itself can continue to operate properly, in this case, a website that is not only made without there is follow-up action on the government website.

The following research (Puji Ayu Lestari, et al, 2021) found that apart from several obstacles that are indeed difficult to avoid in e-government practice in Indonesia, especially during this pandemic, at least there has been progress that is starting to improve in the provision of services to the public. Innovation from e-government applications by the government is enough to improve the impression of e-government in Indonesia. Through this online service, it can also minimize the occurrence of mal-administration such as procedural deviations, extortion, and so on. Therefore, in the midst of the Covid-19 condition, it is no longer an obstacle for organizers and/or implementers of public services in providing services to the community, but can increasingly increase effectiveness and efficiency in public services.

Another finding is that the authors found an inhibiting factor in research in Jayapura Regency, namely the location or geography in Jayapura Regency which is a hilly area

and tower provider facilities that not all areas can be built in which case it becomes a connection problem caused by the lack of network or network quality in that area.

Then research was carried out by (Nadiya Asyri Nur Fadillah, Rahayu Kusumadewi 2022) that the application of digital government in population services through the SAKEDAP application has been considered effective because it can cut the time and cost of processing document requests, service to the community has increased because with this application the service becomes decomposed so that the community has many service doors to choose from whether to come directly to the office or online, and can avoid the practice of extortion and intermediaries. Although its application is not yet fully optimal, it is due to a lack of human resources in charge of managing the population administration service process given the dense population in Bandung Regency. In addition, because Bandung Regency is the district with the 2nd largest population in West Java, there are still many people who do not know and do not understand the SAKEDAP application because the socialization that is being carried out is still lacking and not evenly distributed, especially in remote areas. Therefore, the Bandung Regency government through Disdukcapil continues to make improvements and developments related to the SAKEDAP application which is adjusted to the needs and requests of the community.

According to the World Bank (in Wibawa 2009), E-Government is the use of information technology by government agencies such as wide area networks (WAN) internet, mobile computing, which can be used to build relationships with communities, businesses and other government agencies. The World Bank Group (Suaedi, Falih, dan Wardiyanto 2010), E-Government is an effort to use information and communication technology to increase efficiency and effectiveness, transparency and accountability of government in providing better public services. Then according to the Ministry of Communication and Information (Samodra Wibawa 2009: 114), defining E-Government is a public service that is held through a government website where the domain used also shows the domain of the Indonesian government, namely (go.id) According to Clay G. Weslatt (15 August 2007) on the website, E-Government is using information and communication technology to promote more efficient and effective cost-effective government, then service facilities to the general public and make government more accountable to the people.

Whereas in the book E-Government In Umar (2005) describes E-Government is an effort to create an atmosphere of government administration that is in accordance with the shared objectives (Shared goals) of a number of interested communities, therefore the vision proclaimed must also reflect the shared vision than the existing stakeholder, for example: a. Improving the productivity and operational performance of the government in serving its people; b. Promote clean and transparent government; c. Improving the quality of people's lives through the performance of public services; d. Guarantee the creation of a democratic state administration. Because the vision comes from "From, By and For" the community or community where the E-Government is implemented, its future will depend heavily on the situation and conditions of the local community. As stated above that E-Government is an effort to administer government based on electronics in order to improve the quality of public services effectively and efficiently. From this understanding it can be interpreted that E-Government is the process of utilizing information technology as a tool to help run government systems efficiently.

There are main things that we can draw from the definition of E-Government above, namely: a. Use of information technology (internet) as a new tool; b. The purpose of its use is so that the government can run effectively, efficiently and productively in the use of internet technology, all convoluted processes or procedures can be trimmed.

Development of E-Government based on Presidential Decree No. 3 of 2003 is an effort to develop governance based on (using) electronics in order to improve the quality of public services effectively and efficiently. To develop a management system and take advantage of advances in information technology, the government must immediately implement the E-government transformation process. Through the development of E-Government, management systems and work processes within the government are arranged by: a. Optimizing the utilization of advances in information technology to eliminate organizational and bureaucratic barriers; b. Establish a network of management systems and work processes that enable government agencies to work in an integrated manner, to simplify access to all public service information that must be provided by the government.

The concept of E-Government develops on the tendency of the people to be free to choose when and where they want to deal with their government, and to be free to choose various traditional and modern accesses that they may interact with for 24 (twenty four) hours. Advances in information technology have indeed changed the order of life of the nation and state, revolutionized the way of life of the people, shifting from an industrial society to a knowledge-based society. The information age provides a huge scope for organizing government activities through innovative new ways, better transparency and providing convenience to the public by providing services to the public that are integrated, interactive and imaginative.

## RESEARCH METHODS

The methodology considered most suitable for achieving this goal is the qualitative method. The purpose of this study is to examine the implementation of e-government, especially the website of the regional government of Jayapura Regency. According to Bungin (2012), qualitative research has the ability to provide an in-depth description of a problem which is also raised to the surface specifically without any intent to generalize. Because this research uses in-depth interviews with informants to provide an overview of the research problem, qualitative research is considered appropriate. According to Alvaro Rocha's theory (in Ikhbaluddin et al., 2022), website quality can be divided into three main dimensions, namely content quality, service quality, and technical quality. This theory is the basis of the analysis used in this study. He said the success of a website built with techniques and technology depended on the quality of the content and services.

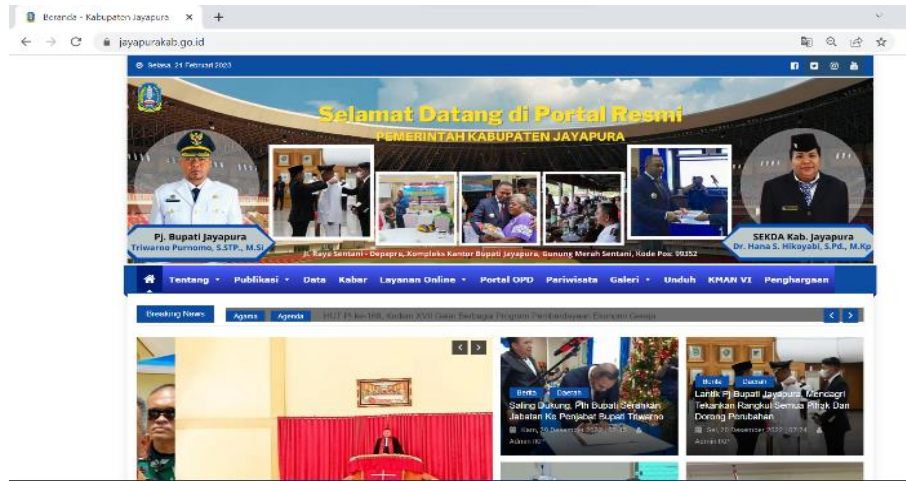
The informants in this study were 1) the Regent of Jayapura Regency, 2) Head of the Jayapura Regency Communication and Informatics Service, 3) Head of the Infrastructure Development, Technology and Information System Integrity Division of Jayapura Regency, 4) Information development manager, 5) Public relations division of Jayapura Regency, 6) Some communities use digital service information. While the data analysis used in qualitative research is basically descriptive analysis, starting with grouping the same data, then interpretation is carried out to give meaning to each sub-aspect and the relationship between one another. Then an analysis or interpretation of all aspects is carried out to understand the meaning of the relationship between one aspect and another which is the focus of this research.



## RESULTS AND DISCUSSIONS

The Jayapura Regency Government website is one type of media facility used by the local government to communicate with the public and share information on regional topics. This image is an initial view that can be accessed through the website which can be seen in the following view of the Jayapura Regency government office <https://jayapurakab.go.id>.

**Figure 1.**  
**Website of the Regional Government of Jayapura Regency**



Source: Jayapura Regency government office (2023)

**Figure 2.**  
**Types of Regional Government Services in Jayapura Regency**



Source: sippt.jayapurakab.go.id (2023)

**Figure 3.**  
**Official Portal of the Jayapura Regency Communication and Informatics Agency**



Source: Kominfo Jayapura Regency Office Jayapura (2023)



Outbreaks are not always an ongoing problem, this provides another way out, namely by using social media and digital space to further introduce Lake Sentani to the wider community. Furthermore, with the loosening of the Covid-19 alert status rules or the start of life (new normal era) the destination area has reopened and is busy inviting visitors back through promotional means. The result is a significant increase in people visiting Lake Sentani especially at the same time as national events, namely PON (National Sports Week) and Peparnas (National Paralympic Week) which have had a tremendous impact on the economy and people's welfare. (Sawir, M, and Qomarullah 2022). The following are the existing destinations for the Lake Sentani tourist area:

**Figure 4.**  
**Actual State of Lake Sentani Tourism Image**



Source: Research documentation (2022)

**Figure 5.**  
**Existing Conditions of Several Utilization Functions of Lake Sentani**



Source: Research documentation (2022)

**Figure 6.**  
**Lake Sentani Water Sports and Culture Festival**



Source: Research documentation (2022)

Although the development of the website in Jayapura Regency is considered sufficient to achieve the optimal performance required by government regulations, the website still faces

several obstacles, including the delivery of incomplete information, service pages that cannot be accessed and are still empty, some of which cannot even be opened. , and no history of website creation. Seeing these problems, the values contained in Presidential Regulation Number 81 of 2010 concerning the Grand Design of the 2010-2025 Bureaucratic Reform can be applied.

By using website quality theory from Alvaro Rocha, the author examines local government websites in Jayapura Regency. There are three main dimensions that can be used to classify websites: technical quality, service quality, and content quality. The success of a website built with techniques and technology depends on the quality of the content and services.

### **Technical quality**

In this discussion regarding information services, where the goal is for the public to easily understand or understand the service information content on the website. Technical quality is a dimension that determines whether a process result is good or bad. Here are four indicators of technical quality:

#### **a) Accuracy**

Based on the findings of this study, the Head of the Jayapura District Communication and Informatics Office stated that to maintain the authenticity of information and avoid bias, it is necessary to go directly to the source. This is also in line with the fact that residents of Jayapura Regency recognize themselves as users of public services and say that the way information is conveyed is adequate because it is informative and factual. The researcher concludes that the information on the Jayapura Regency Government Website can be said to be accurate.

#### **b) Relevance**

Based on these two data sources, researchers understand and can draw conclusions that the Regional Government has conveyed that it has made effective prevention efforts by paying attention to regulatory values through government officials who function as website managers or brainware managers to communicate service information in accordance with the selected field and output services and community needs. This explanation is in line with the community's findings which show that information relations services are considered satisfactory.

#### **c) Completeness**

The results of interviews with two informants along with the legal basis for Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, namely researchers can conclude that the State Civil Apparatus as the manager of the Jayapura Regency Government Website is quite successful in properly displaying the completeness of the data needed by the community, but because there are still Errors and other constraints on the Jayapura District government's website service have caused a small number of people to use the online service.

#### **d) Renewal**

The results of community interviews regarding the updating of the Jayapura Regency Government website. The researcher realizes that government updates have been carried out, but because the website has not been updated optimally, it has not had much impact on the community. Based on the information that has been provided, the

researcher concludes that the Law of the Republic of Indonesia No. 25 of 2009 concerning Public Services requires that the organizers of public service activities, namely the Regional Government of Jayapura Regency, conduct an evaluation in order to improve the capabilities of the executors, in this case the Regency Government website. Jayapura, Head of Infrastructure Development, Technology and Information Systems Integrity, explained that his party had evaluated updating the Regional Government's website to minimize problems and improve the quality of the website in accordance with the goals set to maintain service to the community. However, the people of Jayapura Regency consider that government services are still problematic, including unresponsive pages, blank pages, and errors and repairs that have been tried for quite a long time but have not been completed.

### **Service Quality**

Quality of service refers to the government's efforts to meet the basic needs of society for goods, services, and public administration services by providing quality services. The level of community satisfaction with the services that have been provided can be used to evaluate the quality of services provided. If the community is well protected, this will indicate the level of community satisfaction with the services that have been provided. There are two indicators for service quality:

#### **a) Accurate information provider**

The result of this interview is that the source of the data has an impact on its accuracy, from the State Civil Apparatus Resources being able to manage this information to provide the information needed by the community. The Jayapura District Communication and Informatics Office then always validates the information it obtains before uploading it for service purposes to prevent errors or miscommunication.

#### **b) Responsiveness**

Through the Jayapura Regency government website, the local government has facilitated communication regarding issues or interests through help desk media and agency emails. The results of the study show that since the enactment of Law Number 25 of 2009 concerning Public Services, the government is obliged to provide services to the community by prioritizing quality, fast, easy, measurable and affordable services. In this case, to make it happen, one of the determining factors is the responsiveness of the executors of these community service activities. However, due to the inability of websites on both media to provide a satisfactory response, individuals cannot use agency e-mail or help desk media in their implementation. Based on this, the researchers concluded that the responsiveness of the Jayapura District Government's website was still lacking. Service quality according to Goetsch and Davis is a dynamic condition related to products, services, human resources, processes, environments that meet or exceed expectations (Tjiptono 2005). Meanwhile, service quality according to Lewis and Boom is a measure of how well the level of service provided is able to match expectations consumers (Chandra 2005). According to the author, society must be protected within obtain information as needed. so deep this research, need to provide the best service to the community and must be interest-oriented society and not the other way around.

### **Content Quality**

Content quality looks at how a system works, whether it has fulfilled its goals, and the process of running a system. In this case, the quality of the content looks at how well the

local government's website has done its job of providing information to its citizens and whether the service mechanism is running well or not. There are two indicators in the dimension of content quality, namely:

a) Utility

From this statement the researcher can conclude that the Jayapura Regency Communication and Informatics Service can still develop its optimization despite being constrained by infrastructure and human resources, because the Jayapura District Government website still faces several challenges, such as inaccessible pages, inaccessible features, and simple visual appearance.

b) Accessibility

Based on the results of interviews with the community, the services offered by the Jayapura Regency Government website have succeeded in facilitating the use of the website; however, it is a pity that not all services can function properly due to errors or lack of information on the page.

According to (Rahmaini, Nur 2018), website quality is the level expected by website users when using the website. A website can be said to be of high quality if its users feel that the quality they get matches or exceeds what they expect. The criteria for a website to be said to be of good quality are that the website must be representative, interactive, have an attractive design, concise and simple, safe and secure. The quality of a website can affect user satisfaction, thereby influencing users to use the website more often. Another finding in this study is that Jayapura Regency is constrained by factors such as the location of hills or the geography of the area and tower supply facilities that cannot be built in all areas. This results in connection problems due to poor network or network quality in the area.

## CONCLUSIONS

The following is a conclusion based on the author's research findings on Local Government Websites as Information Service Media in Jayapura Regency:

The quality of the information on the Jayapura Regency Government website can be said to satisfy good information accuracy, meaning that the information presented is in accordance with actual facts, information is relevant to community needs, and information has good updates that can meet these needs. community in obtaining data needed for services and information regarding events in Jayapura Regency. The Jayapura Regency Communication and Information Service is the manager of the Jayapura Regency Government website. Even though the quality of service it provides to the people of Jayapura Regency is quite good, there are deficiencies, especially in the field of human resources where managers who are experts in the field of information technology are not optimal. As a result, the Jayapura Regency Government's website is less effective in providing information to the people of Jayapura Regency.

The quality of the Jayapura Regency website content as a whole can be said to be satisfactory, the performance of the site is satisfactory, and the usability of the site can be said to be satisfactory. This is evident from the website's user-friendliness, intuitive navigation and attractive design. Even so, the accessibility of the site shows that the number of visitors is still small. The factors that impede the ability of the regional government of Jayapura Regency to provide its services are as follows: a. The low quality of human resources in the fields of archives, correspondence and informatics and libraries; b. The

website of the Jayapura Regency government is still not widely known by the general public, and c. The geographical location of Jayapura Regency, not all sub-districts, villages or sub-districts can be reached by land transportation.

Through the Jayapura Regency Government Website the Jayapura District Communication and Information Service can try to overcome obstacles in public information services: a. Maximize offline or face-to-face services to ensure a continuous sense of protection and continuity of community services; b. Educating the public through socialization so they can immediately use online services on the Jayapura Regency Government website

Another finding is that the authors found an inhibiting factor in research in Jayapura Regency, namely the geographical location in Jayapura Regency which is a hilly area and tower provider facilities that not all areas can be built in this case which is a connection problem caused by the lack of network or network quality in that area.

Recommendations for further research related to the Jayapura Regency Regional Government Website using Website documentation data within the scope of the same study focus to produce a more in-depth study so as to find a more precise synthesis as a recommendation for Website development in Jayapura Regency, Papua Province, especially in the Communication and Information Service Jayapur Regency.

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