



Analysis of the Maturity of the E-Government Official Website of Central Java Province

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Abstract

E-Government in Indonesia has experienced significant development, including in Central Java Province, where official websites have become an important means of managing information and public services. This study aims to analyze the maturity of the e-government website in Central Java Province based on key indicators. The method used was quantitative descriptive research with a questionnaire distributed to 9 respondents. The questionnaire includes 11 indicators that are assessed using the Likert scale. The results of the analysis showed that the website received the highest rating on the homepage, content, and speed indicators, with an average score above 4. However, the website's performance is in the "F" category with slow load times and lack of search features, which indicates the need for improvement. In conclusion, although the official website of Central Java Province has met most of the e-government criteria, there are still many aspects that need to be improved to improve the user experience and efficiency of public services. This research provides recommendations for improving website performance to be more effective in meeting the needs of the community.

Keywords: E-Government, Official Website, Maturity, Central Java Province, analysis.

A. Introduction

E-Government in Indonesia is currently included in the good group, where several major cities in Indonesia have implemented and are able to help the community and have an important influence on the performance of Central Java (Apriliani & Panggiarti, 2020; Wuryan Andayani et al., 2024). In the development of information technology such as e-Government, it is currently very helpful in the life of the government and the community.



One of the benefits that can be felt by both parties is to provide a means for the government to manage the running of the government and help in establishing relationships or relationships with the community or other parties involved in it (Manoharan & Ingrams, 2018; Twizeyimana & Andersson, 2019).

In this case, Central Java is one of the provinces that is quite developed and excels faster both in terms of city and region, this makes the Central Java government switch by using E-Government as a support for digitalization as a sector that helps the government in the province of Central Java. One of the tangible manifestations is the existence of an official website from Central Java that can be accessed by the entire community (Lestari & Widowati, 2016; Prasetyo et al., 2014; Alif & Warsono, 2019).

Therefore, the purpose of this report is to report and find out the extent to which the Central Java website runs in accordance with the rules in the e-Government theory and as a manifestation of one of the implementations of the existence of e-Government in this city (Effendy & Subowo, 2019).

The official website of Central Java Province can be accessed through <http://jatengprov.go.id/>. All information and administrative needs can be accessed and searched on this official website easily. The scope of this official website contains all official information and data that can be accessed and downloaded properly by all visitors to the official website of Central Java Province.

Broadly speaking, there are several points of information provided on this website including:

- a. Profile of Central Java
- b. Public Service
- c. Information Services
- d. Call Center
- e. Central Java Latest News

In this official Central Java website, there are several uniqueness that can be seen directly when we access this website. For example, on the profile page on this website, there are images and video icons that are one of the best tourist attractions, namely Borobudur Temple (Andina & Aliyah, 2021).

Based on the website analysis that has been carried out, there are several core points that are the points of evaluation for how good the official website owned by Central Java Province is. These points are directly related to the scope of analysis on the website that has been carried out, these points include:

- a. Speed
- b. Homepage
- c. Contents

- d. Context
- e. Measure of Interaction Quality
- f. Readability
- g. Public Service
- h. Data Mobility
- i. Accuracy
- j. Use of the Platform
- k. Hits

Those eleven points are the scope for analysis and assessment of the official website of Central Java and will later be broken down into several questions that have been prepared based on these eleven points which will later become a questionnaire for the assessment of the Central Java website.

B. The First Aspect of the Discussion, As the Second Section

The following are the results of the questionnaire where there are 9 samples that assessed 11 indicators, which are as follows:

1. Speed

Table 1. Kecepatan Website

Indicator	Question	Survei average
Speed	1. What is the speed when you first open the website?	4,5
	2. What is the speed when opening one of the website contents?	4,38
	3. What is the speed when searching for information?	4
	4. What is the speed when downloading information?	4

Pada Indikator **Kecepatan** diperoleh hasil yang paling tinggi adalah pertanyaan nomor 1 yaitu dengan rerata **4,5**, artinya kecepatan dalam membuka website Provinsi Jawa Tengah sangat cepat Ketika ingin diakses.

a. Homepage

Table 2. Homepag Display

Indicator	Question	Survei average
Homepage	1. How is the assessment on the naming of the Central Java website?	4,25
	2. How is the assessment of the Central Java website structure?	4
	3. Do you think the assessment for the functions offered by the Central Java website is helpful?	4,38

- | | |
|---|------|
| 4. What is your assessment of the interaction assessment offered by the Central Java website? | 4,00 |
|---|------|

On the **Homepage** Indicator, the highest result was question number 3, which was with an average of **4.38**, meaning that the functions offered by the website are helpful for the people of Central Java, especially if there is information related to the community (Sukmasetya et al., 2018).

2. **Conten**

Table 3. Website Contents

Indicator	Question	Survei average
Isi	1. What is your assessment of the quality of the content of the Central Java Website?	4,25
	2. What is your assessment of the quality and relevance of the Central Java Website?	4,88
	3. What is your assessment of the benefits of the content presented from the Central Java Website?	4,13

In the **Content** Indicator, the highest result was question number 2, which was with an average of **4.88**, meaning that the quality and relevance of the Central Java Province website was good and in accordance with the situation that did occur in the province.

3. **Context**

Table 4. Context Website

Indicator	Question	Survei average
Konteks	1. What is your assessment of links to other related websites?	3,88
	2. Do you think the content of the website is in accordance with the vision and mission?	4,38
	3. What is your assessment regarding information about public services in it?	4,50

In the **Context** Indicator, the highest result was question number 3, which was with an average of **4.50**, meaning that the public services offered and presented on the website were good or had helped the community in getting services.

4. **Interaction Quality Measures**

Table 5. A measure of the quality of website interaction

Indicator	Question	Survei average
Quality Measures and Interaction	1. What do you think is the assessment of the communication space provided by the website?	4,13
	2. What is your assessment related to the quality of the service interaction provided?	3,88
	3. What is your assessment regarding the ease of access and understanding of the website?	4,13

In the **Quality and Interaction Size Indicator**, the highest results were obtained for question number 1 and 3, which is with an average of **4.13**, meaning that the website is easy to understand and accessible to all groups (Setiawan & Lomi, 2024).

5. Readability

Table 6. Survey Ease of Reading on Website

Indicator	Question	Survei average
Readability	1. What is your assessment of information that is easy to read and understand?	4,13
	2. What is your assessment regarding the collaboration of colors and text on the website?	4,13
	3. What is your assessment on the use of 2 languages on the website?	4,38

In the **Readability Indicator**, the highest result was question number 3, which was with an average of **4.38**, meaning that the use of 2 languages for the provincial website was well done (Lila Latsmira & Yunita Prima Perwata, 2024).

6. Public Service

Table 7. Public Service Survey

Indicator	Question	Survei average
Public Service	What is your assessment of the public information on the website?	4,13
	Is the information on the website complete?	4,00
	How are services and access services and public complaints?	4,13

In the **Public Service Indicator**, the highest results were obtained for questions number 1 and 3, which were with an average of **4.13**, meaning that the public services offered by the website were good and adequate.

7. Data Mobility

Table 8. Data Mobility Survey

Indicator	Question	Survei average
Data Mobility	What is your assessment of the website in terms of data and information updates?	4,25
	What is your assessment of old data searches?	4,25
	What is your assessment of the ease of retrieval of old data?	3,63

In the **Data Mobility** Indicator, the highest results were obtained for questions number 1 and 2, which were with an average of **4.25**, meaning that the mobility of data search presented on the website was good enough if people wanted to know the data contained on the website. Sejalan dengan (Fatimah et al., 2023)

8. Accuracy

Table 9. Website Speed Survey

Indicator	Question	Survei average
Accuracy	What is your assessment of the sharpness and reliability of the website?	4,38
	What is your assessment of the content that the website can be accounted for?	4
	What is your assessment of the right content or public service?	3,88

In the **Accuracy** Indicator, the highest result was question number 1, which was with an average of **4.38**, meaning that the accuracy in the website content was reliable and accurate.

9. Use of the Platform

Table 10. Platform Usage Survey

Indicator	Question	Survei average
Use of the Platform	What is your assessment when opening a website using google chrome?	3,88
	What is your assessment when opening a website using the OS?	3,88

What is your assessment of plugin support?	4,13
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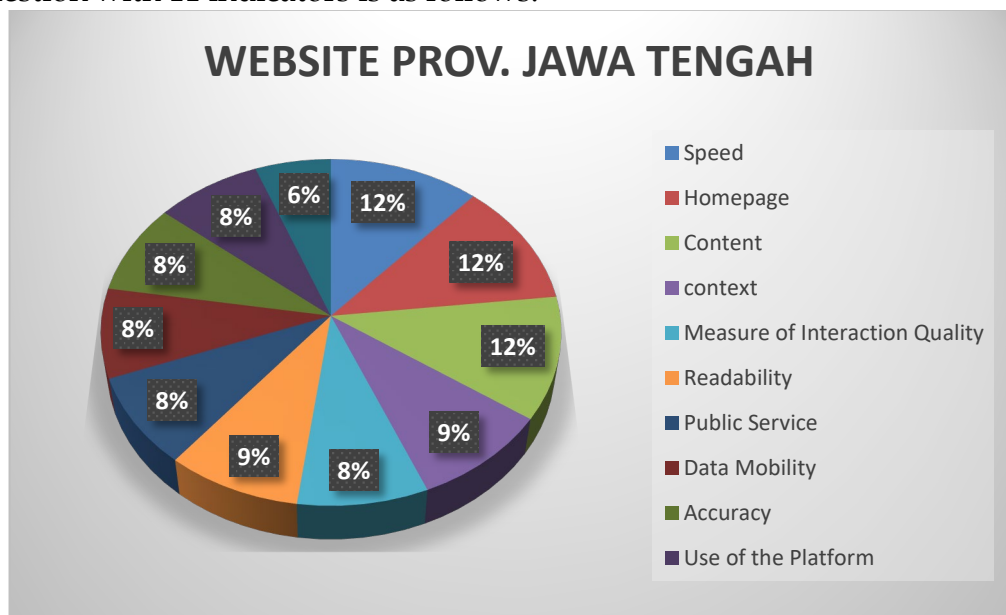
In the **Platform Usage** Indicator, the highest result was question number 3, which was with an average of **4.13**, meaning that the use of the platform was quite good when accessing the Central Java provincial website.

10. Hits

Table 11. Survei Hits Website

Indicator	Question	Survei average
Hits	How do you rate the number of visitors on your website?	4,25
	How do you rate the real-time visits on your website?	4,25

In the Hits Indicator , the highest result was the same, with an average of **4.25**, meaning that the visit or realtime was enough to help and assess that the website was good enough. Thus, the distribution of the diagram for the question with 11 indicators is as follows:



Picture 1. Survey Results Distribution Chart

In the presentation above, the highest assessment was obtained on the **homepage indicators, content and speed**. For more details, you can see the results of the questionnaire.

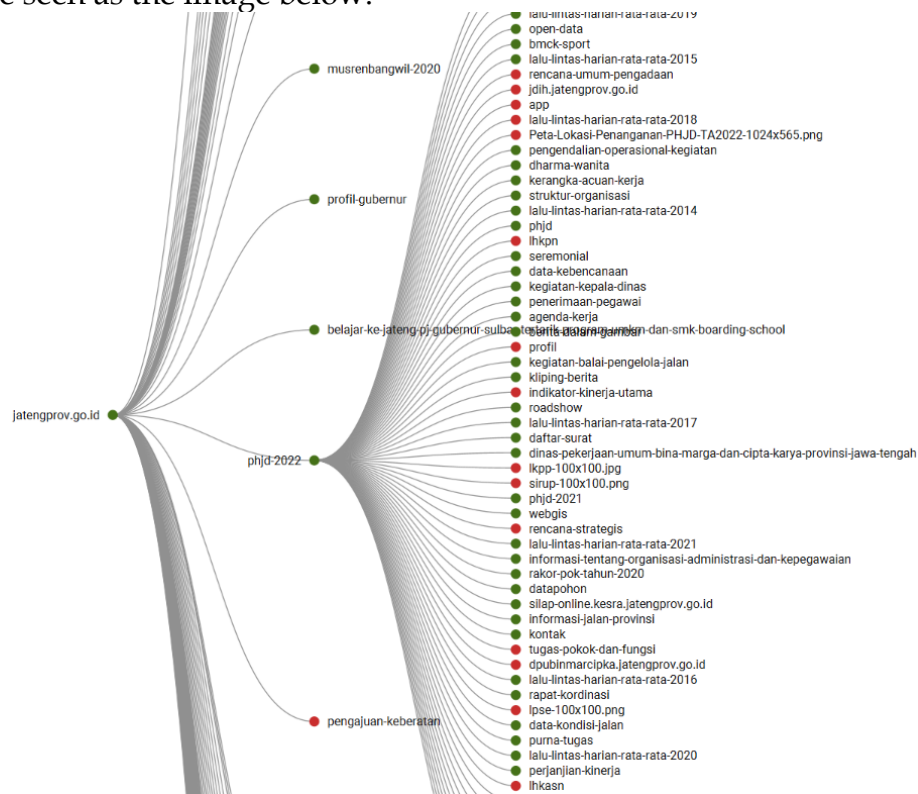
Website Analyzes

1. Website Menu Structure Analysis

Currently, an analysis has been carried out for the menu structure on the official website of Central Java Province. This structure analysis uses an application called Screaming Frog SEO Spider (Körpe Advisor & Berk

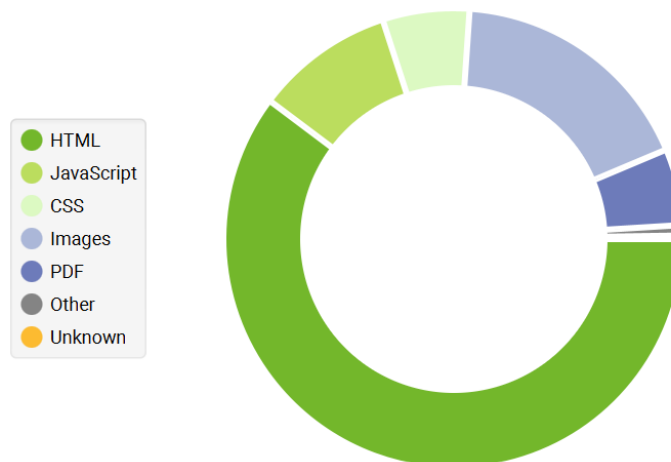
Gökberk, 2021; Körpe Advisor & Berk Gökberk, 2021). By using this application, we can find out how the structure of the menu on the official website of Central Java Province is quite complex and complicated or even vice versa.

In this analysis, after being visualized into the *Crawl Tree Graph* type, it can be seen as the image below:



Picture 2 – Central Java Province Website Menu Structure

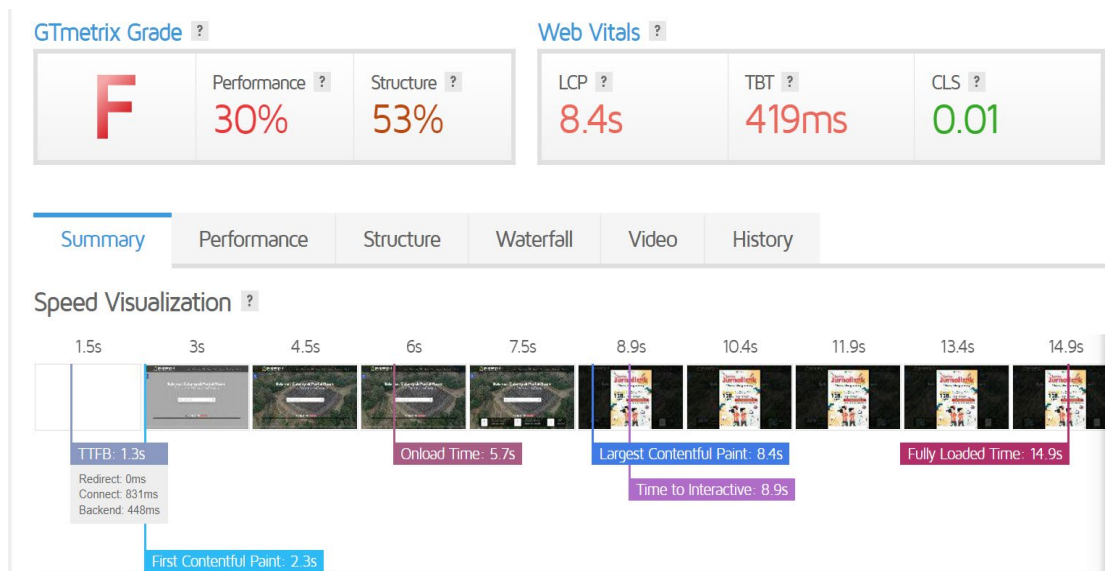
For the overview, it shows that the official website has **17.56%** consisting of 70 image files, **60.24%** consisting of 247 HTML files, **9.76%** consisting of 40 java script files, **6.1%** consisting of 25 CSS files, **0.73%** consisting of 3 other files, and the last **0.24%** consisting of 1 unknown file.



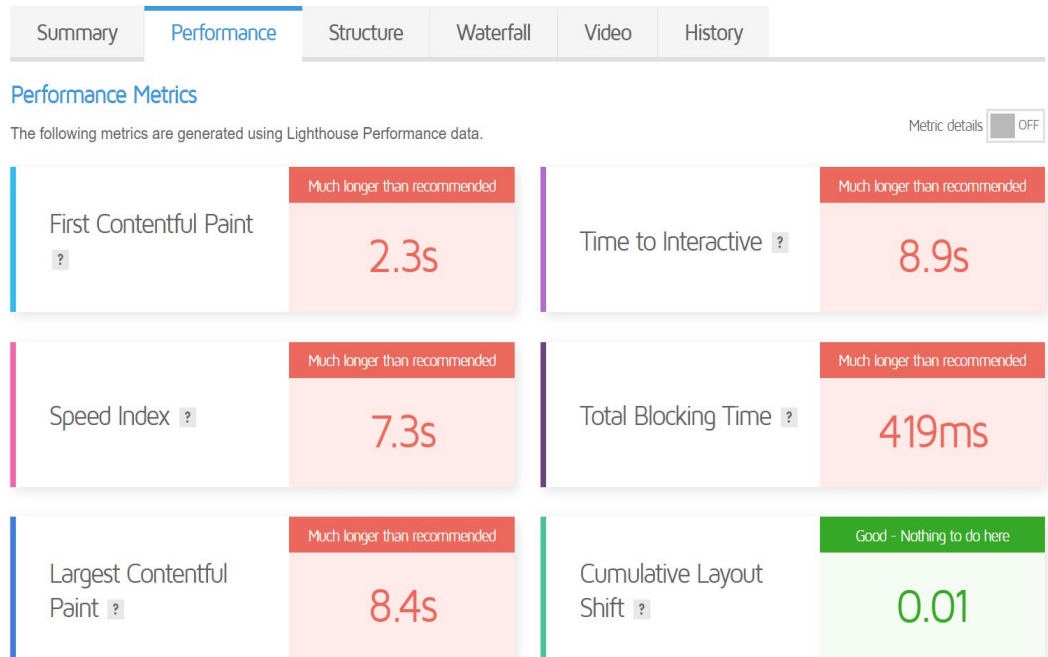
Picture 3. Central Java Province Website Overview Chart

a. Website Performance Assessment Analysis

For the analysis of performance appraisal on the official website of Central Java Province, the author uses a website that can test how the website performs. Whether in the category of websites that can be quickly accessed or even vice versa. The website that the author uses is <https://gtmetrix.com/> by using this website we can find out how much the performance assessment of the website being tested.



Picture 4. Gmetrix from the official website of Central Java Province



Picture 5. Performance Metrics from the official website of Central Java Province

- 1) In terms of website performance, Central Java Province is ranked "F".
- 2) Central Java Province website performance excels with a score of 53%
- 3) In measuring how long it takes to load website content takes 8.4 seconds
- 4) In the Total Blocking Time (TBT), how much time is blocked by the script during the process of loading the Central Java Province website page is 419ms, which is still not good because for a good user experience value it must be 150ms or less.
- 5) Cumulative Layout Shift (CLS) is still in red at 0.01
- 6) Time to Interactive (TI) is still in red as well, which is 8.9s

b. Klasifikasi Website E-Government

For the official website of Central Java Province, it has entered several classifications or stages for the e-Government website, namely:

1) First Classification

The Central Java Province website became "*Web Presence*", where this website can be accessed via the internet. In addition, there is a lot of information such as the latest news, public services and transparency of APBD budget data every year.

2) Second Classification

For this second classification is called "*Interaction*". Judging from the name alone, it is clear that in this classification or stage, the e-Government website has begun to be able to carry out two-way interaction between the government and the general public. It is evident that there is a menu where the public can submit any information that the public wants to know

3) Third and Fourth Classifications

For the third and fourth classifications, the author has not assessed that the official website of Central Java Province has not entered the third classification, namely "*Transaction*" and the fourth classification, namely "*Transformation*". Because when viewed from the existing features or services, this website has not been fulfilled or the services or features referred to in the third and fourth classification criteria have not been available.

E. Concluding Remarks

Based on the results of the analysis that the author has done and obtained on the official website of Central Java Province, it can be concluded into several points, namely as follows:

1. The official website of Central Java Province has mostly met the criteria of the e-Government concept. This can be seen by the difficulty of

this official website, the performance or process of the Central Java Provincial government in running its government has become more efficient, fast, transparent, and can be a means of disseminating information and data to the public.

2. The Central Java Province website does not have a search engine so it is still difficult to get information with the desired keywords.

3. In terms of website performance in Central Java Province is still in class F where it is very bad and needs to be improved

4. The structure of the Central Java Province website is not too perfect for a provincial government.

The Central Java Province website is not fully mature in the use and implementation of e-government for the provincial level, there are still many factors that need to be improved to have a perfect government website image.

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