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How Is E-Government Readiness and Its Impact on Muhammadiyah Citizens? (An Analysis of Ponorogo Internet Program Enters RT)

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ABSTRACT

In today's digital age, the internet is a crucial necessity. There are now more digital-based tasks than manual ones. Local governance as it is currently practiced is based entirely on digital technology. The Internet enters RT program was developed to advance the Ponorogo community's human resources. This article examines the e-government's readiness to administer the Internet enters RT program and explores how it has affected Muhammadiyah members in Ponorogo. The quantitative approach was employed in the conduct of this study. The Ponorogo Muhammadiyah community received the questionnaire. Data were processed using PLS SEM and descriptive quantitative analysis was performed. The study's findings demonstrate that 95% of e-government readiness has already been achieved, specifically in the areas of ICT infrastructure, law and regulations, social environment, managerial work, leadership, workforce competencies, and information security. By realizing e-government readiness in the Internet enters RT program, it encourages public trust. The public's trust in e-government serves as the foundation for the network of political confidence in the administration. As a result, it's critical to establish public trust so that people can comprehend the e-government implementation process and increase government accountability.

***Keywords**: Internet program, e-government readiness, Muhammadiyah, public trust*

ABSTRAK

Di era digital saat ini, internet adalah kebutuhan yang sangat penting. Tata kelola pemerintahan lokal seperti yang saat ini dipraktikkan sepenuhnya didasarkan pada teknologi digital. Program Internet Masuk RT dikembangkan untuk memajukan sumber daya manusia masyarakat Ponorogo. Artikel ini mengkaji kesiapan e-government untuk mengelola program Internet Masuk RT dan mengeksplorasi bagaimana hal itu telah mempengaruhi anggota Muhammadiyah di Ponorogo. Pendekatan kuantitatif digunakan dalam melakukan penelitian ini. Masyarakat Muhammadiyah Ponorogo menerima kuesioner tersebut. Data diolah menggunakan PLS SEM dan dilakukan analisis deskriptif kuantitatif. Temuan penelitian menunjukkan bahwa 95% kesiapan e-government telah tercapai, khususnya di bidang infrastruktur TIK, hukum dan peraturan, lingkungan sosial, pekerjaan manajerial, kepemimpinan, kompetensi tenaga kerja, dan keamanan informasi. Dengan mewujudkan kesiapan e-government dalam program Internet Masuk RT, mendorong kepercayaan publik. Kepercayaan publik terhadap e-government berfungsi sebagai fondasi bagi jaringan kepercayaan politik dalam pemerintahan. Oleh karena itu, sangat penting untuk membangun kepercayaan publik sehingga masyarakat dapat memahami proses implementasi e-government dan meningkatkan akuntabilitas pemerintah.

Kata Kunci: Internet program, *e-government readiness*, Muhammadiyah, kepercayaan publik

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INTRODUCTION

The evolution of existing communication technology has altered the prevalent paradigm of communication, which was formerly thought to occur only in one direction: between the government and the people. In particular, options for two-way contact between the public and the government and vice versa have increased as a result of the growth of communication technologies. This is the point at when the government's operational structure changes or transforms, becoming more focused on controlling information and communication initiatives.

Presidential Instruction No. 3 of 2003 is the gateway to change in digital-based local government management. The success of digitalization in government can certainly be assessed and measured starting from its preparation, concept maturity, stabilization and utilization (Wijaya & Surendro, 2006). It is difficult to manually enter job information into technological systems because there are so many affecting factors (M. Baeuo et al., 2016a). Local governments create strategies, put them into action, and switch from manual to electric services. Government to government (also known as G2G), government to citizen (also known as G2C), and government to business (also known as G2B) interactions have all significantly and actively shifted to the use of e-government services (Layne & Lee, 2001; Metaxiotis & Psarras, 2004)

Through the use of technology and the internet, the government can gauge its own level of preparedness, spot any gaps, and then create fresher, more prepared strategies (M. Baeuo et al., 2016a). The availability of technology, information, and computers (ICT) can boost public confidence in the government (Al-Hujran et al., 2015). The legitimacy of e-government is heavily reliant on the community's satisfaction with the outcomes, procedures, and services provided. As a result, public trust will be in line with e-government's accomplishments and strategic goals(Horsburgh et al., 2011).

The existence of the notion of "e-government readiness" aids society in moving from traditional to digital government, and the government in conducting readiness analyses (Khalil, 2011). A key stage in creating a successful e-government plan is e-government readiness. E-government readiness offers crucial information to decision- and policy-makers. E-government readiness is used in developing nations to assess conditions, possibilities, and obstacles. In addition, it is important to make sure the final e-government strategy is practical and feasible while putting a focus on public administration reforms to advance the sustainable development goal (Koh et al., 2008a).

Ponorogo Regency Government is one of the districts that keeps advancing to catch up in a number of fields. The Ponorogo community's human resources (HR) are developed through the provision of free internet connectivity and access to the neighborhood Association (RT). Through the Ponorogo Internet Entering RT (Inpomase) program, the

Ponorogo community is free to access information via the internet based on wireless fidelity (wifi) provided in every RT. Through the Regent's Circular Letter No. 140/913/405.14/ 2022 regarding Guidelines for the Use of the Neighborhood Activity Budget (PPAK RT), Regent Sugiri Sancoko launched the Ponorogo Internet entry into the RT (Sancoko, 2022). The Ponorogo Regency Communication, Informatics, and Statistics Office introduced this program in March 2022.

One of the remedies offered by the Ponorogo Regency government to persons who have struggled with information inequality and gaps in internet access is the internet enters RT program initiative. The Ponorogo people's economy is projected to recover from the Covid-19 outbreak through in part to this program, which also promotes the community to strengthen its digital business capacities and digital literacy skills. Children and students can study online for free using the resources offered by the internet enters RT program. As a result, the internet enters RT program facilities are situated in each RT and in public areas frequented by residents, such as security checkpoints and electrical substations. The Ponorogo Regency Government introduced the internet enters RT program as one of its innovations by using the internet and technology to communicate with the community. The Ponorogo Regency Government has undergone changes that include moving toward e-Government (e-gov) and becoming document-ready for Ponorogo to go Smart City (Kominfo, 2022).

A community group called Muhammadiyah actively contributes to the growth and advancement of the Ponorogo Regency. Muhammadiyah, a fast-expanding civil society organization in the areas of health, education, the economy, and other areas, plays a crucial role in these areas (Djalante et al., 2020). Muhammadiyah had a huge impact on Sugiri Sancoko's rule. Muhammadiyah specifically urged the administration to complete Jalan Hos Cokroaminoto's face-off construction within 100 working days of Regent Sugiri. Muhammadiyah offers encouraging support as a sign of its dedication to promoting change. It goes without saying that Muhammadiyah's involvement reflects the members' confidence in Sugiri Sancoko's leadership.

Implementation of e-government often fails due to several reasons, namely the technical system is not implemented; technologies that have been implemented are simply thrown away after implementation; the main objectives were not achieved due to costs, implementation timeframes, and capabilities (Alzahrani et al., 2017; Heeks, 2002). A common criterion for evaluating the preparedness of the government is technological infrastructure (Purnomo et al., 2020; Seng et al., 2010). To evaluate e-government readiness in e-government implementation, an integrated tool is needed that highlights access to information and also puts together different segments of organization, ICT, human resources, and external preparedness Sabri et al., (2012) . A key stage in creating a successful e-government plan is e-government readiness. E-government readiness offers crucial

information to decision-makers in policy. E-government readiness offers crucial information to decision-makers.

E-government preparedness is used by many nations throughout the world to assess circumstances, opportunities, and difficulties. In addition, it is important to make sure the final e-government strategy is practical and feasible while putting a focus on public administration reforms to advance the sustainable development goal (Joseph, 2014; Prybutok et al., 2001; Sudarsono & Lestari, 2018). E-government readiness is measured in terms of human resources, the link between government agencies and society, as well as the government's ready framework (Dahwan & Raju, 2021). Several international organizations and businesses have implemented several e-government readiness measurement frameworks. The bottom-up approach model is one of the well-liked e-government readiness assessment frameworks (Joseph, 2014).

Table 1. Bottom-up Approach Model

External Environment Readiness	ICT and social infrastructure
	Social and Human Environment
Internal Environment Readiness	Managerial framework
	Leadership
	Investment
	Labor capability
	Internal IT infrastructure
	Information security
	Legality and regulations regarding information

Source: (Zheng & Jiang, 2011)

The internal and external environments are both analyzed as part of the bottom-up methodology for determining e-government preparedness. The social ICT infrastructure as well as the social and human environment make up the external environmental readiness. The managerial framework, leadership, investment, labor capacity, internal IT infrastructure, information security, and Legality and regulations regarding information make up the government's internal readiness (Zheng & Jiang, 2011).

As e-government is deployed using a variety of electronic instruments, public trust may increase. Trust emerges as a factor that may contribute to the acceptance of information and applied technologies. A sense of trust that no one will take advantage of others' vulnerabilities is vital because technological change is unpredictable and dynamic (Barney & Hansen, 1994; Hawaii et al., 2005; Liébana-Cabanillas et al., 2014).

According to the findings of the literature review, trust is one of the most significant factors influencing the adoption of e-government, because people must trust the government and the technology provided. In spite of this, people frequently worry when personal information is posted online about its security and potential for abuse (Alzahrani et al., 2017; Hawaii et al., 2005).

Public trust in the government or public service providers requires the encouragement of citizens who are involved in the e-government process (Alzahrani et al., 2017; Hawaii et al., 2005). Numerous research has also supported the influence of perceived public trust (Alzahrani et al., 2017; Carter & Bélanger, 2005; Horsburgh et al., 2011). According to (Liébana-Cabanillas et al., 2014)research findings, trust is a prerequisite for establishing e-government. Internet service providers must be able to comprehend, manage, and assess the situation. Considering the advantages of a trustworthy connection, trust can also raise outcome expectations (Nurdin et al., 2011). Trust, according to Alzahrani et al., (2017) is a key factor in how individuals communicate, develop relationships, and collaborate onlinec(Xiang, 2018), share information, and conduct online transactions (Glyptis et al., 2020).

The legitimacy of the implemented reforms will be questioned and may not be supported if the administration fails to establish a trustful relationship with the populace. ICT is a technology that makes it easier to establish trust by fostering greater public participation (Christofi & Vrontis, 2018). Some of the interesting tools that improve e-participation, e-voting, and advance e-democracy include online consultation and feedback from users of e-services, citizen involvement in government policy decisions, citizen participation in designing e-services, and tools that allow citizens to express their opinions or complaints.

From the context presented above, this study was conducted to examine the implementation of the internet enters RT program in Ponorogo district. This study aims to analyze the e-government readiness and the trust of Muhammadiyah members in the program. The term "e-government readiness" used in this article refers to a range of factors, including organizational readiness, governance and leadership readiness, customer readiness, competency readiness, technology readiness, legal readiness (Joseph, 2014).

RESEARCH METHOD

This study used a survey methodology to collect primary data directly from the source. In this study design, a quantitative technique is used to examine how ready the e-government is to handle the Internet program and explore its implication. Participants in the study were drawn from the Ponorogo district's Muhammadiyah group.

In determining the sample especially for variance-based Structural Equation Modelling (SEM) analysis, a minimum number of study samples must be met in order to comply

with standards and regulations. The minimum is five to ten times the total number of statement items examined (Shmueli et al., 2019). Accordingly, 20 x 5 = 100 respondents are the bare minimum required to process primary data. For that reason, a total of one hundred persons took part in this study.

In this work, data analysis methods and testing of hypotheses were carried out using PLS (Partial Least Square) models based on SEM and the program SmartPLS 3.0. SEM-PLS can generate reflective and formative analyses with complicated models and function well with small sample sizes. PLS performs testing in the measurement model (outer model) and structural model (inner model).

Evaluation Model Validity and reliability tests are conducted on the measurement model. The convergent and discriminant components of a validity test. To determine the degree of the correlation between the two sizes of the same notion, concurrent validity is used. Value and are used to compute the loading factor's reflecting convergent construct validity. The average variance extracted (AVE) is calculated as the standardized factor squared divided by the quantity of measurement items. AVE value should be more than 0.5 and loading factor should be over 0.7 as a general rule. (Beckett, Eriksson, Johansson, & Wikström, 2017), A weight value and Variance Inflation Factors (VIFs) are used during the formative construct validity assessment.

Assessing a construct's discriminant validity involves determining how distinct it is from other constructs. This is done by comparing the AVE of the constructs to the squared correlation values between the two constructs under consideration. A number higher than the correlation between the build and the low cost of the cross-loadings is a good guideline for discriminant validity. (Beckett et al., 2017). When measurements of the same symptoms are made more than once using the same measuring device, the consistency of the data is checked using a reliability test.

Testing for reliability involves measuring the composite value that meets the reliability requirements and is over 0.7, but 0.6 is acceptable (Beckett et al., 2017). When Cronbach's alpha is higher, high reliability level measuring devices are used.

RESULTS AND DISCUSSION

There were 100 total respondents who participated in filling out the questionnaire, with 57 female respondents and 43 male respondents, respectively, accounting for 57% and 43% of the total respondents by gender, education level, and age, respectively, as shown in table 1 above. The highest level of education that fills in has 48 respondents and a percentage of 48% at the high school/MA level, followed by 42 respondents and a percentage of 42% at the S1 level, 10 respondents and a percentage of 10% at the SLTP/MTS level, and no respondents and a percentage of 0% at the Masters-S3 level of education.

Additionally, the respondent's data is based on age; the most data is filling in with respondents between the ages of 15 and 30 years, with 65 respondents and a percentage of 65%; respondents between the ages of 40 and 60 years, with 22 respondents and a percentage of 22%; and respondents between the ages of 30 and 40 years, with as many as 13 people and a percentage of 13%.

Tabel 2. Respondent Data Based on Gender, Education Level and Age

No	Characteristics of Respondents		Amount	
			F	%
1.	Gender	Male	43	43%
		Women	57	57%
2.	Education	SLTP/MTS	10	10%
		SLTA/MA	48	48%
		S1	42	42%
		S2-S3	0	0%
3.	Age	15-30	65	65%
		30-40	13	13%
		40-60	22	22%

Source: Respondent Data Processing, 2023

Discriminant Validity Test Results

All of the constructs in this study model meet the specifications, according to the findings of the discriminant validity test presented in Table 2. The square root of AVE is more significant than the correlation between the constructs in each of the investigated constructs. This shows that the requirements for discriminant validity and reliability have been met.

Tabel 3. Reliability Outer Model

	Cronbach's Alpha	Composite Reliability	Average Variance Extracted (AVE)
X	0,904	0,926	0,648
Y	0,929	0,942	0,670
Z	0,924	0,936	0,558

Source: Respondent Data Processing, 2023

Latent or construct variables are tested for reliability using composite reliability. If > 0.7, the reliability indicator indicates a positive result (Chin, 1998). The findings of the composite reliability values in Table 2 demonstrate the reliability of each indicator.

Tabel 4. Discriminant Validiy Data

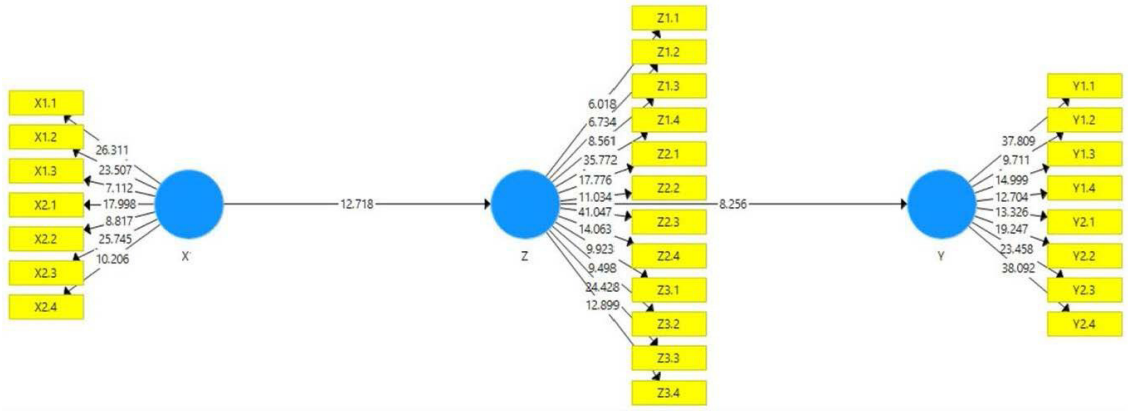
	X	Y	Z
X	0,805		
Y	0,615	0,819	
Z	0,617	0,582	0,747

Source: Respondent data processing, 2023

Fit Models

The influence and importance of the link between indicator x, indicator z, and indicator y are assessed using structural model analysis.

Tabel 4. Outer Model



Source: Respondent Data Processing, 2023

Figure 4's outer model findings show that the x variable influences the z variable, which in turn influences the y variable. This is demonstrated by the fact that both the z value of 8.256 and the y value are affected by the x1 value of 12.718.

Variable X is the readiness of the government with research indicators found in the readiness that is built on internal and external government (Barney & Hansen, 1994). Variable Z implementation of e-government (Rose et al., 2015) and variable Y is public trust built by Muhammadiyah members in Ponorogo Regency (Horsburgh et al., 2011; Parent et al., 2005).

Implications for Theory

The e-government readiness assessment is a key component that focuses on technical aspects such as ICT strategy, user access, e-government programs, ICT architecture, business processes, ICT infrastructure and human resources (Sabri, Sabri, & Al-shargabi, 2012)E-government readiness is focused on six aspects, namely: organizational readiness, governance and leadership readiness, customer readiness, competence readiness, technology readiness and legal readiness (Azab et al., 2009; Azab & Consultant, 2015).

E-government readiness can also be associated with government readiness in the context of policies, laws, regulations and is also associated with business sector readiness, such as electronic signatures, electronic transactions, e-commerce, development of small and medium enterprises. (Basu, 2004; Joseph et al., 2016). (Al-Omari, 2006). Six factors are significant for the success of e-government initiatives that can result in enhancing a country's e-government readiness, namely government organizational readiness, governance and leadership readiness, customer readiness, competence readiness, technology readiness and legal readiness (Joseph et al., 2016). Another context of technology readiness is the Communication Technology Infrastructure (CTI) (H. Al-Omari & Al-Omari, 2006).

E-government readiness does not only measure the government's readiness framework, but also human resources, the relationship between government agencies and society as an element of e-government (Dahwan & Raju, 2021) Several e-government readiness measurement models have been implemented in various international organizations and companies. One of the popular e-government readiness measurement models is the bottom-up model (Fesenko & Fesenko, 2016).

The key to successful e-government readiness lies in technical aspects such as ICT strategy, user access, e-government programs, ICT architecture, business processes, ICT infrastructure and human resources. E-government readiness is focused on six aspects, namely organizational readiness, governance readiness and leadership, customer readiness, competence readiness, technology readiness and legal readiness (Azab et al., 2009). E-government readiness is focused on an assessment framework covering aspects related to citizens, technology, processes and strategic planning (Waheduzzaman et al., 2018).

Community readiness is also the most important right before the implementation of e-government. 3 related to community readiness including stakeholder partnerships, funding and long-term vision (Ayanso et al., 2011; Koh et al., 2008b). (Mensah, 2020) to prepare civil society what must be done is participation, grassroots empowerment, human resource development. social, economic, cultural, attitudes, knowledge of citizenship, HRD are also factors that must be considered (Ismail & Abdelghaffar, 2008). The E-Government Readiness Model has a focus framework that has goals, decisions and support for planning.

The focus framework for e-government readiness is Organization Readiness, Leadership and Governance Readiness, Customer Readiness, Competency Readiness, Technology Readiness, Legal Readiness, Business Readiness and Community Readiness. (A. Al-Omari, 2006; M. Baeuo et al., 2016b; Rao, 2015).

By building on the proposed e-Government readiness culture model, governments can use this model as a guide to evaluate the extent to which these cultural factors are present/absent in governance and which of them are have a significant influence on the readiness of the government (Sabri, Sabri, & Al-Shargabi, 2012b).

In the context of implementing the internet program into RT (inpomase), the results of the research data show that the government has carried out e-government readiness, namely ICT infrastructure readiness, legality and regulations, social environment, managerial work, leadership, workforce capabilities and information security (Barney & Hansen, 1994). he readiness of the ICT Infrastructure for the the internet enters RT program has been realized until early 2023 the implementation of the internet enters RT program (in this case is the RT level) has reached 95%, the remaining 5% is still constrained by a geographical structure that is difficult to reach by internet service providers. The internet enters RT program has also been officially implemented since the District Head's Circular Letter No. 140/913/405.14/2022 concerning Guidelines for Using the Budget for Environmental Activities (PPAK RT) (Sancoko, 2022). Managerial social environment and workforce capabilities have also been well prepared by the Ponorogo district government. The obstacle currently faced is information security. The dynamics of problems that arise in the community in the management of the internet enters RT program can be properly analyzed by the government. Communities can access the internet for free in a public environment close to each resident's house, so this can encourage public trust, especially Muhammadiyah members in Ponorogo Regency.

Public trust in the application of technology determines the building of a network of political trust in the government (Srivastava & Teo, 2009a). Impact Public trust is important to understand the process of e-government implementation (readiness) impact on government trust and responsibility (Ismail, 2008). More importantly, beliefs and beliefs without taking into account the differences that exist between the various types of beliefs that a society can have (Mahmood et al., 2014). Types of trust in government goodness & competence include trust in government handling of transactional data, trust in service delivery media, online shopping experience trust in Government, Trust in Internet, risk perception and trust in e-government (Mahmood et al., 2014).

Building trust is a feedback loop that can demonstrate commitment and support to government and politically to heads of government, build institutional trust, foster IT literacy, and put in place a comprehensive and effective legal system (Srivastava & Teo, 2009).

Consequently, in order to prepare e-government readiness to build public trust, the following elements are required: awareness; a sufficiently strong legal and policy basis; institutions and individuals in charge; funding sources; the availability of infrastructure and technology used; Human Resources (HR) with an understanding of ICT and information security; and leadership commitment.

CONCLUSION

The implementation of the internet enters RT program in Ponorogo Regency has been supported by e-government readiness on both internal and external readiness. The public's trust is significantly impacted by this readiness, particularly among Muhammadiyah members. Additionally, the government developed social managerial approaches at the RT level and offered support through labor and leadership. The internet enters RT program's readiness for e-government has a big impact on how well programs are implemented and how the public perceives them, especially among Muhammadiyah members in Ponorogo Regency. It is possible to correctly manage lax security limits without jeopardizing public confidence. Public trust is a crucial factor in the deployment of e-government since it can promote trust and accountability in the government. For the execution of a thorough and efficient legal system, it is crucial to uphold and retain public trust because it is also a sign of dedication and support to the government.

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