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EFFECTIVENESS IMPLEMENTATION OF E-GOVERNMENT IN INCREASE QUALITY SERVICE PUBLIC : LITERATURE REVIEW

Syifa Lutfiah, Kulsum Kamilah , Aos Kuswandi

Study Program Knowledge State Administration

**Faculty of Science Social and Political Science , Muhammadiyah University of Indonesia
(Unisma Bekasi)**

syilahlthfh57@gmail.com , kulsumila2005@gmail.com

[,aos_kuswandi@unismabekasi.ac.id](mailto:aos_kuswandi@unismabekasi.ac.id)

Abstract

Development technology information and communication has push digital transformation in sector public , one of them through implementation of e-government as effort increase quality service public . Research This aim For analyze effectiveness implementation of e-government in increase quality service public based on study relevant literature . The method used is a literature review with approach qualitative descriptive , which examines various source scientific like journal national and international , books , and publication academic other related matters with topic research . Study results show that implementation of e-government in general capable increase efficiency , transparency , accountability , and accessibility service public . Besides that , e-government also contributes in speed up the service process and minimize practice convoluted bureaucracy . However Thus , the effectiveness its implementation Still face various challenges , such as limitations infrastructure technology , low digital literacy of society , as well as lack of readiness source Power man apparatus government . Therefore that , is necessary comprehensive strategy , including improvement human resource capacity , strengthening digital infrastructure , as well as supportive policies integration system service based electronics . With Thus , e-government can optimized as instrument main in realize service quality , responsive , and needs - oriented public public .

Keywords: *e -government, service public, quality services, digital transformation, literature review*

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INTRODUCTION

Development digital transformation in a number of decade final has bring a very big change significant in various aspect life humans , including in system organization service public . Progress technology information and communication No only push efficiency in the administrative process , but also change expectation public to quality services provided by the government . In the digital era, society demand services that are not only fast and precise , but also transparent , accountable , and can accessible in a way easy without limitation space and time . Conditions This put government in a position that must capable adapt in a way dynamic through innovation based digital technology for increase quality service public . With Thus , digital transformation becomes need strategic in face demands modernization service public (Villalobos Risco & Linarez Arias, 2023) .

Digital transformation in sector the public also encourages change paradigm in governance government from the previous one nature bureaucratic become more adaptive and service - oriented society . Government sued For capable create innovation services that are not only efficient but also inclusive and easy accessible to all layer community . Utilization digital technology becomes instrument main in increase performance organization public , good in matter speed service and accuracy information . In addition that , digitalization also makes it possible government For expand range service until to the previous area difficult reachable in a way physique (Xin et al., 2022) .

The concept of e-government is present as form concrete from implementation digital transformation in government that aims For increase quality service public through utilization technology information . E-government includes use system electronic in various aspect service , starting from administration until interaction between government and society . With the existence of e-government, service processes become more integrated and efficient , so that capable reduce complexity bureaucracy that has been This become constraint main in service public (Edelmann & Mergel, 2021) .

More furthermore , the implementation of e-government has role important in realize principles of good governance, such as transparency , accountability , and participation public . Digital systems enable government For provide information in a way open and real-time to society , so that increase trust public to performance government . Besides that , society also has more opportunities wide For involved in the process of taking policy via the digital platform provided . With Thus , e-government does not only increase efficiency services , but also strengthen governance good governance (Edelmann & Mergel, 2021) .

Connection between e-government implementation and improvement quality service public has Lots reviewed in various research . Use digital technology enables service processes become more fast , accurate , and transparent , so that capable increase satisfaction society . Besides that , the system electronics also allow public For access



service in a way independent without must come direct to office government . This is give convenience at a time efficiency in the service process public (Xin et al., 2022) .

In perspective development sustainable , e-government also provides significant contribution in increase accessibility service public . Digitalization allows government For reach local communities isolated , so that reduce gap service interregional . In addition that , use digital technology also supports efficiency use source power , such as subtraction use paper in the administrative process . With Thus , e-government does not only increase quality service public , but also supports principle sustainability (Xin et al., 2022) .

A number of study previously show that e-government implementation provides impact positive to quality service public . One of the for example is implementation Online Single Submission (OSS) system that is capable of increase efficiency service licensing as well as make things easier public in access service digitally . System This enable administrative processes done in a way more fast and transparent , so that reduce time and costs required in service public (Priyanti et al., 2025) .

Besides that , other studies also show that e-government is capable increase satisfaction public through improvement quality and speed services . Digitalization allows subtraction convoluted procedures as well as increase transparency in the service process . With existence system electronics , society can get service with more easy and efficient , so that increase experience users in a way overall (Villalobos Risco & Linarez Arias, 2023) .

Although Thus , the implementation of e-government is not let go from various obstacles that can be hinder its effectiveness . One of the challenge main is limitations infrastructure technology , especially in areas that have not yet been developed own adequate internet access . Inequality This cause No all public can utilise optimal digital services , so that potential cause digital divide (Villalobos Risco & Linarez Arias, 2023) .

Besides constraint infrastructure , factors source Power humans also become challenge important in e-government implementation . No all apparatus government own adequate digital competency For operate system based technology . On the other hand other , level digital literacy of the community which is still low can also hinder utilization optimal e-government services . Problems data security and privacy are also a concern issue important things that need to be done noticed in implementation digital system (Villalobos Risco & Linarez Arias, 2023) .

Various study previously show existence difference findings related effectiveness implementation of e-government in increase quality service public . Some study show positive results , while study other show that e-government implementation has not yet walk optimally . The difference This show there is a research gap that needs to be filled reviewed more carry on through literature review approach get greater understanding comprehensive (Villalobos Risco & Linarez Arias, 2023) .

Based on description said , research This aim For analyze effectiveness implementation of e-government in increase quality service public through literature



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review approach . Research This will study various findings empirical from study previously For identify factors that influence success and constraint e-government implementation . With Thus , research This expected can give contribution for development knowledge administration public as well as become base in formulation policy service public more digital based effective .

RESEARCH METHODS



Study This use literature review method with approach descriptive qualitative . The literature review method is used For identify , evaluate , and synthesize results study relevant previous with topic study so that can give comprehensive understanding about something phenomenon (Popenoe et al., 2021) . Research data obtained from article journal national and international issues that discuss e-government implementation and quality service public published in the period 2021–2026. Search literature done through the Google Scholar, Scopus, and Garuda databases using the keywords e-government, electronic government, digital government, and public service quality. The selected articles Then analyzed use technique content analysis with method identify , compare , and synthesize various findings study For get description about effectiveness implementation of e-government in increase quality service public . Approach This allows researchers get systematic conclusions based on evidence empirical that has been published previously (Phillips & Barker, 2021) .

Table 1. Analysis Literature Study Previously

N o	Researcher s and years	Title Study	Method Study	Measured variables	Research result
1.	Chan et al. (2021)	Service Design and Citizen Satisfaction with E-Government Services	Quantitative	Design service , quality service , satisfaction public	Design service influential significant to satisfaction e-government users
2.	Vieira et al. (2026)	PS- DigQual : Scale Development for Digital Public Service Quality	Quantitative	Quality digital services , satisfaction users	Quality influential digital services to satisfaction public
3.	Husin et al. (2026)	From Digital Literacy to Public Trust	Quantitative	literacy , quality service , trust public	Digital literacy and quality service increase trust public
4.	Rodríguez Bolívar (2026)	Digital Governance and Public Value	Qualitative	Digital governance , transparency , values public	Digital governance improves transparency and values public



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5.	Dewi et al. (2023)	Implementation of E-Government in Improving Public Service Quality in Indonesia	Qualitative	E-government implementation, quality service, effectiveness	E-government improves effectiveness service public at the level local
6.	Edelman et al. (2022)	Trust, Digital Governance, and Public Service Delivery	Quantitative	public, digital services, transparency	Trust public become factor important in e-government success
7.	Xin et al. (2024)	Digital Transformation and Government Service Efficiency	Quantitative	transformation, efficiency service, speed service	Digital transformation improves efficiency and speed service public
8.	Villalobos et al. (2023)	E-Government Adoption and Citizen Satisfaction	Mixed method	Adoption of e-government, convenience usage, satisfaction public	Convenience use influential to level satisfaction public

RESULTS AND DISCUSSION



Description General Implementation of E-Government in Public service

Implementation of e-government in service public show significant developments as part from digital transformation of the sector public . Government start adopt system service based electronic For increase quality service to public . (Chan et al., 2021) confirm that design digital services have role important in increase satisfaction society , so that the success of e-government is not only determined by technology , but also by quality design user - oriented services .

In context implementation in various countries, e-government has used For simplify administrative processes and improve accessibility service public . (Priyanti et al., 2025) state that implementation of e-government in Indonesia is capable increase effectiveness service through simplification procedure as well as improvement convenience access service for society . This is show that digitalization service public contribute to repair system bureaucracy .

Besides that , e-government is also a part from a more digital governance concept wide . (Rodríguez Bolívar, 2026) explain that digital governance plays a role in increase transparency and accountability government , so that capable create mark public . With Thus , the implementation of e-government is not only focus on efficiency services , but also on improvements quality of governance government .

Effectiveness Implementation of E-Government in Increase Quality Service Public

Effectiveness implementation of e-government in increase quality service public can seen from a number of indicator main , namely efficiency , speed service , convenience access , transparency , and satisfaction society . From the side efficiency , (Xin et al., 2022) show that digital transformation is capable reduce time and cost in the service process public , so that increase productivity organization government .

In matter speed services , digital systems enable service done in a way more fast compared to with manual system . This is impact directly on the increase quality service public . Besides that , convenience access become superiority main e-government. (Villalobos Risco & Linarez Arias, 2023) find that convenience use influential digital services significant to level satisfaction public .

Transparency is also a aspect important in e-government implementation . (Rodríguez Bolívar, 2026) state that digital governance enables openness information more public wide , so that increase accountability government . This is reinforced by (Edelmann & Mergel, 2021) who stated that transparency digital services contribute to improvement trust public .

Next , satisfaction public as indicator main quality service the public also increased through e-government implementation . (Chan et al., 2021) and (Vieira et al., 2026) show that quality digital services have influence significant to satisfaction users . In addition that , (Husin et al., 2026) add that community digital literacy play a role important in increase trust and satisfaction to e-government services .



Factor Supporters E-Government Implementation

Success e-government implementation is influenced by various factors factor support infrastructure technology become factor main in support digital services . (Xin et al., 2022) emphasize that availability adequate infrastructure very important in increase effectiveness service public digital- based .

Besides that , support policy the government also becomes factor important . (Rodríguez Bolívar, 2026) state that clear regulations and commitment government in development of digital governance becomes key success e-government implementation .

Competence source Power humans also play a role important in e-government implementation . (Husin et al., 2026) show that ability apparatus government in manage technology information very influential to quality services provided . In addition that , digital literacy of the community also becomes factor important in increase utilization e-government services .

Factor other is trust society . (Edelmann & Mergel, 2021) state that level trust public become factor determinant in success e-government implementation . Without trust , society tend reluctant use digital services .

Factor Inhibitor E-Government Implementation

Although own Lots benefits , e-government implementation also faces various obstacles . One of them obstacle main is digital divide , where there is no all public own access to technology and the internet. (Villalobos Risco & Linarez Arias, 2023) show that limitations access technology can hinder e-government adoption .

Limitations infrastructure also becomes constraint in e-government implementation , especially in the regions remote . (Xin et al., 2022) confirm that inequality infrastructure Still become challenge in equality digital services .

Besides that , the low digital literacy of the community also becomes obstacle in use e-government services . (Husin et al., 2026) state that lack of understanding technology can hinder utilization digital services .

Problem data security is also a attention important . (Edelmann & Mergel, 2021) confirm that issue data security can lower trust public to digital services . In addition that , resistance to change from apparatus the government also becomes obstacle in e-government implementation (Priyanti et al., 2025) .

Synthesis Findings and Implications Policy

Based on results analysis literature , can concluded that implementation of e-government in consistent give impact positive to quality service public . The majority study show that e-government is capable increase efficiency , transparency , and satisfaction public (Chan et al., 2021) : (Vieira et al., 2026) .

However Thus , there are a number of gap research , especially related digital literacy and data security are still need reviewed more deep . Therefore that , the



government need increase investment in digital infrastructure , strengthening regulations data security , as well as increase digital literacy of society .

CONCLUSION

E-government implementation is proven effective in increase quality service public through improvement efficiency , speed service , convenience access , transparency , and satisfaction society . Digitalization service public enable administrative processes become more fast , simple , and can accessible in a way widely by the community .

However thus , success e-government implementation is very influenced by factors supporters like infrastructure technology , policy government , competence source Power humans , as well as digital literacy of society . On the other hand other factors inhibitor like digital divide , limitations infrastructure , low digital literacy , as well as problem data security is still become challenges that need to be overcome .

Therefore that , the government need take step strategic For increase effectiveness of e-government through strengthening digital infrastructure , improvement digital literacy of society , as well as strengthening system data security for use increase trust public to service public digital- based .

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