

The Analysis of Quality Information on The Website of South Bengkulu, Bengkulu Province

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Abstract

The information and communication technology (ICT) development today has created a website, an effective information medium that connects to the Internet network so that it can be accessed at any time. Not want to miss, government organizations are also utilizing website technology as one of their services in providing information to the public. However, the information contained on the website should have a good quality so that the information conveyed can be useful. This study aims to measure the quality of information on South Bengkulu Regency websites based on dimensions of the information quality concept. Observation of four websites in South Bengkulu Regency was conducted along with an in-depth interview with each manager. The results obtained that the information available on these websites has met the good information quality, although there are some deficiencies such as the existence of links that refer to a blank page, some unlisted information dating, and the lack of network quality assurance to ensure the availability of information.

Keywords:

information quality; website; South Bengkulu

Introduction

The issuance of Presidential Instruction No. 3 of 2003 became the starting point for the implementation of e-government in Indonesia. The Presidential Instruction emphasizes the importance of utilizing information and communication technology (ICT) in government organizations for effective and efficient governance. E-government is expected to eliminate bureaucratic barriers, as well as the formation of a network of management systems and work processes that allow various government agencies to work in an integrated manner to simplify access to information and service processes. in utilizing ICT to implement e-government in their area.

The first step in implementing e-government according to Presidential Instruction No. 3 of 2003 started by building a website for every government agency. The website is intended

as an online information portal for anyone who needs information related to the duties and functions of the agency.

The existence of a website is a strategic tool in carrying out government activities where one of its uses is as online public relations (Wiratmo, Irfan, & Kuwatono, 2017), because the website is an effective communication tool to convey information to the wider community through the internet network. Moreover, with the enactment of Law Number 14 of 2008 concerning Openness of Public Information and the increasing public curiosity about government activities, the existence of a website is very much needed. The website can be used as a medium for promoting local regional products, meeting the information needs of the community, or as a medium for submitting suggestions, criticisms and complaints.

However, one of the problems with internet penetration in Indonesia is the uneven distribution of access and infrastructure of Technology, Information and Communication (ICT). Based on data from the Ministry of Communication and Information, in 2015 the number of Base Transceiver Stations (BTS) on the islands of Sumatra and Java was much higher than in other regions in Indonesia (KEMKOMINFO, 2016). Likewise, internet access is generally concentrated in urban areas and areas with good economic activity. Infrastructure gaps like this can lead to gaps in obtaining information because most people in rural areas, border areas, and eastern Indonesia are still many who have not been able to enjoy Technology, Information and Communication (ICT) services. Geographically, South Bengkulu Regency is one of the areas directly adjacent to South Sumatra Province. Given its very strategic position where it is located on the most navigable part of the inter-provincial crossing area, South Bengkulu Regency actually has enormous economic potential. However, like other border areas, the technology, information and communication (ICT) literacy of the people of South Bengkulu is still concentrated in the downtown area, while in the coastal areas the technological lag is quite pronounced. Therefore, BAPPENAS has determined the Bengkulu Selatan area as one of the priority locations in the management of state boundaries and border areas since 2012 (BAPPENAS, 2015).

In an effort to anticipate the information gap in Bengkulu Selatan Regency, the local government must proactively provide information on the website. With the availability of quality information, it is hoped that people will be encouraged to use and utilize the internet positively to access the information they need.

Based on the description of the background above, this study aims to describe the application of e-government in the perspective of the quality of information available on the website of the South Bengkulu Regency Government, and identify deficiencies found on the South Bengkulu Regency Government website that can reduce the value of information quality.

Methods

This research uses a qualitative approach with a case study method. Arikunto (2002) states that a case study is an intensive, detailed and in-depth study of a particular phenomenon or symptoms. To get a better understanding of the process of providing information on a government website, the case study method is considered more appropriate to do.

Data collection was carried out in 2014, and took place in Bengkulu Selatan Regency, Bengkulu Province. This location was chosen because South Bengkulu is one of the priority areas for border area development by BAPPENAS. The data collection method was carried out in two stages: First, by observing 4 (four) websites owned by the South Bengkulu Regency Government and its SKPD. Second, by conducting in-depth interviews with each website manager. The four websites are the main website of the South Bengkulu Regency Government and three purposively determined SKPD websites which are considered to represent the Secretariat, Service and Agency within the South Bengkulu Regency Government as shown in Table 4.

Table 4.
List of research sample websites and research subjects

No.	Data Source	Data Collection Technique
1.	Main website of South Bengkulu Regency Government Head of Subsection of Telematics, Passwords, and Telecommunications, PDE Section	Website observations and in- depth interviews
2.	Public Relation Section Website Head of Subsection of Coverage & Documentation	Website observation and in- depth interviews
3.	Website of the Department of Transportation & Communications and Information Management: Head of Air Transportation & Communications	Website observations and in- depth interviews
4.	Website of the Investment Agency and Integrated Licensing Services Head of Information Systems	Website observation and in- depth interviews

Source: South Bengkulu Regency Government

The analytical framework used is an information quality approach. Shankar & Watts (2003) argues that the assessment of the level of information quality is contextual. This means that assessing the quality of information needs to consider the context and purpose of using the information itself, in other words, the dimensions of the quality of information will be different in different contexts. For this study, the researcher determined 5 (five) dimensions that were suitable for analyzing the quality of information in the context of e-government websites. These dimensions are accuracy, completeness, novelty, relevance, and availability.

After the data was obtained, the data were then analyzed using a qualitative analysis model according to Miles and Huberman (Sugiyono, 2008), with the following steps:

1. Data reduction, namely by sorting and selecting the main and relevant things to the research topic, with the aim of sharpening, classifying and removing data that is not needed.
2. Presentation of data, namely with the aim of making it easier to see the picture of the data as a whole or certain parts of the research data. The data are then sorted to be sorted according to their groups and arranged according to similar categories to be displayed.
3. Verification and Conclusion. The verification process in qualitative research is carried out continuously throughout the research process. From the beginning of data collection, researchers continuously analyze and look for meaning from the data collected, namely looking for patterns, themes, similarities, and conjectures, as well as set forth in tentative conclusions. While the final conclusion is drawn by formulating an answer from the data that has been reduced and presented to answer the problems faced.

Result and Discussion

Literature Review

Research related to evaluating the implementation of e-government through analysis of government agency websites has been carried out by several previous researchers, as shown in Table 1. Generally, the purpose of evaluating e-government websites is to identify the strengths and weaknesses of government agency websites so that decision makers can determine efforts and corrective measures.

From the literature study, it is known that there are various methods, approaches and measurement criteria in evaluating e-government websites. Panopoulou, Tambouris, & Tarabanis (2008) evaluated Greek authority websites using 4 (four) categories, namely general characteristics, e-content, e-service, and e-participation. This study was conducted by evaluating 262 local and regional government websites. While research conducted by Sitokdana (2015), website evaluation uses the criteria of transparency, service, efficiency, economy, aspirations, appearance, updates, and stages of achieving e-government goals. Evaluation can also be done with the help of application software as a measurement instrument, as done by Masyhur (2014). The use of software is more efficient because it can evaluate websites more quickly, be automated, and evaluate more objectively than humans (Bauer & Scharl, 2000). The difference between this study and previous studies lies in the evaluation criteria used. In this study, the evaluation of the e-government website uses an information quality approach as a website analysis tool for the South Bengkulu Regency Government.

Table 1.
Previous Research Review

Previous Research	Methods	Research Result
Evaluation instruments for e-government website (Henriksson, Yi, Frost, & Middleton, 2006)	Approach quantitative, use questionnaire for record a number of government organization in Australia	This research aims to develop e-government agency website measurement criteria. The measurement criteria used are security/privacy, usability, content, service, citizen participation, and features
A framework for evaluating websites of Public Authorities (Panopoulou et al, 2008)	Case study on authority website Greece at level local and regional	This study aims to examine the framework submitted evaluation, and evaluate the website Greek Authorities. The ecaluation framework consists of into four categories of measurement: general characteristics, e-content, e-servieces, and e-participant
Evaluation of government e-tax website: an information quality and system quality approach (Saha, Nath, & Salehi-Sangari, 2012)	Quantitative, Study case on e-website taxes	This study aims to evaluate the website and examine the characteristics og the system quality variable and the quality of information on the e-ax website. Research result shows that the accuracy, recency, adequacy of substance is the main criterion tha explain the

Previous Research	Methods	Research Result
Official Website Performance Provincial Government in Indonesia (famous, 2014)	Survey method using technique observation on number of websites provincial government	information quality variable. This study aims to analyze the website government on the aspect of page speed performance. Result research shows tha the average page speed grade by 59% in grade E (very low)
Implementation Evaluation Government On Government Website City of Surabaya, Medan, Banjarmasin, Makassar and Jayapura (Sitokdana, 2015)	Descriptive qualitative. Study of five websites local government.	This study aims to examine the quality of the website uses indicators such as: transparency, service, efficiency, economy, aspiration, display, updates, and stages of achieving e-goy goals. Results research shows tha the condition and quality of the best website is the city government website of Surabaya City. This is in line with the survey result Indonesian e-goy rating (PEGI) that the condition of e-government in Java is better than other regions in Indonesia

Source: Previous Research

Theoretical Concept

E - Government

The definition of e-government has been put forward by various sources. Some experts define differently but refer to the same meaning, namely the use of information and communication technology (ICT) by government organizations in carrying out their duties to manage government and provide public services. Utilization of ICT in this context includes the use of hardware (hardware), software (software), and computer networks to facilitate communication and organizational business processes. Through e-government, the provision of government information and services can be held online through the internet and other digital media. The characteristics of the internet network and digital media allow people to access e-government services anytime and anywhere at all times. E-government also allows interaction and communication between the government and the public to share information. At a higher level, e-government services are able to accommodate the types of transactional services that make it easier for the public to make payments. In general, the implementation

of e-government aims to improve the effectiveness and efficiency of government performance and to provide higher quality public services.

To implement e-government, the Gartner Group proposes four stages of e-government maturity model, namely presence, interaction, transaction, and transformation (Baum & Maio, 2000). The description of each stage is as follows:

1. Presence, the government uses Technology, Information and Communication (ICT) to provide basic information. This stage is marked by the use of government agency websites in conveying government information, for example government programs, information on licensing requirements, and so on.
2. Interactive, namely the stage where e-government is able to bridge communication between the government and the community. This stage allows the public to submit complaints, information, and responses online.
3. Transactive, namely the stage where e-government allows public services and transactional services (payments) online.
4. Transformative, e-government allows for reciprocal relationships that provide more benefits for both parties, providing services that are more citizen-centric, responsive government, which in turn increases public trust.

As explained earlier, the concept of e-government allows the formation of relationships (relationships) between the entities involved, namely:

1. Government to Citizen (G2C). This relationship aims to build various information technology portfolios that aim to improve the quality of relationships and interactions with the community. The G2C e-government application seeks to build diverse access channels so that people can easily reach their government to fulfill various daily needs and services.
2. Government to Business (G2B). The business environment in a government aims to move the wheels of the community's economy. In this case, the G2B e-government application aims to open access to information and services to business entities so that interactions between business and government run more smoothly in terms of fulfilling their rights and obligations.
3. Government to Government (G2G). The G2G relationship is aimed at building relationships between government institutions based on information technology to

support communication and coordination. The form of G2G implementation includes an integrated database that can be used by various government agencies together.

4. Government to Employees (G2E). The Government to Employee (G2E) relationship aims to improve the performance and welfare of government employees who work in various institutions. The form of the G2E relationship can be in the form of a staffing application, a competency improvement system, or a salary and employee welfare management system.

In terms of providing information online through e-government, government agencies are required to provide quality information in accordance with the quality criteria of information in an information media. The provision of quality information is important because this will increase public trust in the government. This also makes DeLone & McLean (1992) argue that the quality of information is one of the success factors of information systems, including in the scope of e-government.

Quality of Information

According to Jogiyanto (1990), information is data that is processed into a form that is more useful and more meaningful to those who receive it. Davis quoted by Kadir (2003) states that information is data that has been processed into a form that is meaningful to the recipient and is useful for current or future decision making. From the above definition, it can be drawn an understanding that information is data that has its own value and certain benefits for the recipient, because a data may be valuable and useful for one person but not useful for another.

The benefits of information can be obtained if the information is of good quality. Information quality means the degree to which the information provides value to its users (O'Brien, 2005). Information quality in general is a multi-dimensional concept consisting of various attributes and characteristics. To measure the quality and value of information, quite a lot of assessment indicators are used by experts, as well as several characteristics of information that determine the value of the information itself (Sutabri, 2005). Wang & Strong (1996) argues that the quality of information is measured through a number of dimensions in 4 (four) categories, namely Intrinsic, Contextual, Representational, and Accessibility. The details are as in table 2.

Table 2.
Dimensions of Information Quality according to Wang & Strong (1996)

Dimension of Information Quality	Definition
Intrinsic	
Accuracy	Correct Data, Precise, Free from Errors
Objectivity	Objective, Impartial
Trust	Reliable Information
Reputation	The source or data has a reputation
Contextual	
Relevance	Interesting information, can be used
Value Added	Information provides more benefits
Novelty	New information
Completeness	Scope of information, data depth
Amount of information	Information quality
Representation	
Interpretation	Interpretable, clear language
Easy to understand	Clear information, easy to understand
Concise	The data is well presented, concise
Consistent	Consistent data in presentation format
Accessibility	
Easy of Access	Data is always available, accessible
Security	Data is safe from leakage

Source: Wang & Strong (1996)

Knight & Burn (2005) compiled a number of information quality dimensions from various literatures as shown in table 3.

Table 3.
Dimensions of Information Quality according to Knight & Burn (2005)

Dimention of Information Quality	Definition
Accuracy	Information free from errors
consistency	Do not conflict with previous information
safety	Certain information is Appropriately Restricted
Novelty	Information is updated every time / as needed
Completeness	No piece of information is missing
Concise	Short, concise, and precise information
Reliability	Reliable Information
Affordability	Easy to Get Information
Availability	Information can be accessed any time
Objectivity	Information is unbiased and impartial
Relevance	Useful and can be used for a certain time
Easy to use	Information is clear and easy to use
Amount of data	Amount of information available to access
Trust	Reliable and credible information
Navigation	Information is easy to find and link to other information
Reputation	Information becomes a trusted reference
Benefit	Information helps make task easier

Efficiency	Information makes tasks easier
Value Added	Information provides more benefits

Source: Knight & Burn (2005)

The level of information quality is a difficult thing to measure. The quality of information cannot be judged independently by one person for another. Rieh (2002) argues that information users can only judge the quality of information for themselves, so this gives rise to subjective judgments so that information can be of value to someone but not to others.

Result

Overview of South Bengkulu Regency Website

The South Bengkulu Regency Government website has the Bengkulu Selatan kab.go.id domain which is under the management of the PDE (Electronic Data Processing) Section of the South Bengkulu Regency Regional Secretariat. This website is the parent of all websites owned by SKPD in the South Bengkulu district government, where PDE provides subdomains for SKPD who want to manage their own website. According to the Head of the Telematics, Passwords and Telecommunications Subdivision, the South Bengkulu Regency Government website has existed since 2002, and has undergone two changes, the last change being implemented in 2013. Changes were made from various aspects including website design and content to improve the quality of the website and information. which is in it.

The content on the South Bengkulu Regency main website is static and general, such as government structures, work units, permits, tourist attractions, census data, and so on. The information contained in it contains a compilation of data from various SKPD as well as static information which is usually updated per semester or per year. The front page of the website has several menus, namely Information, Agenda, News, Downloads, Photo galleries, Contacts, SIM, and Investment opportunities. In addition to accessing through the menu, several links are also available directly on the website page to download various articles, polls on website quality, headlines for several regional news, as well as links to a number of Regional Work Units (SKPD) websites. Visually, the website is shown as in Figure 1.

Figure 1.
South Bengkulu Regency Government website page



Source: South Bengkulu Regency Government website

The second website that became the research sample was the South Bengkulu Regency Government Public Relations Website which was managed by the Public Relations Section which was under the Regional Secretariat of the South Bengkulu Regency Government. This website can be accessed through the address setda.bengkuluselatankab.go.id. News about the official activities of the Regent, Deputy Regent, or Regional Secretary is the focus of information on the Public Relations website. The news was written and sent directly by the staff of the Public Relations Section of the South Bengkulu Regency Government who was specifically assigned as a news reporter at the time of the activity. The Head of the Public Relations Section in the interview explained that apart from being displayed on the Public Relations website, the news was also published in several local daily newspapers in South Bengkulu Regency. That way, the wider community can find out about the activities of their regional leaders and events in their area. The appearance of the front page of the Public Relations website is shown in Figure 2.

Figure 2.
South Bengkulu Regency Government Public Relations website page



Source: The Public Relations website

The third website sampled is the Department of Transportation, Communication and Information (Dishubkominfo) of South Bengkulu Regency which can be accessed at the address diskominfo.bengkuluselatankab.go.id. This website is managed independently by the Department of Transportation, Communication and Information, South Bengkulu Regency. In general, Dishubkominfo's scope of work is divided into two areas, namely transportation and telecommunications.

Based on the formulation of its vision and mission, the Dishubkominfo of South Bengkulu Regency has the task and function of ensuring the safety and smoothness of land, sea and air transportation by realizing transportation, communication and informatics facilities and infrastructure that are effective and on target in order to increase development and regional income in order to realize prosperous society. Menus that can be accessed on this website include: Profile, Legal Products, Licensing, IP Camera, Photo Gallery, Contact Us, and Transportation. The appearance of the front page of the Dishubkominfo website is shown in Figure 3.

Figure 3.

Dishubkominfo website page of South Bengkulu Regency Government



Source: Dishubkominfo website

Quality Website Information for South Bengkulu Regency

The following will describe the quality of information on the South Bengkulu Regency website based on the dimensions of information quality.

Dimensional Accuracy

The information accuracy dimension indicates the extent to which the information provided is correct, truthful presentation of facts, free from errors and not misleading. Accurate information is very important in presenting information, because errors in providing data and facts can make a loss of trust in the source of information, especially if the source of the information is a government organization.

From the observations made, the website of the South Bengkulu Regency Government shows that the information provided can be guaranteed to be true. The inclusion of photographs in the information on the activity report shows that the activity is indeed taking place. Likewise, news obtained from newspapers always includes the source of the news to ensure that the news is not fake news.

Likewise, documents that can be downloaded generally come from official documents legally issued by government agencies, such as the Summary of DPA, APBD and RKA which are indeed issued by the South Bengkulu Regency Government, or South Bengkulu in Figures documents issued by the Central Statistics Agency (BPS). BPS) South Bengkulu Regency.

Equipment Dimension

Completeness of information is measured by how much information is conveyed and no information is lost. The results of the observations indicate that the information available on the website of the South Bengkulu Regency Government and its SKPD is quite complete. For example, there are documents that usually require a fairly complicated bureaucratic process to obtain, but on the South Bengkulu Regency Government website these documents are free to download, such as the Regional Revenue and Expenditure Budget (APBD), Budget Activity Plan (RKA), and Budget Implementation List (DPA). This shows that the use of the website in the South Bengkulu Regency Government has greatly improved the transparency of the government process.

Even so, there is still a small amount of incomplete information on each website. As on the Dishubkominfo website, the IP Camera menu, which should display video streaming of traffic conditions at some points, is still not accessible.

Likewise, on the official website of the South Bengkulu Regency Government, there are still navigation errors on the SIMPETA submenu which is located on the SIM menu where the link takes the user to the Download page. In addition to errors in the navigational aspect of the link, information that was deemed incomplete was also found on the Public Relations website where there was no information about the organization such as vision and mission, job descriptions and functions, and organizational structure.

Dimension of Novelty

The update dimension is defined as the extent to which information is updated every time or whenever there is a change in the information itself. The website of the South Bengkulu Regency Government and its SKPD has the type of information that is updated every time, such as activity news information, and static information that is updated periodically such as regional profiles, organizational profiles, legal product documents, licensing information, and so on.

In this case, the website of the South Bengkulu Regency Government has shown that the information available is the latest information. This can be seen from the calendar on the news or information on licensing requirements published on the website. Likewise, available downloaded documents such as Bengkulu Selatan in Figures, RKA, DPA, or APBD are the latest data based on the time of publication.

Relevance Dimension

The dimension of relevance is defined as the extent to which the information available on the South Bengkulu Regency Government website is relevant and can meet the needs of the community. From the observations made, there is some information that is considered very useful for the community. For example, information regarding licensing requirements listed on the website allows service users to prepare all the necessary requirements from the start. Besides that, there is also scholarship information that can be used by students to reduce school fees. This is in line with the explanation of the head of the Subdivision of Telematics, Passwords and Telecommunications:

“Menurut kami informasi di website bermanfaat sekali. Misalnya untuk mahasiswa bias mengetahui informasi beasiswa, kemudian jika mahasiswa ingin membuat makalah, di website kita itu ada namanya Bengkulu Selatan Dalam Angka”

The meaning of "useful" or "fulfilling the needs" of an information is actually relative depending on who the reader is. Because when viewed from the type of information, of course an information is only relevant to certain circles of society as well. For example, information about the activities of regional leaders will be useful for the media or certain groups who are indeed looking for data on activities in the South Bengkulu Regency Government, but not necessarily useful for the general public who have a livelihood as farmers or traders. On the other hand, information regarding prices of agricultural commodities or basic commodities is certainly very useful for farmers and traders, but not necessarily useful for the media or students. Nevertheless, all the information available on the website can certainly be used for the people of South Bengkulu Regency, if it is not useful directly, at least it can add insight to the readers.

Availability Dimension

The dimension of information availability is defined as the extent to which the information can be accessed whenever needed. The website is an internet medium that should be accessible at any time, although access to the website may be constrained due to various things such as network conditions, server conditions, network traffic density, and so on. Throughout the observations made, the author several times encountered errors when accessing the South Bengkulu Regency Government website, although this did not last long.

The summary of the findings obtained through website observations and interviews with informants is shown in table 5.

Table 5.

Tabulation of research samples based on information quality dimensions

Dimention	PDE/District Government of Bengkulu Selatan	Public Relation	BPMP2T	Dishubkominfo
Accuracy	Every document download comes from official agency. The news that sourced from letters news always embed the news source.	News always supported with photo activity.	Information about opportunities investment and permission do not have instructions for rate rate the truth. Inclusion Regulatory documents area or Decree Head Department/Agency can support accuracy information submitted.	Information About requirements no permission have a clue Level the truth, is it still valid or no. While schedule information roro crossing can be assessed came from official document with the name of the official and agency listed.
Completeness	A lot of information is available, such as scholarship information, regional statistics, information on licensing services, or documents that are available related to the budget. However, there is a link that can be accessed on the SIM menu, SIMPETA submenu.	Information that only news of regional leadership activities is available. There is no information regarding the organizational structure of the Public Relations Division, as well as a description of the duties and functions.	The information available includes investment potential and opportunities, as well as types of permits and all requirements. There is still incomplete information on the News menu submenu International.	Information that available include types of permits in the fields of transportation, communication and informatics along with details of the required requirements. There is still a link that cannot be accessed, namely on the IP Camera menu.
Novelty	Downloaded documents are the most recent issue, based on the time of publication of each document.	Information is updated every time there is an activity by regional leaders, or taken from daily newspapers	Information on investment opportunities was updated in June 2014 Likewise, information on licensing requirements was updated in May 2014	There is no indication of when the information listed is made, so it is not known whether the information is still valid or not no.
Relevance	Various information ranging from scholarship info, regional statistics, regional events, or data	Information on the activities of regional leaders can be useful for the media, as	Information on investment opportunities can be utilized by investors and entrepreneurs who want to invest their	Information is very useful, including for the public to know the schedule for the departure of roro ships. Meanwhile,

	The budget can be utilized by various groups including students, researchers, media crews, NGOs, or the general public	well as the general public.	capital. While licensing information is certainly useful for the community or business entities	information on licensing requirements can be used by business entities engaged in the field of transportation. transportation and telecommunications.
Availability	The dimension of availability on each website has the same level because it is accessed through the internet network so that information can be said to be available at any time. However, other factors such as the condition of the internet service provider's network can affect the availability of information.			

Source: website observations and interviews with informants

Discussion

This study aims to describe the implementation of e-government by explain the quality of information on the website of the South Bengkulu Regency Government. The quality of information in e-government websites has an important role because it will have a broad impact on society. The information submitted by the government's official channel will be considered valid by the public, so that if the information submitted is incorrect, it will result in a decrease in public trust in the government.

Based on the results of observations of website content, the implementation of e-government in Bengkulu Selatan Regency can be categorized in the presence (informative) stage to the interactive stage. As stated by Baum & Maio (2000), this stage indicates that the Bengkulu Selatan website is still limited to providing static information, and has not provided space for the public to interact online with government elements.

This condition is indeed not much different from most local government websites which in general still function as informative media or public relations, and have not become interactive media (Sosiawan, 2015). Contact menu, but this feature is considered not optimal to accommodate interactive communication.

As for the perspective of the quality of information, the dimensions of accuracy, novelty, relevance, and availability on the four websites have a fairly good assessment. The deficiency found is in the dimension of completeness of information, where on the main website, Dishubkominfo, and BPMP2T there are still links that lead to blank pages. On the website of the Public Relations Section, there are no menus that have become standard content for government agencies' websites, such as organizational structures, and job descriptions and

agency functions. From the results of the interview, information was obtained that there were programs that had not yet been run so that the menu had not yet been activated. For example the IP Camera menu on the Dishubkominformo website. This link should serve to display traffic conditions at several points in the city of Manna (South Bengkulu). However, because the camera installation has not been carried out, as a result the feeding application to the camera has not been activated. Likewise the Management Information System (MIS) menu on the main website, because the system is still in the development process. The difference in the quality of information from these four websites is possible because each website is managed by a different organization, which of course has a different maturity level of management resources, starting from the amount of management budget, e-government infrastructure, as well as the quality and quantity of HR managers.

Broadly speaking, the quality of information and the website interface of the South Bengkulu Regency Government, which incidentally is a border area, can be considered quite good. Likewise, the availability of useful information for local communities, such as scholarship information for native sons/ daughters of the region, information on permits, investment opportunities, and so on. This shows the existence of good website management, as well as the willingness and political will of regional leaders to advance e-government in South Bengkulu. Besides that, the implementation of e-government is also supported by an adequate budget, considering that South Bengkulu Regency is the second largest local revenue generating area (PAD), where the main income of this area comes from rice farmers located in the Seginim area.

Conclusion

The results of this study conclude that in general the quality of information on the website of the South Bengkulu Regency Government is quite good. Weaknesses that can reduce the value of information quality are in the dimension of completeness of information, namely the presence of several links that lead to blank pages. The recommendations given from the results of this study are to increase improvement efforts in order to complete all menus and links on the website with relevant information, so that users can obtain complete and accurate information.

This study explains empirical phenomena related to the quality of information using 5 (five) measurement dimensions. For researchers who want to continue this research, they can expand the study area by measuring using a wider dimension of information quality.

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