

# The Impact and Challenges of Parak Acil Online in Banjarmasin's E-Government Transformation

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## Abstract

The rapid development of information and communication technology (ICT) in the Industrial 4.0 era has transformed governance globally, including in Indonesia, where e-government initiatives are a national priority. This study examines the implementation and impact of *Parak Acil* Online, a digital platform introduced by the Population and Civil Registration Office (*Disdukcapil*) in Banjarmasin, aimed at streamlining public service delivery for population documents such as e-KTP, family cards, and birth certificates. The research employs a qualitative approach, guided by the E-GovQual and Delone & McLean IS Success models, to evaluate the platform's performance across six dimensions: Ease of Use, Trust, Functionality of Interaction Environment, Reliability, Content and Appearance, and Citizen Support. Findings reveal that *Parak Acil* Online significantly enhances service accessibility, transparency, and efficiency. However, challenges persist, including digital literacy gaps, infrastructure limitations, and system performance issues, such as delays and occasional crashes during peak usage. Respondents highlighted the need for improved accessibility features, real-time support tools, and enhanced backend optimization. This study contributes by providing a comprehensive evaluation framework and actionable insights for optimizing e-government platforms in developing regions. By addressing these challenges, *Parak Acil* Online can achieve sustainable digital transformation and serve as a benchmark for equitable public service delivery in Indonesia and beyond.

**Keywords:** E-Government, Digital Transformation, Public Services, *Parak Acil* Online, Information Technology.

## I. INTRODUCTION

### A. Background

Various aspects of life have changed significantly, including government management, since the rapid development of information and communication technology (ICT) in the industrial era 4.0. This refers to the concept of e-government which is very important to improve the efficiency, effectiveness, and transparency of public services. E-government is the use of digital technology to improve the delivery of public services to citizens, organizations, businesses, and become a forum for better interaction between government and society. Woo [1] explained that e-government is the provision of public services through the use of digital technology. The existence of digital technology allows the government sector to improve the quality of public services, increase transparency in decision-making/policies, and reduce slow bureaucracy.

In Indonesia itself, e-government has become the government's top priority, especially in efforts to increase access to public services and support a transparent

government management system. The government must be aware that e-government is very important in accelerating the transition to a more democratic government and has many other benefits. According to Pudjianto et al. (2022) e-government is a tool to bridge the government with the community, including citizens and business actors, not only as a step to facilitate the provision of services. So if used properly, e-government can help create quality government services by providing fast administrative processes and easy access to information for the public [2].

One of the cities in Indonesia that has begun to implement digitalization in public services is Banjarmasin, namely in the field of the Population and Civil Registration Service (*Disdukcapil*). *Disdukcapil* is an agency owned by the local level government that is tasked with taking care of the population registration of citizens. In 2016, the *Disdukcapil* of Banjarmasin launched the *Parak Acil* Online application, which was created to facilitate the process of processing population documents such as e-KTP, Family Cards (KK), birth certificates, and death certificates. Usually, residents will take care of occupation documents directly to the *Disdukcapil*



office which often takes a long waiting time and there is an uncertain queue. Then after the *Parak Acil* Online application, residents can access population services efficiently and easily [3].

After its launch, citizens can now take care of population documents without having to come directly to the *Disdukcapil* office. This application will allow users to take care of documents such as the status of document submission online and can monitor directly, which then from this digital transformation has a significant impact on the long bureaucratic process and increased transparency in the management of population administration. Firdaus [4] explains that *Parak Acil* Online not only facilitates access to public services, but can optimize government accountability in providing the best service to citizens.

However, the implementation of the *Parak Acil* Online application is not free from a number of obstacles. One of the biggest obstacles is the gap in technological infrastructure in some areas. Many areas in Banjarmasin have limited internet access, especially in rural areas. This limitation then makes it difficult for people who want to use the *Parak Acil* Online application. Rahman et al. (2022) stated that the implementation of e-government in Indonesia is still constrained by the digital infrastructure gap, especially in rural and remote areas [5].

Then the limited digital literacy of citizens is also an obstacle to the successful implementation of *Parak Acil* Online, in addition to infrastructure problems. It was found that not all residents, especially the elderly and residents who have limited access to technology, were able to use the application easily. This digital divide further exacerbates the challenges in accessing technology-based public services. As expressed by Siregar (2022), the implementation of e-government needs to be accompanied by efforts to educate and train the public on how to use technology, so that all levels of society can feel the benefits of this progress [6].

Another technical challenge in implementing *Parak Acil* Online is the problem of system integration. In some situations, the application system is not fully connected to the population data infrastructure at the *Disdukcapil*. This results in the data verification process being hampered and ultimately slowing down the issuance of population documents submitted by residents. Firdaus [4] emphasized that one of the obstacles to the digitalization of public services is the misalignment of the various information systems used by local governments, which can cause difficulties in data management and service delivery.

Although still constrained by several challenges, the digitalization of public services with *Parak Acil* Online has provided significant benefits. One of the main benefits is the ease of access to public services for citizens. With online services, citizens do not need to come to the *Disdukcapil* office and can send documents anytime and anywhere. This is very useful and beneficial for those who live far from urban centers or those who have limited mobility. In addition, it can help reduce the administrative burden of local governments that were previously used to carry out tasks manually. In the

long term, the benefits of digitalizing this service will support environmentally friendly efforts by reducing research use.

Then with the existence of *Parak Acil* Online, it can help create transparent services because this application allows citizens to monitor the status of their document submissions online, which can indirectly strengthen transparency in public service processes. With this transparent system, citizens can get information as soon as possible without having to come to the office from the status of their document submission. This can help increase public trust in local governments and encourage better service delivery [7].

E-government initiatives like *Parak Acil* Online rely on the successful implementation of information systems and user acceptance. The Delone & McLean IS Success Model offers a comprehensive framework for evaluating system quality, service delivery, user satisfaction, and the overall impact of e-government platforms on public service accessibility. The Technology Acceptance Model (TAM) further complements this by analyzing user behavior, focusing on perceived usefulness and ease of use as critical factors influencing adoption. Together, these theoretical perspectives emphasize the importance of technical reliability, user-centric design, and strategic interventions to address barriers such as digital literacy and infrastructure limitations, ensuring the effectiveness of e-government systems.

The success of *Parak Acil* Online in Banjarmasin can also serve as a model for other regions in Indonesia that wish to implement digitalization in their public services. Banjarmasin's experience in implementing this application can provide valuable lessons for addressing similar technical and social challenges in other areas. Local governments need to learn from this experience to improve their digital infrastructure, provide digital literacy training to the public, and enhance system integration to maximize the benefits of e-government [4].

Based on the challenges and opportunities identified, this study aims to evaluate the transformative potential of *Parak Acil* Online in advancing public service digitalization in Banjarmasin. It seeks to assess the platform's contributions to enhancing efficiency, accessibility, and transparency in public service delivery for both the community and the local government. Furthermore, the study explores the obstacles encountered during implementation, including infrastructure gaps, digital literacy barriers, and system integration issues. By addressing these aspects, the research provides actionable recommendations to optimize *Parak Acil* Online and contribute to the broader discourse on sustainable e-government practices in Indonesia.

The digitalization of public services has been a growing area of research, with studies such as the implementation of SIMRAL in Serang Regency identifying critical barriers, including limited internet access, inadequate human resource competencies, and resistance to change. Similarly, the *Parak Acil* Online system in Banjarmasin encounters these challenges, highlighting systemic issues in Indonesia's approach to digital transformation. While previous research has explored these obstacles in isolation, the novelty in this research emphasizes the importance of adaptive, context-

specific policies, which were not sufficiently addressed in prior studies. By introducing this perspective, the research bridges the gap between theoretical frameworks and practical implementation strategies, offering a more comprehensive roadmap for effective digital transformation.

Based on the background above, the author is interested in analyzing the implementation and importance of digital transformation and information technology infrastructure in government institutions, particularly at the Population and Civil Registration Office of Banjarmasin, which has implemented *Parak Acil* Online. The author will also discuss the recommended solutions to overcome these challenges. Therefore, the title of this article is "The Impact and Challenges of *Parak Acil* Online in Banjarmasin's E-Government Transformation.

## B. Statement of the Problem

The challenges and benefits of public service digitalization through the *Parak Acil* Online platform have already been discussed in the background. This study builds upon those observations to further analyze how the platform impacts public service delivery and addresses existing gaps in transparency, accessibility, and efficiency. Additionally, the study aims to identify barriers to implementation, including infrastructure limitations, digital literacy issues, and system integration challenges, to propose targeted recommendations for improvement.

## C. Research Gap

**Technology Infrastructure:** Previous studies have highlighted infrastructure challenges as a key barrier to successful e-government implementation. For instance, the study on SIMRAL in Serang Regency identified limited internet access as a critical issue, which slowed the digital system's effectiveness [8]. Similarly, in South Kalimantan, limited internet connectivity in rural areas continues to hinder the successful implementation of *Parak Acil* Online. While these studies address infrastructure issues, this research specifically investigates how these challenges affect the accessibility of *Parak Acil* Online for citizens in Banjarmasin, providing localized insights and tailored policy recommendations.

**Human Resource Competency:** Research by Amanuha et al. [8] and Firdaus [4] has emphasized the lack of digital competency among government employees as a major obstacle to e-government implementation. While these studies focus on the general need for employee training, this study delves into the specific competencies required to manage and operate *Parak Acil* Online effectively. The novelty lies in identifying targeted training needs and strategies for Banjarmasin's local government to bridge this skill gap.

**Resistance to Change:** Both SIMRAL Amanuha et al. [8] and *Parak Acil* Online Firdaus [4] implementations revealed resistance from civil servants accustomed to manual procedures. While existing research discusses this resistance broadly, this study examines the psychological and organizational factors contributing to such resistance in the

context of *Parak Acil* Online. It further explores adaptive strategies to facilitate smoother transitions.

**Data Security and Privacy:** Firdaus [4] and Siregar [6] have addressed concerns about cyber security and data privacy in e-government systems, citing risks like unauthorized access and system breaches. However, this study emphasizes the role of *Diskominfotik*, the overseeing agency for information security, and evaluates how its involvement impacts user trust in *Parak Acil* Online. The research introduces a framework for enhancing transparency and communication about data protection measures to foster public confidence.

**Innovation and Efficiency:** Previous studies, such as those on SIMRAL [8] and *Parak Acil* Online, have demonstrated the potential of digital platforms to reduce queues and accelerate public service delivery. Nonetheless, their findings are limited by the lack of a comprehensive evaluation of how these innovations address inefficiencies in administrative processes. This study contributes to the discourse by assessing how *Parak Acil* Online balances innovation with user accessibility and efficiency, particularly for underserved populations.

**Novelty of the Study:** This study differs from prior research by combining theoretical frameworks such as the Delone & McLean IS Success Model and the E-GovQual Model to provide a multidimensional evaluation of *Parak Acil* Online. Unlike previous studies that primarily focus on implementation barriers, this research also offers actionable solutions to optimize digital infrastructure, enhance human resource capabilities, and improve system integration. By focusing on localized challenges in Banjarmasin, this study provides practical insights that can be adapted for similar contexts, positioning *Parak Acil* Online as a potential model for other regions in Indonesia.

## II. LITERATURE REVIEW

### A. E-Government and Digital Public Services

E-government has emerged as a critical component of public service modernization, particularly in developing nations where inefficient bureaucratic processes often hinder equitable access to essential services. Defined as the use of digital technology to improve public service delivery and foster interaction between governments and citizens, e-government addresses challenges related to transparency, accessibility, and operational efficiency. By leveraging advances in information and communication technology (ICT), e-government systems enable streamlined administrative processes and enhanced citizen engagement [9]. Globally, successful implementations have demonstrated the transformative potential of e-government in areas such as taxation, healthcare, and civil registration services.

In Indonesia, e-government initiatives began gaining traction in the early 2000s as part of a broader effort to modernize governance and improve public service delivery. One notable example is the *Parak Acil* Online platform in Banjarmasin, South Kalimantan. Developed by the Population

and Civil Registration Office (*Disdukcapil*), this platform facilitates the digital processing of population documents, including electronic ID cards (e-KTP), family cards (KK), and birth certificates. As a localized e-government initiative, *Parak Acil* Online reflects the Indonesian government's commitment to leveraging digital technology to address administrative inefficiencies and enhance citizen satisfaction [4].

## B. Theoretical Framework

The evaluation of e-government initiatives, such as *Parak Acil* Online, requires robust theoretical frameworks that capture the complexities of technology implementation and user behavior. Two widely recognized models in the field of Information Systems (IS) are the Delone & McLean IS Success Model and the Technology Acceptance Model (TAM). Together, these frameworks provide a comprehensive basis for analyzing technical, social, and behavioral dimensions of e-government systems.

The Delone & McLean IS Success Model evaluates system success across six interrelated dimensions: system quality, information quality, service quality, use, user satisfaction, and net benefits. These dimensions emphasize the importance of technical reliability, user-centric design, and outcome-driven metrics in achieving system success. For *Parak Acil* Online, this model highlights how system attributes—such as functionality and data accuracy—impact user satisfaction and service delivery efficiency. Studies by Wang and Liao [10] and Alawneh et al. [11] confirm the relevance of this model in assessing digital public service platforms, where quality and user satisfaction are key predictors of adoption and impact.

Similarly, the TAM developed by Davis [12] focuses on factors influencing technology adoption, particularly perceived usefulness (PU) and perceived ease of use (PEOU). TAM provides insights into how citizens perceive the benefits and challenges of e-government platforms like *Parak Acil* Online. Research by Venkatesh et al. [13] extends TAM to include external variables, such as social influence and facilitating conditions, which are particularly relevant in developing contexts where digital literacy and infrastructure readiness vary widely. Applying TAM to *Parak Acil* Online underscores the need to address barriers such as limited digital skills and inadequate technical support to enhance user acceptance.

## C. Benefits of E-Government in Public Services

Meanwhile, e-government has a significant positive influence, including increasing transparency, accessibility, and operational efficiency in public services. E-government allows the public to access services faster and easier with the use of the internet, which can reduce long waiting times as previously occurred. These benefits can be clearly seen in areas that have implemented an e-government system such as *Parak Acil* Online in Banjarmasin which has reduced the number of residents who have to come to the *Disdukcapil* office for population document matters [14][4].

In addition, e-government helps optimize the management of human and financial resources within the government. Through digitalization, costs related to manual administration, research usage, and personnel previously allocated for document management can be reduced, allowing public funds to be allocated for more productive purposes [15][16]. The digital system also enables the government to provide faster and more accurate services, thus increasing public trust in the government [4].

Another benefit is increased accountability and transparency. With an integrated digital system, the government can track and manage the public service process more efficiently. In real time, the public can also monitor the status of document delivery which helps reduce the possibility of delays or uncertainty in the public service process [17][4]. For example, *Parak Acil* Online users can use the application to check the status of population document delivery, this can create transparency and accountability for public services to be maintained properly.

## D. Parak Acil Online: A Digital Public Service Innovation in Banjarmasin

*Parak Acil* Online is an innovative effort carried out by the Banjarmasin Government as a public service to facilitate the people of Banjarmasin in managing population documents digitally (Figure 1). This service manages various important documents such as Electronic Population Identity Cards (e-KTP), Family Cards (KK), Child Identity Cards (KIA), Birth Certificates, Death Certificates, and population relocation management which will facilitate and speed up the process.



Figure 1. *Parak Acil* Online on Web

Launched by Arifin Noor as Deputy Mayor of Banjarmasin in May 2023, which is designed so that residents no longer need to come directly to the Population and Civil Registry Office. With this online application, residents can submit applications anytime and anywhere online, thereby reducing long queues and making service time more efficient.

This application is also equipped with a door-to-door service feature, where officers from the Population and Civil Registry Office will visit residents' homes to help with document processing for residents who have difficulty accessing digital services. Then, facilities are also available at the local sub-district office for residents who do not have digital tools/devices.



The South Kalimantan Provincial Government is trying to accelerate public services and increase transparency and accountability in population administration through this application. *Parak Acil* Online continues to be the main way for Banjarmasin residents to take care of population documents. The Banjarmasin Government will plan to collaborate more public services into this application and expand its users throughout South Kalimantan. The main focus in optimizing this application service is infrastructure development, increasing digital literacy in the community and training for *Disdukcapil* staff. Therefore, the Banjarmasin government has taken important steps to carry out digital transformation of services through *Parak Acil* Online which can facilitate access to population services and support digital transformation in the public sector.

### E. How to Use *Parak Acil* Online

The use of the *Parak Acil* Online application is very easy to use and can be accessed via any device that is connected to the internet (Figure 2). Here are the steps in using this application, namely:

1. Download the Application: Users can download the *Parak Acil* Online application through the application store or through the official website of the Banjarmasin Government.
2. Account Registration: Users are required to register by entering personal data such as Population Number (NIK), and creating an account in the application.
3. Selecting the Type of Service: After successful registration, then log in and users can choose what type of service is needed such as submitting an e-KTP or KK.
4. Uploading Documents: The next step is to upload the supporting documents required according to the selected service.
5. Verification and Processing: After submitting the service, the documents will be verified by the *Disdukcapil* officer, and users can monitor the application status in real-time in the *Parak Acil* Online application.
6. Collecting Documents: After a series of processes are complete, users can immediately pick up the documents at the *Disdukcapil* office or can choose the option to be sent home via courier service.

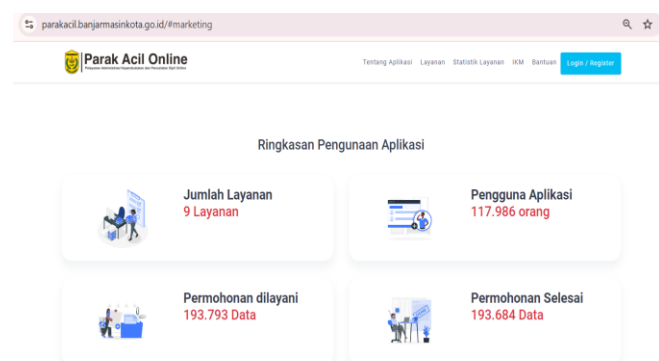


Figure 2. Summary of *Parak Acil* Online Usage on Web and Apps. Accessed October 26, 2024.

### F. Case Studies: Implementation of SIMRAL in South Kalimantan

There is one relevant case research in examining the implementation of government digitalization in South Kalimantan, namely the Management Information System for Planning, Budgeting, and Reporting (SIMRAL). This program is designed to optimize the transparency of regional financial management by utilizing information technology.

However, the results of the research show that the implementation of SIMRAL still has a number of obstacles, especially at the sub-district level related to the availability of technology infrastructure and digital skills which are still significant obstacles. In accordance with the research of Amanuha et al. [8] explained that other indicators such as employee competency development and citizen interaction still need improvement despite progress in the fields of content development and cyber law enforcement. It should be noted that although digitalization offers significant potential benefits, its success is highly dependent on the readiness of human resources and infrastructure.

### G. Comparative Context

The challenges faced by *Parak Acil* Online are not unique. Similar issues have been observed in other e-government initiatives, such as the implementation of SIMRAL (Management Information System for Planning, Budgeting, and Reporting) in Serang Regency. SIMRAL's deployment highlighted key barriers, including limited internet access, inadequate human resource competencies, and resistance to change among government employees. These shared challenges underscore the importance of adaptive policies and localized strategies in addressing systemic barriers to e-government success [8].

By situating *Parak Acil* Online within this broader comparative context, it becomes evident that overcoming infrastructure and human resource limitations is critical for scaling e-government initiatives. Lessons learned from SIMRAL and similar projects provide valuable insights into best practices for optimizing digital public services.

## III. METHODOLOGY

The methodology for this research is designed to explore the implementation, benefits, and challenges of the *Parak Acil* Online platform in Banjarmasin's e-government transformation. A qualitative approach is utilized to provide a comprehensive understanding of the platform's impact on public service delivery. The primary data collection methods include interviews and observations, complemented by a substantial reliance on secondary data derived from literature. Interviews are conducted with users of the *Parak Acil* Online platform. Observations are carried out to assess the platform's functionality and user interactions, while literature reviews focus on existing studies and documentation related to e-government, digital literacy.

To assess the quality of public service provided by the *Parak Acil* Online website at *UPT Disdukcapil* in Banjarmasin

Selatan District, the researcher employed the six dimensions of online service quality proposed by Papadomichelaki and Mentzas [18]. These dimensions, collectively introduced as E-Government Quality (E-GovQual), are specifically designed to measure the quality of services delivered by electronic information systems in serving the public. The dimensions include Ease of Use, Trust, Functionality of Interaction Environment, Reliability, Content and Appearance, and Citizen Support. Each dimension provides a structured lens to evaluate various aspects of user experience and system performance, contributing to a holistic understanding of the platform's strengths and areas for improvement.

Purposive sampling is employed to select participants based on their direct experience with or involvement in the implementation and use of *Parak Acil* Online. Data analysis is conducted using thematic analysis to identify recurring patterns in qualitative data, focusing on benefits, challenges, and user satisfaction. Comparative analysis is also performed to contrast findings from *Parak Acil* Online with similar digitalization initiatives, such as the SIMRAL system, to draw broader insights.

To ensure the validity and reliability of the findings, triangulation is used to cross-check data from multiple sources, and member checking is employed by sharing preliminary findings with participants for verification. Ethical considerations are prioritized, with informed consent obtained from all participants and measures taken to anonymize data. This methodological framework is expected to yield detailed insights into the strengths and limitations of *Parak Acil* Online, offering practical recommendations to address challenges and enhance the platform's effectiveness while contributing to the broader discourse on e-government in Indonesia.

#### IV. RESULT AND DISCUSSION

The implementation of the *Parak Acil* Online platform in Banjarmasin represents a significant step in advancing e-government initiatives aimed at improving public service delivery. This section presents the findings of the research, which evaluates the platform's performance through the lens of six dimensions of E-GovQual: Ease of Use, Trust, Functionality of Interaction Environment, Reliability, Content and Appearance, and Citizen Support. The discussion highlights the benefits, challenges, and opportunities associated with the platform while providing a comparative analysis with similar e-government systems. The insights gained from this research underscore the platform's role in enhancing transparency, efficiency, and user satisfaction, as well as identifying key areas for improvement to ensure sustainable digital transformation in public services.

##### A. RESULTS

###### Ease of Use

The *Parak Acil* Online platform was found to offer a user-friendly interface that significantly streamlined administrative processes for its users. Approximately 6 of respondents in the research stated that they found the platform intuitive and easy

to navigate. Key features such as guided registration, real-time status tracking, and a simple menu layout contributed to this positive perception. For instance, a respondent noted, "The step-by-step instructions make it very simple to apply for documents. I did not need external help to understand the process." However, 4 of respondents, primarily older adults and those with limited exposure to digital tools, reported difficulties in understanding the interface. Suggestions for improvement included adding video tutorials and simplifying technical language to accommodate less tech-savvy users.

###### Trust

Trust in the *Parak Acil* Online platform was moderate among respondents, with the majority expressing confidence in its ability to safeguard user data. Key security features such as secure login protocols, two-factor authentication, and transparent data policies were positively received, reinforcing the platform's commitment to protecting user privacy. However, a smaller group of respondents voiced concerns about data security and potential breaches, reflecting lingering apprehensions about the overall robustness of the system. One respondent emphasized, "*Karena website Parak Acil secara langsung diawasi Diskominfotik yang merupakan lembaga penyelenggara layanan keamanan informasi, jadi bisa dikatakan layanan apapun yang diberikan akan aman dan terjamin kerahasiaan informasi pengguna,*" which translates to: "The *Parak Acil* Online website is directly monitored by Diskominfotik, the government agency responsible for overseeing information security services. This ensures that any services provided through the platform are secure and that user information confidentiality is well-protected and guaranteed." These findings indicate that while there is a foundational level of trust in the platform, its credibility could be further enhanced through clearer communication about the security measures in place. Additionally, conducting independent audits and sharing the results with users would reinforce transparency and demonstrate a proactive approach to data protection, ultimately fostering greater confidence among users.

###### Functionality of Interaction Environment

The interaction environment of the *Parak Acil* Online platform was positively received by the majority of respondents, who highlighted features such as real-time notifications and streamlined form submissions as significant strengths. These elements were praised for enhancing the overall user experience and simplifying administrative processes. However, 4 of respondents reported challenges related to system performance, including slow response times and occasional crashes, particularly during peak usage periods. One user noted, "*Bagus sih, cuman kadang freeze dan gabisa digunakan untuk beberapa saat, mungkin karena banyak yang pakai atau bug,*" which translates to: "The application is good, but there are times when it freezes and becomes unusable for a while, maybe because too many people are using it or due to a bug." These issues highlight the need for technical improvements to ensure a more reliable user experience. Enhancing server capacity to handle higher

traffic volumes and optimizing the backend infrastructure to reduce system lags and crashes could significantly improve performance. Proactively addressing these technical challenges will not only ensure smoother functionality during peak periods but also reinforce user confidence in the platform's reliability and efficiency.

### Reliability

Reliability emerged as a pivotal factor influencing user satisfaction with the *Parak Acil Online* platform. While the majority of respondents (7 out of 10) successfully completed their applications without significant issues, a notable minority (3 respondents) reported delays in document processing. These delays were primarily attributed to system errors and data synchronization challenges, highlighting areas where technical improvements are necessary. One respondent provided insightful feedback, stating: "*Untuk website Parak Acil sendiri sangat menggambarkan suasana kebanyakan permasalahan yang dihadapi masyarakat dalam pelayanan publik (pemenuhan dokumen, pergantian, pembuatan, dll). Jadi adanya pelayanan secara online sangat memudahkan masyarakat secara daring tanpa harus pergi langsung ke tempat layanan publiknya,*" which translates to: "*The Parak Acil Online website reflects many of the common issues faced by the public in accessing services (document fulfillment, replacement, issuance, etc.). The availability of online services greatly facilitates the process for the community, allowing them to access services remotely without needing to visit public service offices directly.*" This feedback underscores the platform's significant potential to address longstanding inefficiencies in public service delivery. However, to fully realize this potential, it is essential to address technical challenges that compromise reliability. Implementing robust data synchronization protocols, conducting regular system audits, and enhancing system stability will ensure smoother operations and foster greater trust among users. By prioritizing reliability, *Parak Acil Online* can better serve its purpose as a transformative tool for public service accessibility and efficiency.

### Content and Appearance

The content and visual design of the *Parak Acil Online* platform received widespread praise from users, who commended its professional appearance and the clarity of the information presented. These elements were frequently highlighted as enhancing the platform's usability and credibility. However, some challenges emerged, particularly among elderly users, who found certain design aspects—such as the font size and layout—difficult to navigate on mobile devices. One respondent shared, "*Untuk saya agak terlalu kecil font-nya kalau akses di HP, jadi lebih enak di laptop, komputer, atau iPad anak saya,*" which translates to: "*For me, the font is a bit too small when accessing it on a phone, so it's more comfortable to use on a laptop, computer, or my child's iPad.*" This feedback underscores a gap in the platform's accessibility for older users and individuals with visual impairments. To address these concerns, the platform could incorporate accessibility-focused features, such as adjustable

font sizes, high-contrast display options, and simplified layouts optimized for smaller screens. These enhancements would not only improve the experience for elderly users but also promote inclusivity across a broader demographic. By adopting user-centered design principles, *Parak Acil Online* can ensure that its digital services are accessible and welcoming to all segments of the population, regardless of age or device preferences.

### Citizen Support

Citizen support services on the *Parak Acil Online* platform were largely rated as satisfactory, with 8 out of 10 respondents praising the usefulness of the FAQ section and the availability of contact options. These features were recognized as essential tools for addressing common questions and guiding users through the platform's functionalities. Respondents appreciated the accessibility of these resources, which facilitated smoother interactions with the system.

However, concerns were raised regarding the responsiveness of support channels, particularly during non-working days. One respondent shared, "*Akan lebih bagus kalau ada chat langsung tanpa mencari nomor WA lagi atau langsung tersambung di WA,*" which translates to: "*It would be better if there were a direct chat feature without needing to search for a WhatsApp number or being automatically connected to WhatsApp.*" To address these concerns and elevate the quality of support services, several improvements are recommended. Expanding the support team to ensure coverage during peak periods, including weekends, would reduce delays and enhance responsiveness. Moreover, integrating real-time communication tools, such as live chat features or AI-powered chatbots, would provide instant assistance, allowing users to resolve urgent issues without waiting for human intervention. These tools could also help filter and prioritize inquiries, ensuring that complex cases are escalated efficiently to the appropriate personnel. By implementing these measures, *Parak Acil Online* can significantly enhance the user experience, demonstrating a commitment to excellence in citizen support services. Proactive and accessible customer service will not only build greater trust among users but also reinforce the platform's reputation as a reliable and user-friendly tool for public service delivery.

## B. DISCUSSION

### Evaluation Based on Theoretical Frameworks

The findings of this research were systematically analyzed using the Delone & McLean [19] IS Success Model and the E-GovQual Model by Papadomichelaki and Mentzas, providing a comprehensive understanding of the platform's strengths and improvement opportunities.

1. System Quality (Delone & McLean): *Parak Acil Online* exhibits strong system quality with its intuitive interface and efficient functionality. Features like real-time notifications and streamlined submissions enhance user experience. However, technical challenges such as occasional crashes during peak usage highlight the need



for system optimization to ensure reliability and smooth functionality under high demand.

2. **Information Quality (Delone & McLean):** The platform's ability to present clear, accurate, and relevant information is a significant advantage, earning widespread user approval. Nonetheless, accessibility issues, such as small fonts and complex layouts on mobile devices, underscore the need for user-friendly improvements tailored to diverse demographics, including elderly and less tech-savvy users.
3. **Service Quality (Delone & McLean):** While citizen support services effectively address common user needs, delays in query responses reveal gaps in service quality. Expanding support teams and integrating advanced tools like AI-driven chatbots would improve response times and enhance the overall user experience.
4. **Ease of Use and Trust (E-GovQual):** The platform's simplicity aligns with user expectations, making it accessible for many users. However, trust remains an area for growth. Strengthening data security measures, coupled with transparent communication about these efforts, would bolster user confidence in the system's ability to safeguard sensitive information.
5. **Citizen Support (E-GovQual):** While functional, the current support infrastructure requires improvements to address diverse user needs. Real-time communication options, such as live chat, could greatly enhance responsiveness and user satisfaction.

#### Addressing Challenges

The challenges faced by *Parak Acil Online* are consistent with those encountered in similar e-government initiatives, such as the SIMRAL platform in Serang Regency. Several critical areas require attention to ensure the platform's long-term success:

1. **Digital Literacy:** Limited digital literacy among older adults and rural residents inhibits platform adoption. Targeted training sessions and localized outreach campaigns could bridge this gap and empower a broader user base to utilize the platform effectively.
2. **Infrastructure Gaps:** Inconsistent internet connectivity, particularly in remote areas, hampers accessibility. Collaboration between government and private sector entities to improve digital infrastructure is essential for equitable service delivery.
3. **System Integration:** Data synchronization issues between the platform and existing government databases result in delays and inefficiencies. Implementing robust integration protocols and conducting regular audits would enhance reliability and service quality.
4. **Scalability and Accessibility:** The platform's scalability is critical as user demand increases. Customizable interface options and inclusive design considerations, such as screen readers or adjustable font sizes, would ensure accessibility for all users, including those with disabilities.

#### V. CONCLUSION

The *Parak Acil Online* platform represents a significant milestone in the digital transformation of public service delivery in Banjarmasin. As an e-government initiative, it demonstrates how digital solutions can effectively address inefficiencies in administrative processes, improve service accessibility, and enhance governance transparency. This study employed the E-GovQual and Delone & McLean IS Success Models to evaluate the platform's performance comprehensively, identifying its strengths, weaknesses, and areas for development.

Core findings indicate that the platform excels in Ease of Use, providing intuitive navigation and streamlined features such as guided registration and real-time status tracking, which significantly enhance user engagement. Trust in the platform is reinforced through secure login protocols, two-factor authentication, and oversight by Diskominfotik, reflecting a strong commitment to data security. However, lingering concerns about potential data breaches and insufficient communication of security measures highlight the need for independent audits and enhanced transparency to bolster user confidence.

The Functionality of the Interaction Environment was praised for real-time notifications and efficient form submissions, yet performance issues, including system crashes during peak usage, necessitate immediate optimization. Reliability is generally robust, but delays caused by data synchronization errors underline the importance of system audits and improved backend infrastructure. Additionally, while the platform's Content and Appearance were commended for clarity and professionalism, accessibility challenges for elderly users emphasize the need for user-centered design improvements, such as adjustable font sizes and simplified layouts. Citizen Support services, while functional, require enhancements like real-time communication tools and expanded support teams to ensure prompt and effective responses to user queries.

This research contributes to the field by offering actionable insights into improving the scalability, inclusivity, and reliability of e-government platforms, with a focus on localized challenges in Banjarmasin. These findings provide a framework for addressing technical, infrastructural, and user-centric issues, which can serve as a model for similar initiatives in other regions.

However, this study has limitations. First, it focused on a specific user demographic in Banjarmasin, which may not fully capture diverse user experiences across broader geographic or socioeconomic contexts. Second, the reliance on qualitative data, while insightful, may benefit from being supplemented by quantitative analyses to measure user satisfaction and system performance more objectively.

Future research should expand the scope to include comparative studies across different regions and incorporate quantitative metrics to evaluate the long-term impact of e-government platforms. Additionally, further studies could explore the integration of advanced technologies, such as AI and machine learning, to enhance citizen support services and



improve system efficiency. By addressing these limitations, future work can contribute to the continuous evolution of e-government systems, ensuring they remain effective, inclusive, and adaptable in the face of changing societal needs.

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