# Improving E-Government Services for the Poor through Transparency and Trust

*Abstract*- **In today's globalization, the advancements of technology have been greatly improving, shown by the societies' high interest in getting information through the availability of an adequate system. This led to e-government or electronic-based governance increasingly playing an important role in providing information to all levels of society in Indonesia. Many researches have emphasized the development of e-government models that focus on typology. This study aimed to investigate the factors of e-government based on transparency and trust in the provision of information and the use of services to people. In addition, this study developed the concept of a transparent and reliable e-government model owned by the government of Palembang. The methodology used in this quantitative research was by conducting a survey in four sub-districts of Palembang, which have the greatest ratio in pre-prosperous society. The result of this research was a transparent and reliable e-government concept that could be utilized by the government of Palembang to reach a public service especially for the low class society.**

*Keywords: e-government, transparency and trust, public services*

## I. INTRODUCTION

In this globalization era, the advancement of Information Technology (IT) is growing very rapidly as marked by the high interest of society in gathering information through the availability of adequate system. This is because IT can be used to assist in processing, storing and converting data into information needed by them. The example of IT implementation in providing information for public is electronic government or e-government. Gil-Garcia and Martinez-Moyano [1] define e-government as a government way in utilizing IT to enhance transparency and trust innovatively by applying the use of web-based portal systems. In general, its function is as a tool to provide convenience in accessing information and public services and to monitor the performance of transparent governance. In spite of that, e-government is used by the government themselves to interact and communicate with society. It can be concluded that there are three functions of using it. They are informational, interactional and transformational. First, it is informational since it provides information through downloads and brochures from governmental websites. Second, it is also interactional, where societies have rights to ask questions, complain, or seek information. E-government facilitates middle to low class society to participate in the new policy. The last is transformational on how e-government can play an important role or be active in modifying the internal governance as the process in improving services, especially the low class. Based on its advantages, the governance can be transformed in providing public services from conventional to online.

Many previous related studies have investigated the role of e-government in developing countries including Indonesia. For instance, Lau, et al. [2] developed a conceptual framework to evaluate the adoption and development of e-government services in Latin America. Sharma [3] investigated the best practices in e-government initiatives in many Asian countries. Holliday [4] analysed the concept of Acceptance Model of e-government in East and Southeast Asia. Schuppan [5] discussed the impact of institutional, cultural, and administrative reform of e-government projects in Sub-Saharan Africa. [6] conducted a review of literature on e-government development in the transition country from Europe and all over the world. Researchers including McHenry and Borisov [7], Janssen, Janssen, et al. [8] and Ifinedo [9] conducted a comparative study of the e-government implementation in emerging parts of the world, including Europe, East Asian and developed countries. Other researchers like Siau and Long [10] and Searson and Johnson [11] had used cross-sectional data to discuss e-government progress and its development in developing countries.

In Indonesia, the prior researches have emphasized the development of e-government models including Government-to-Government,

Government-to-Citizen, Government-to-Business, Government-to-Civil society and Citizen-to-Citizen, used as media to communicate, coordinate, and improve the public service standardization. In addition, they also focused on e-government typology that meant its development was oriented to administration, provision of information and users. For example,Rahardjo, et al. [12], Mirchandani, et al. [13], and Furuholt and Wahid [14] just analysed the content, design and services of city, provincial and central government websites in Indonesia. Hence, it can be concluded that many researches on e-government focused on its development only but not on identifying factors that might influence the role of society as "user" in accessing it.

Nowadays, many Indonesians, the low class one in particular are facing difficulty in accessing public information provided by both the regional and the central government. This is inversely proportional to the development of more advanced Information Technology (IT) such as the Internet, World Wide Web (WWW), Website, Email, 3G and 4G mobile phones, networking via youtube, twitter, facebook and others. Thus, by utilizing IT, government has many ways or options to communicate and interact with low class society as well as increase the number of their participation and accessibility in e-government.

Palembang is one of the largest cities in Indonesia with a population of 1,568,491 people and a total of 385,000 low class societies in 2014. In public service, the current government of Palembang has an official website at www.palembang.go.id as a form of the existing e-government application. This site is used to provide information about government, education, health, tourism, transportation, trade, business and professionalism to public. Unfortunately, how far the website reached the low class society and what dominant factors were to increase their participation had not yet been known. Hence to answer these questions, this research would try to develop an e-government concept to know how far its service could reach and increase the public participation of Palembang. This would also observe the extent of Palembang website as a form of e-government service to the low class by using quantitative survey method through samples in five districts in Palembang.

## II. LITERATURE REVIEW

### 2.1. Electronic Government

Electronic government is commonly known as e-government. It is an effort to develop electronic-based governance. A structuring management system and work processes in the government by maximizing the utilization of information and communication technology. According to Helbig, et al. [15] e-government was a term used by governanment, assisted through those technologies mentioned. E-government was first proposed in 1990 and tested in several states of the United States. Right now those countries have been implementing government public services by using internet. According to Medjahed, et al. [16] and Gupta and Jana [17], e-government was a new term that had recently been heard, often with the widespread use of internet technology in government. Despite of its name, it is not a full internet-based system. It is, especially in Indonesia narrowly defined as an internet system (web, email contact address, or mailing list) that exploits the potential in an area with intention of inviting those who may benefit a region, though as an investor. That is why it can be concluded that e-government is the term used by various government-assisted activities through the media information and communication technology.

In term of interaction, e-government is varied in several forms namely; (1). Government to Citizen (G2C) aims to improve the interaction of governmental relations with society as well as to communicate and to facilitate in seeking and exchanging information. (2). Government to Business (G2B), which is a type of e-government to help them communicate with business actors. This is necessary for the ease of providing information needed by businesses to interact with government which leads to the marketing of products and services to help them become more efficient and transparent. (3) Government to Government (G2G), e-government that designed to meet the information required between one government and another in order to promote the cooperation of the respective one, such as non-commercial online interactions between department organizations and other governmental authorities. G2G system is divided into 2 namely internal and external facings. Internal facing includes department, organization, agency and authority in one

government, while the external one combines them in more than one government.

## 2.2. *Implementation of e-government services*

The implementation of e-government is to increase the number of participation, provide quality services and attract the attention of the poor. In addition, its implementation can also increase trust and transparency in interacting with them. To provide quality services to stakeholders including the community, industry and social, the government needs to see how much they understand the stakeholder needs that are suitable with their capabilities. The municipalities and districts in Indonesia have already used e-government to serve the society. However, many are not entirely or totally beneficial in providing benefits and services to them. Collaboration is required between the community, the social industry and the government to provide input or recommendations in providing quality services and meeting their needs.

Based on the literature review of e-government, the services provided can be grouped into;

a. Kiosks

The provision of basic service to citizens, as illustrated by the Gyandoot project in Madhya Predsh India is a solid example of how IT can help government reach the poor and vulnerable districts and provide key services effectively and efficiently [18]. It gives the village access to know important information such as income documents and certificates through information kiosks operated by local entrepreneurs.

b. Web Portal

Web is typically utilized by municipalities or districts to improve their design, public services and processes to engage with stakeholders, as well as to enhance efficiency and transparency in encouraging greater interaction with them. In conclusion e-government has the ability to connect citizens, business and government agencies through computer networks or Internet, capable and exchange of information [19].

c. Cloud computing

Cloud computing is an emerging innovative concept that can overcome the IT challenges faced by public sector organizations. The term "Cloud Computing" has essentially one element: computing resources delivered over the internet on demand, from remote locations, to a single desktop, laptop, mobile or organization server. Cloud Computing can be understood or developed and tested with less initial investment than the traditional one. Due to its difficulty in building a centralized capacity to support the delivery of services to the society, cloud computing technology can develop it instead. The benefits can include on-demand self-service, network access everywhere, and quick elasticity and others [20].

d. Mobile Government

The rapid development and convergence of information technology should allow in the near future providing most of government services available to mobile users electronically [21]. The surge in mobile demand in recent years has the potential to bridge the digital divide. Unlike computers, the distribution of mobile phones is not limited to those at higher economic levels but can be more equitably to all levels of socioeconomic. Thus, phones including mobile phones are technology, which can play a big equalizing role between the "rich" and the "poor". It is very different from the existing gaps to other technologies such as the internet that help to bridge the digital divide. For example, Dublin, Ireland, the City council launched a new Mobile Park service.

e. Interactive Voice Response System

Interactive Voice Response System (IVRS) is widely used for general transactions such as information about ordering Q tickets, knowing the application of bank balance or the transaction authority knowing the application position or complaints and user authentication for the secure one [21]. For instance Indian railways provide instant information regarding ticket train position

confirmation with its IVRS (Singh & Sahu, 2008).

f. Social Media

Government seek to engage the public, promote transparency and advance public services. Social media technology has been incorporated into government workplaces and seen as an effective tool for promoting common goals. It consists of a set of Web 2.0 technologies that allow stakeholders and governments to communicate, collaborate, and engage. This specific technology consists of social networking applications, micro blogging and wiki [22].

## 2.3 E-government in Palembang

Palembang is one of the largest cities in Indonesia with a population of 1,568,491 people and a total of 385,000 low class societies in 2014. In public service, the current government of Palembang has an official website at www.palembang.go.id as a form of the existing e-government application. This site is used to provide information about government, education, health, tourism, transportation, trade, business and professionalism to public

Based on the description above, it can be seen that this website is a form of G2C service that aims to improve the image of transparent and trusted government in order to implement the concept of good governance by empowering the society and other parties as government partners in the process of making various public policies fairly and transparently. To improve transparency and public trust, a transparency and trust concept is needed in e-government in providing public information through official websites such as policy information or governmental performance. Below is an explanation of how to build a transparent and reliable e-government for public.

## 2.4. Transparency of E-government

E-government is implemented in accordance with the socio-politics, geographic and individual needs of a government. Besides that, it is also used as one of the embodiment of transparency in every aspect of government audit in order to reduce corruption opportunities so that it will contribute greatly to public perception on clean government.Therefore, information and communication technology,

especially e-government is as one of the supporters of the realization of a transparent government.

The concept of transparency in e-government is a principle that guarantees or gives freedom to every person who wants to obtain information about the implementation of government in terms of policy, the process of making and its application and the results achieved or the open policy of supervision. While the meaning of transparent information is about every aspect of government policy that can be reached by public. This information disclosure is expected to result a healthy political competition, tolerance and policies made based on the public reference. This principle has two aspects of public communication by the governmentand the right of people to access information. Both will be very difficult if government does not handle its performance properly through transparency and communication. Society will demand this alternative effort of government to open and disseminate information.Relavant, transparent activities must be balanced with the need for confidentiality of the institution as well as information that affects the individual's privacy rights information. Due to the large amount of data governance, professional information officers are required, not to make a decision on government, but to extend the important ones to society and explain the reasons for each.

Azwardi [23] said that transparency was the government's disclosure in making local financial policies so that DPRD and society could know and supervise. Mendel [24] also reveal about the international tranparency, constitution on freedom of information (Foi) not only regulate the public's right to access information but also emphasizes the government bonds to facilitate such access. In addition, transparency on e-government can also be seen from the provision of information on government administration processes such as the making of identity and family cards. Zambrano [25] in his research entitled "E-governance and development: Service Delivery to empower the poor and improve services", reveal that transparency can be done by society through supervision and contribution to public services by making reports that occur in government, for example damaged irrigation, absent teachers at school and other governance issues. Criado, et al. [26] built an innovation of an e-government concept used to communicate and interact with society. The study

revealed that a transparent e-government was the one that can involve people in every government event through the provision of menu or feedback.

Thus, from some previous related studies it can be concluded that transparency in e-government can be established through the provision of information, monitoring facilities and process disclosure to ensure freedom and the rights of people to access information at any time, available and accurate, resulting in good local governance and thinking about the interests of society.

### 2.4 Trust of E-government

According to Bertot, et al. [27] the relationship between government and society was demonstrated to public trust in the ability to reflect transparent e-government. In a study conducted by Zambrano [25] an illustration of an e-justice project designed to increase legal awareness and understanding by simplifying existing laws, providing access to information and services as human rights and issues reversed with people's lives to enhance the image of clean government. The goal of this project was to provide an IT-based service so that people can consult online with legal experts. It also provides online forms that can be used to ask for assistance if they are exposed to legal issues. Therefore, with the use of IT can help the government increase trust in the community.

Many previous studies have investigated the factors of trust in e-government. For example, Cullen and Reilly [28] concluded that trust in e-government was associated with community expectations and knowledge of government. Zambrano [25] revealed that the quality of information generated by e-government was one of the important factors to build public trust. Raul also revealed that the belief in the use of e-government depended on the background or characteristic of the community as the users. Colesca [29] said that trust was the ability of government to provide online-based services. Cuillier and Piotrowski [30] and Bertot, et al. [31] found that public trust could be improved through the provision of accurate and certain information. Bertot, et al. [31] said that information disclosure in culture and operational governance were two important factors in the implementation of e-government in increasing public trust. Without these two factors it is highly unlikely that trust between government and people

governed will develop and actually create an open and transparent environment.The responsiveness of e-government can build people's confidence in using it. Based on research conducted by Lee, et al. [32] revealed that public may face uncertainty in the use of Internet-based technologies. The reliability and security of e-government are the important concern of the community especially if they have never used it.

Based on the discussion above, this study concluded that to develop e-government required transparency and trust as follows;

a) Transparency such as government and local financial policies, responsive, events monitoring, community reports, interaction, public communication, tracking service process, and feedback.

b) Trust is like improving public trust and clean governance, providing access to information and services as a human right reversed in society. Trust in clean government includes governance knowledge, quality, certain and accurate information, community background and characteristics, online services, information disclosure, a sense of security in accessing e-government, and the uncertainty of information technology and reliability. Therefore, in this research the author would conclude that to develop e-government, a transparency and trust concept in government needed. Like the concept Figure below.

Fig. 1. E-Government Concept

TABLE 1. SUMMARY OF FACTORS IN TRANSPARENCY AND TRUST IN E GOVERNMENT.

| Variables | Indicators | References |
|---|---|---|
| Transparency | Government policy | Azwardi [23] |
| | Government monetary policy | Mendel [24] Zambrano [25] Criado, et al. [26] |
| | Responsive | |
| | Monitoring and observing process on government events | |
| | Public report | |
| | Interaction with society | |
| | Communication | |
| | Tracking decision and action in Palembang | |
| | Feedback | |
| Trust | Government knowledge | Cullen and Reilly [28] |
| | Information quality | Zambrano [25] Colesca [29] |
| | Accurate information | Cuillier and Piotrowski [30] |
| | Security | Bertot, et al. [27] |
| | Characteristic of society | Andersen, et al. [33] |
| | Online service | |
| | Information certainty | |
| | Information disclosure | |

## III. RESEARCH METHOD

This research was conducted on the basis of a mixed research method where qualitative and quantitative exist [34, 35]. The purpose was to observe the current e- government, questionnaire interviews and related documents. The research methods were combined in order to obtain all facts related to the development of transparency and trust model in e-government of Palembang. Despite of that, improving the quality of public services was also the goal of that model. The researcher obtained the data for three months starting from October to December 2016 in areas of the largest population of low class society. The data collection procedure in this study involved three stages. The first step was reviewing the previous research from journals, articles, conference proceedings, books and other relevant materials. Government report regulations and other related documentation were also examined to analyse the transparency capabilities. To enhance transparency and trust in e-government, some data such as legislation in central government and district city regulation, decree on working organizational structure of agencies in Palembang government.

The second phase was the interview session. This research used this step to get the societies' point of view and opinion related to their capability in using a transparent and trusted e-government to improve confidence in public service in Palembang as well as in the sub-district and village. The interview was recorded and lasted for 50-60 minutes. Then the transcript was sent to public for validation and clarification.

On the third stage, the questionnaire was given to the low class society. It was developed based on the literature review and the interviews in developing transparent and trusted e-government model. At the beginning, the instrumental test with a few numbers of people was done. The purpose of this trial was to ensure that the questionnaire had been well developed. Then, it was presented by using the Likert scale method to test the role of transparency and trust in e-government performance. People's perception on using it was also measured. This then determined the critical factor in improving the performance of government. Email, social media and paper based were used to distribute questionnaires to selected communities in Seberang Ulu I Laut, Kemuning, Maskrebet, Seberang Ulu II, and Kertapati.

TABEL 2. SAMPLE DAN THE CHARACTERISTICS TESTED

| Districts | Total | Characteristics |
|---|---|---|
| Silaberanti | 40 | BPS of Palembang The data of each district and RT |
| 1 Ulu Laut | 17 | |
| 15 Ulu / 18 ulu | 115 | |
| Kemuning | 13 | |
| Maskrebet | 15 | |
| Total | 200 | |

Source: Formulated primary data

It was revealed that heterogeneous based population present in this study. Heterogeneity has a significant meaning in achieving these research

objectives. Thus, in selecting the sample, the researcher used stratified proportional random sampling. First, taking the subject of each society was determined by the balance number and work unit (proportional sampling). Second, separating the population elements in non-overlapping groups called strata and selecting a random sample of each stratum was done to take the right sample.

The questionnaires were distributed to the respondents based on the society's documents that received "poor rice" from their districtand neighbourhood offices, and supported by statistical data from Statistical department of Palembang. There were 200 questionnaires out of 320 returned. This was because the 23 respondents did not want to fill out the questionnaires, 45 were not present in the place or the house with some reasons for examples, working or having another activity, 35 declined for not understand the contents of the questionnaires, 17 others had no time to fill and answer them. The sample of this research was selected from some areas in Palembang, such as Silaberanti, Kertapati, Kemuning, and Alang-Alang Lebar with the total number of 200 people

## IV. RESULTS AND DISCUSSION

### 4.1 General Overview of Respondents

The researcher spent three months in distributing the questionnaires. It was in October till December 2016 by doing direct visit to the target researched. The respondent's area was chosen based on the population of low class society in Silaberanti, 1 Ulu Laut, Kemuning, and Maskarebet.

TABEL 3. QUESTIONNAIRES DISTRIBUTION

| Area (districts) | Sent | Returned | % |
|---|---|---|---|
| Silaberanti | 65 | 40 | 61.5% |
| 1 Ulu Laut | 35 | 17 | 48.6% |
| 15 Ulu | 170 | 115 | 67.6% |
| Kemuning | 25 | 13 | 52% |
| Maskarebet | 25 | 15 | 60% |
| Total | 200 | 200 | 62.5% |

Source: Formulated primary data

TABEL 4. RESPONDENT PROFILE

| No | Description | Total | Percentage |
|---|---|---|---|
| 1 | Male | 156 | 78% |
| 2 | Female | 44 | 22% |
| Total | | 200 | 100% |

| 3 | Elementary School | 124 | 62% |
|---|---|---|---|
| 4 | Junior High School | 44 | 22% |
| 5 | Senior High School | 32 | 16% |
| 6 | Diploma | - | - |
| 7 | Bachelor | - | - |
| Total | | 200 | 100% |
| 8 | Labor | 151 | 75% |
| 9 | Retired Civil Servant | 1 | 0,5% |
| 10 | Entrepreneur | 6 | 3% |
| 11 | Trader | 42 | 21% |
| 12 | Others | - | - |
| Total | | 200 | 100% |
| 13 | <25 years | 14 | 7% |
| 14 | 26 – 35 years | 42 | 21% |
| 15 | 36 – 45 years | 60 | 30% |
| 16 | 46 – 55 years | 53 | 26,5% |
| 17 | >55 years | 31 | 15,5% |
| Total | | 200 | 100% |

Source: Formulated primary data

### 4.2 Data Analyses

Figure 2 shows the initial model developed for transparent and reliable e-government in providing services to the society. It consists of two factors: transparency and trust. Transparency factors consist of an online public policy draft (TP1), online budget disclosure (TP2), automatic response (TP3), monitoring and supervision of government activities (TP4), community reports (TP5), community interaction (TP6), communication (TP7) ) tracking government activities (TP8), and feedback (TP9). The trust factor consists of government knowledge (TR1), qualified information (TR2) and accurate (TR3), information security (TR4), security (TR5), community characteristics (TR6), online service (TR7), and information disclosure (TR8). None of the indicators in the model are cross-loaded in each construct. As shown in Figure 2, the e-government model used reflective construct and indicators that led to the use of SEM reflective methods as well. For example in that figure, the e-government service was influenced by public perceptions of the transparency and trust roles in e-government.to analyse and evaluate its model, construct and related indicators, convergent, discriminant and factorial validity were conducted in this research. Convergent validity was done by considering; (a) loading factor (SFL) in each indicator, (b) construct reliability and (c) average variance extracted [36]. Loading (SFL) in each indicator must be more or equal to 0.5 for use in further analysis. Construct reliability for each was calculated as the squared of the loading factors sum

divided by the squares sum of summing factor loading and the sum of error [37]. Acceptable CR values must be between 0.6 and 0.7 [36]. Average variance extracted (AVE) was calculated by dividing the total of all SFL squares by the number of indicators or items [38]. AVE value received must be more than 0.5.All indicators in each construct that met the above requirements were re-examined with discriminant validity. It measured the extent of the differences in each construct in the e-government model. To obtain the satisfactory value of discriminantvalidity, the AVE quadratic roots for each construct must be greater than the correlation between them [38]. Furthermore, the validity factor test was performed for each construct and indicator that meet the value in the convergent and discriminant to represent the same value level.

The concept of e-government service model (Figure 2.) has been tested and evaluated for validity test by performing CFA (Confirmatory Factor Analysis) with GFI value (0.869), RMSEA (0.073), TLI (0.876), CFI (0.856), and p-value 0,000). These initial results indicated that the model was inadequate. Therefore it was necessary to conduct the congeneric factor test model for each individual construct. Its results showed that there were several items in each removed. The six items deleted on transparency, were TP1, TP2, TP4, TP5, TP8, and TP9. Meanwhile, the four deleted items in trust were TR1, TR5, TR7, and TR8. The results of this congeneric factor analysis test can be seen in Table 5. This model was redefined by standardized factor loading, standardized residual covariance matrix, and modification Indies. Table 6 shows the GOF results from e-government services model testing. The GOF results showed that the test results were received with RMSEA (0.000), GFI (0.987), TLI (1.0), and p-value (0,595).To complete the convergent validity test, CR value was calculated in every construct. As shown in table 6, all constructs have values within the accepted range. This can be seen by the AVE value of each greater than 0.5. The SFL value for each indicator of the final model test showed above a critical value of 0.5.
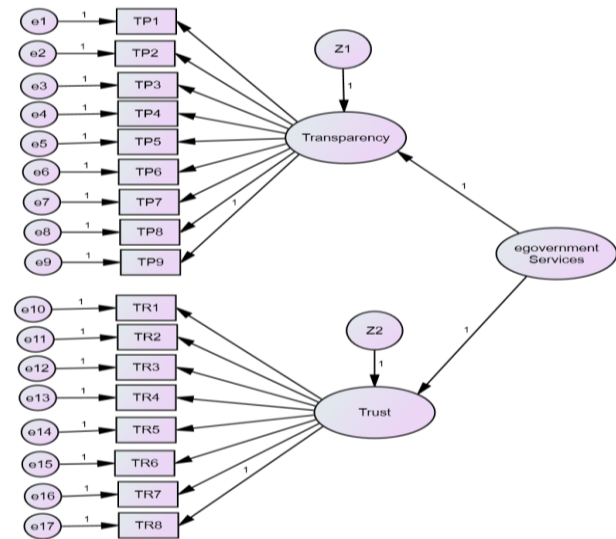

Fig. 2.Initial Measurement Model

All constructs that had passed the convergent validity test were validated for descriminant validity test. Descriminant validity among other factors of this model was examined by using Fornell and Larcker [37] model. The results showed the descriminant validity in each pair of constructs with AVE square root was greater than the estimated correlation between them.

Factorial validity test was conducted to assess whether the factors passing the convergent and the descriminant ones showed the same level of construct, and to detect and remove items that having cross-loading [39]. The results proved that this factorial model had sufficient validity. The GOF of the final measurement model was also within an acceptable range. CMIN (X2) of 134.359 with df 14, and CMIN / df 9,597 indicated that it was quite in accordance with the value suggested by Hair, et al. [38]. In addition, the p value for the model was 0.05 very closed to an acceptable p value (Pb0.05). Furthermore, the fact that GFI (0.94) reached 0.95 indicated that this model was an adequate match. Similarly, both TLI (0.983) and CFI (0.985) were greater than 0.95, indicating that it was near perfect. Moreover, RMSEA (0.027) was less than 0.05 with PCLOSE value 0.998 (PCLOSEN0.05) and lower end of 90% confidence interval (LO 90) very close to zero (0.004).

This was strong evidence as an appropriate final model and could be maintained. Figure 3 shows the

final measurement model. The structural model of Fig. 3 indicates that strong support was essential for the e-government → transparency and e-government → trust paths with coefficient values of 0.98 and 1.00 lines in each. Models account for 96% of variance in transparency and 100% in trust. This showed that transparency and trust were critical factors in evaluating services in e-government.
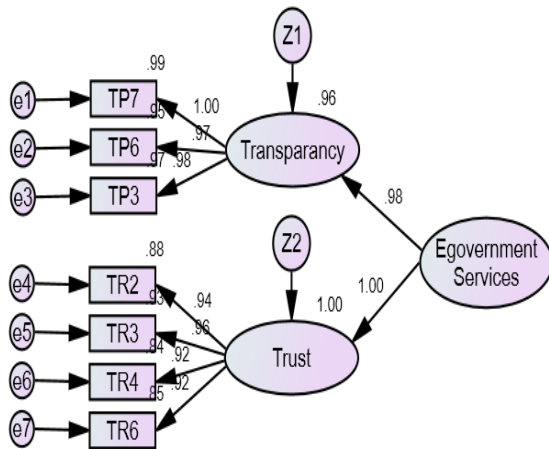


Fig. 3.Final measurement model

### 4.3 Reseach Results

Based on the analyses described above, the results of the two constructs were obtained. In terms of transparency, the nine indicators in the initial phase were found. However, there were only five which had the highest indicator or fixed toward its quality in e-government because they had matched the criteria of loading factor as ≥ 0.5. The values were TP3 0.94, TP6 0.97, TP7 1.00, and TP9 0.98. These results indicated that e-government service must be responsive, due to its role as Palembang website should be designed in accordance with the public needs and concerns. These research results were consistent with the previous ones conducted byGauld, et al. [40], Andersen, et al. [33] and Karunasena and Deng [41], which described that by being responsive, e-government could increase the number of public participation in accessing it. Moreover, they also showed that the e-government quality should be able to interact with the society as disclosed by Reddick [42]. Communication was one of the important factors in improving e-government services in Palembang. The results of this research were also in line with Rokhman [43] who said that in improving the service of e-government, government was obliged to provide communication facilities on some units so that they could be more transparent. Feedback was also one of the dominant factors. Public could get an automated message or response about the brief overview of the service, so that they knew whether or not their text or transaction was going well and correctly. However, there were several factors in this study that had no contribution in improving e-government services such as government policy and financial information, monitoring process or government events, provision of reporting and government decision-making facilities.

Trust at the initial phase had eight indicators and only four with the highest level or fixed in e-government services. Their criteria on the loading factor were ≥ 0.5, the quality of information (TR2) was 0.94, TR3 was 0.96, and security (TR4) was zero. 92, and the public characteristic (TR6) was 0.92. There were four indicators removed or non-compliance. They were TR1 0.48, TR5 0.40, TR7 0.38, and TR8 0.32. They had no strong impact on e-government. These results were supported by previous related studies. In spite of that, security was also an important factor to build trust. This was in line

TABEL 5. REDEFINING MODEL TEST RESULTS

| No | Factors | $X^2$ | P | GFI | TLI | CFI | RMSEA |
|---|---|---|---|---|---|---|---|
| | *Recommended Value (Byrne, 2010 & Hair et al, 2010)* | *Na* | *>0.05* | *>.95* | *>.95* | *>.95* | *<.05* |
| 1. | Transparancy | 3.250 | 0.253 | 0.993 | 0.990 | 0.997 | 0.062 |
| 2. | Trust | 2.022 | 0.254 | 0.994 | 0.998 | 0.992 | 0.048 |

TABEL 6. CONVERGENT VALIDITY TEST RESULTS

| Construct | CR | AVE | Indicators | | SFL |
|---|---|---|---|---|---|
| Transparency | 0.60 | 0.51 | Responsive | TP3 | 0.94 |
| | | | Social Interaction | TP6 | 0.97 |

| | | | Communication | TP7 | 1.00 |
|---|---|---|---|---|---|
| Trust | 0.66 | .055 | Information Quality | TR2 | 0.94 |
| | | | Information Accuracy | TR3 | 0.96 |
| | | | Security | TR4 | 0.92 |
| | | | Society Characteristics | TR6 | 0.92 |

With Al-Omari and Al-Omari [44] research which revealed that public data and information in security features of e-government were not disseminated and publicized. They were not spread to people who had no responsibility or interest. The last important factor was the public characteristics. This factor was consistent with the research done by Warkentin, et al. [45] that described about trust. It was influenced by the characteristics of society in accessing e-government such as experience, education and background.

## V. CONCLUSION

This paper presents an improvement of e-government services for the poor through transparency and trust in Palembang, Indonesia from perspective of transparency and trust. A model is developed by reviewing the prior researches on government public services. The model is validated using SEM based on the survey data collected in Palembang, Indonesia. This study concludes that the e-government services for the poor can be improved through transparency and trust. Transparency is determined by responsive, communication, social interaction, and feedback. Trust is determined by information quality and accuracy, security and social characteristics.

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