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Public Private Partnership E-Government in Improving Service Quality in Community Health

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Abstract

Advances in the use of information technology (ICT) have greatly facilitated the development of electronic government (E-Government) throughout the world. The benefits of this development can improve the quality of services to the community through aspects of user approval, efficiency, openness, and responsiveness. However, the lack of skilled human resources and limited government capacity in terms of e-government development. Public private partnership (PPP) is a solution to overcome problems, challenges and obstacles faced by the government in realizing e-government development goals. PPP is expected to improve the goal of e-government development, namely to improve the quality of services to the public through the private sector in public health services in the city of Palembang.

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