Proceedings of the Sriwijaya International Conference on Information Technology and Its Applications (SICONIAN 2019)

PROCEEDINGS OF THE SRIWIJAYA INTERNATIONAL CONFERENCE ON INFORMATION TECHNOLOGY AND ITS APPLICATIONS (SICONIAN 2019)

Development of E-Government Trustworthiness to Increase Public Trust

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Abstract

The development of Electronic Government (e-government) has become a research topic of interest for researchers worldwide. Various government agencies in Indonesia, mostly, have adopted e-government technology in government management. But the tendency of declining public trust in government becomes a challenge for the government to increase public trust in the government. This research aimed to develop the trustworthiness of e-government to increase public trust in the government. The e-government in this study was developed based on trustworthiness which has three factors: security, transparency and accountability. This study used interview with the Head of Department of Communication and Informatics (DISKOMINFO) of Muara Enim Regency, the Head of Department of Environment and Hygiene (DLHK) of Muara Enim Regency, two staff each from DISKOMINFO and DLHK Muara Enim and the Community to get preliminary information about various issues or problems in Muara Enim Regency. The development of this e-government was using a prototype model to simplify the system design. The result from this study was an e-government prototype refers to the three indicators of trustworthiness which aim to assist the public in reporting (making a

to the three indicators of trustworthiness which aim to assist the public in reporting (ma~ report (to the government)).

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Proceedings
Sriwijaya International Conference on Information Technology and Its Applications (SICONIAN 2019)

Part of series
Advances in Intelligent Systems Research

Publication Date
6 May 2020

ISBN
978-94-6252-963-2

ISSN
1951-6851

DOI

Open Access

Cite this article

ris
enw
bib

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TY  - CONF
AU  - SUTRISNO
AU  - Darius ANTONI
AU  - Muhammad AKBAR
PY  - 2020
DA  - 2020/05/06
TI  - Development of E-Government Trustworthiness to Increase Public Trust
BT  - Sriwijaya International Conference on Information Technology and Its Applications
(SICONIAN 2019)
PB  - Atlantis Press
SP  - 97
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