GOLDEN RATIO OF MAPPING IDEA AND LITERATURE FORMAT
VOLUME 6, ISSUE. 2 (2026)
Website: https://goldenratio.id/index.php/grmilf

GOLDEN RATIO
ISSN [Online]: 2776-6381

MAPPING IDEA & LITERATURE FORMAT | RESEARCH ARTICLE

Quality of Digital Public Services in Pelabuhan Village, Samarinda, Indonesia

Hafidzatul Amanah[1], Sry Reski Mulka[2]

[1,2] Department of Government Science, Universitas Mulawarman, Samarinda, Indonesia.
Email: amanahhafidzatul@gmail.com[1], Sryreskimulka@fisip.unmul.ac.id[2]

ARTICLE HISTORY

Received: December 09, 2025
Revised: January 16, 2026
Accepted: February 01, 2026

DOI
https://doi.org/10.52970/grmilf.v6i2.1927

ABSTRACT
This study aims to analyze the quality of digital public services using the SAMAGOV application in the Pelabuhan sub-district of Samarinda City. The digitization of public services is part of local government efforts to improve the effectiveness, efficiency, transparency, and accountability of services to the community in line with developments in information technology and the implementation of the Smart City concept. This study uses a qualitative descriptive approach, with data collected through semi-structured interviews, field observations, and document analysis. Research informants include the Village Head, Village Secretary, village officials/staff, and the community as users of digital public services. Data analysis was carried out through the stages of data reduction, data presentation, and conclusion drawing, using four dimensions of digital public service quality as the analytical framework: usability, reliability, responsiveness, and citizen support. The results showed that the SAMAGOV application improved the accessibility and efficiency of administrative services at the village level, especially for people with adequate digital literacy. However, obstacles persisted among the elderly and users with limited technological capabilities, who required assistance from village officials. In terms of reliability, digital services still face technical disruptions affected by the stability of servers and networks managed at the city level. However, the village administration has demonstrated a high level of responsiveness and support through direct assistance and the provision of digital services. Overall, the quality of digital public services through the SAMAGOV application in Pelabuhan Village is quite good, but still requires continuous improvement, particularly in strengthening technological infrastructure, increasing human resource capacity, and expanding digital literacy and awareness among the community.

Keywords: SAMAGOV Application, Digital Public Service, Pelabuhan Subdistrict.

I. Introduction

Public services are a fundamental necessity in the social life of every country because they directly support the fulfillment of citizens' fundamental rights. In the context of governance, public services involve the state as a service provider and the community as service recipients. The reciprocal relationship between these two parties makes public services a reflection of the government's quality of relationship with its citizens. Therefore, the government's success in providing quality public services can reflect the level of public trust in the government's performance. These services are carried out in accordance with the provisions of laws and regulations, as well as established procedures and practices. Local governments, as the leading

ISSN [Online]: 2776-6381

providers of public services, have an obligation to deliver optimal services to meet community needs, in line with the principles of good governance and democratic values. The delivery of public services by local governments must be continuous and sustainable, in line with the community's increasing expectations for improved service quality (Alfionita & Gunawan, 2020). As public awareness of their rights increases and social and technological dynamics evolve, demands for fast, effective, efficient, and equitable public services are growing stronger. The public not only demands easy access to services but also expects legal certainty, transparency, and equal treatment without discrimination. This situation requires the government to continue improving and reforming public services to adapt to the increasingly complex needs and expectations of the public. Public service reform is a necessity that the government must carry out through comprehensive improvements in service quality and performance. These efforts include improving systems and procedures, strengthening the civil service's capacity, and leveraging information technology to deliver more efficient services. Through public service reform, it is hoped that the government will be able to provide services that are not only oriented towards fulfilling administrative obligations, but also towards the satisfaction of service users. Thus, quality public services can be realized as part of efforts to create good governance that is oriented towards the interests of the community. The government provides public services and plays a strategic role in effective, efficient, transparent, and accountable governance. As information and communication technology develops, the government and policymakers have started using digitalization in public services and policies. Digitizing public services supports service quality and good governance (Sellfia, Dayat, and Aryani 2021). Digital technology in public services increases efficiency, speeds up processes, and promotes transparency and accountability. The public can more easily, quickly, and flexibly access health, education, and population administration services through digital platforms. As a result, services are expected to become both more efficient and responsive to community needs while minimizing harmful practices in delivery (Tio Saputra, 2023).

Digital transformation in public services aims to improve efficiency, transparency, and service capacity for the community. The use of digital technology enables administrative processes to run faster, reduces operational costs, and facilitates public access to public services. Various forms of digital transformation are evident in online population document management, electronic tax payments, and telemedicine-based health services. The existence of e-government platforms allows the public to address various administrative needs without visiting government offices, thereby saving time and costs and increasing public convenience (Yumame, 2024). This is also in line with Government Regulation of the Republic of Indonesia Number 95 of 2018 concerning Electronic-Based Government Systems (SPBE), which encourages the implementation of integrated information technology-based governance.

However, digital public services face challenges, especially around officials' skills. Managerial and service competence determine the quality of digital services. Both are needed for digital public services to work effectively and satisfy users (Yunaningsih, Indah, and Eryanto Septiawan 2021). Without skilled people, digital transformation may fail to meet its goals. In implementing digitalization policies for regional public services, many local governments in Indonesia have adopted the Smart City approach. This concept integrates information and communication technology (ICT) with devices like the Internet of Things (IoT) to optimize city operations and improve service quality. Its implementation emphasizes not only technology but also addresses social, economic, and environmental goals for sustainable, human-centered urban development (Salauddin & Laurens, 2024). The capital of East Kalimantan Province is among the regions that actively adopt the Smart City concept. The Samarinda City Government has developed the Samarinda Smart City Plus 2022–2025 Master Plan, established by Mayor Regulation No. 79 of 2022. The master plan comprises six strategic pillars: Smart Governance, Smart Economy, Smart Environment, Smart Living, Smart Society, and Smart Branding. One of the main focuses of this master plan is the digitization of administrative services at the sub-district and village levels to bring services closer to the community (Paselle, 2025). As part of implementing this policy, the Samarinda City Government, through the Communication and Information Agency, launched the SAMAGOV (Samarinda Government) application. This application is an upgrade from the previous application, Santer (One Integrated Application), which was then developed into an integrated digital public

ISSN [Online]: 2776-6381

service portal. SAMAGOV is designed to make it easier for the public to access various public services, such as population administration, public information dissemination, and online monitoring of city services and infrastructure. The official launch of the SAMAGOV application by the Mayor of Samarinda on September 9, 2024, marks the local government's serious commitment to realizing fast, easy, and efficient public services. To support the application's performance, the Samarinda City Government has also partnered with Amazon Web Services (AWS) as a cloud computing service provider to ensure large data storage capacity and high system security.

The implementation of digital public services through the SAMAGOV application is also carried out at the sub-district level. Pelabuhan Sub-district is one of ten sub-districts designated as pilot projects for the implementation of digital public services in Samarinda City in 2024. The designation of Pelabuhan Village was based on strategic considerations, including its location in the city center, high population density, readiness of supporting infrastructure, and community access to information technology. According to Arumanto (2024), Pelabuhan Village was considered representative for testing the implementation of digital public services due to the complexity of community service needs and the level of officials' and the community's adaptation to bureaucratic innovation. Through the Smart City Plus program, the Samarinda City Government is striving to improve the efficiency, transparency, and accountability of public services at the village level. The digitization of services is expected to reduce waiting times, minimize queues, and provide easier access to services without visiting the neighborhood office in person. This program is part of the Mayor of Samarinda's 10 flagship programs to realize modern, technology-based public services (Redaksi Daily Kaltim 2025). To support the implementation, the local government provides training for village human resources, builds supporting infrastructure, and provides digital service spaces. Evaluation and monitoring are conducted continuously to ensure the effectiveness of digital service implementation, including adjustments to standard operating procedures and capacity building for officials (Sefty Wulandari, 2024).

In Pelabuhan Subdistrict, digital public services are delivered through the Santer and SAMAGOV applications, which facilitate online administrative processes. The community can access various services, such as processing certificates, submitting administrative documents, and recording population data online, without visiting the subdistrict office. This digitalization of services is also supported by training for subdistrict officials and the availability of adequate digital service spaces to support technology-based service operations (Redaksi Daily Kaltim 2024). In addition, Pelabuhan Subdistrict actively participates in disseminating various digital service innovations, including the Wasai Berlapis Manis (WBM) Smart Service program, as part of the development of innovative services in Samarinda District. The SAMAGOV application, a super-app for public services in Samarinda, was developed through collaboration among the Samarinda City Government, technology developer Ina Digital, cloud service provider Amazon Web Services (AWS), and the application's community of users (Tati Ajeng Saidah 2025). The application integrates various public administration services into a single digital platform to reduce queues, improve service efficiency, provide integrated administrative services, and support the standardization of digital service spaces. Additionally, SAMAGOV is integrated with various Smart City Plus programs that enable the public to access government services, such as online civil registration, public information, digital neighborhood units, digital villages, and digital subdistricts, more efficiently (Ngambut, Salmon, and Ekawati 2025). Although the SAMAGOV application has been implemented since 2024 and shows significant potential to improve the quality of public services, its effectiveness in the Samarinda City Port Subdistrict still requires further study. Differences in community utilization levels, the readiness of the apparatus, and the quality of services perceived by the community are important aspects to be studied. Therefore, this study focuses on assessing the quality of digital public services in Pelabuhan Village, Samarinda City. This study is expected to provide an overview of how the SAMAGOV application is implemented in daily service practices and the extent to which it can improve the quality of public services as perceived by the community. Thus, the researcher conducted a study related to "The Quality of Digital Public Services in Pelabuhan Village, Samarinda City."

II. Literature Review and Hypothesis Development

ISSN [Online]: 2776-6381

2.1. Public Service

Public service is any activity carried out by the government for a group of people that has beneficial effects on a community or group and offers satisfaction, even though the results are not tied to a physical product. Public service is the provision of services (serving) to meet the needs of other people or communities that have an interest in the organization, in accordance with the basic rules and procedures established (Sondakh, Rompas, and Laloma 2020). The recipients of public services are individuals, communities, government agencies, and legal entities. Public service activities, also known as general services, which are usually attached to government institutions, are considered less than adequate in fulfilling their duties in accordance with community expectations as their consumers (Bonifasius Hardian, 2020).

According to Wiranti and Frinaldi (2023), public services must provide the best possible service to meet public demands for fast, effective, and efficient service. A bureaucrat must have a service mentality that enables more flexible, dialogical, pragmatic, and realistic operations. Public services must be able to deliver the best possible services to meet public demands for fast, effective, and efficient service. A bureaucrat must have a service mentality that enables more flexible, dialogical, pragmatic, and realistic operations. The provision of public services must be based on service standards, serving as a benchmark for service delivery and a reference for assessing service quality, as an obligation and promise of the provider to the community. Public services are regulated in Law No. 25 of 2009 concerning Public Services. This regulation is intended to provide legal certainty in the relationship between the public and service providers in public services. In addition, the regulation on public services aims to establish clear boundaries and relationships regarding the rights, responsibilities, obligations, and authorities of all parties involved in the implementation of public services (Sawitri & Febrian, 2018). This is to realize a proper public service delivery system in accordance with the general principles of good governance and corporate governance; to fulfill the implementation of public services in accordance with laws and regulations; and to realize legal protection and certainty for the community in the implementation of public services (Mulyono & Situmorang, 2018; Yunaningsih, Indah, and Eryanto Septiawan, 2021).

Public services are one of the main tasks of local governments, which play a very strategic role and cannot be ignored. If the implementation of public services stagnates, it is almost sure to hurt various interrelated sectors. Therefore, it is necessary to carefully plan service delivery and formulate clear, measurable service standards for the community, in accordance with the authorities granted by the central and local governments. They are used as guidelines for delivering services and as a reference for assessing service quality. In delivering good service, service standards serve as a reference for how services should be delivered. Public Service Standards, according to Minister of State Apparatus Empowerment Decision No. 63/KEP/M.PAN/7/2003 includes: service procedures, completion time, service costs, service products, infrastructure, and service officer competencies. Public services are activities organized by the government to fulfill its responsibilities to the community. In its implementation, the government must always prioritize the interests of community members as service recipients, not those of the bureaucracy itself. As a bureaucratic organization, the government has an obligation to provide services to the community that has politically granted it a mandate and authority. It has the right to obtain proper services from the state (Ditasman & Amrullah, 2024).

Public service is understood as a series of activities carried out by individuals, groups, and organizations, including government bureaucratic institutions, to provide assistance, convenience, and the fulfillment of community needs in order to achieve specific goals. From a public administration perspective, the provision of public services is a primary function of the government inherent in its role as a public servant. Therefore, government organizations are positioned as entities that are directly responsible for providing public services to citizens. The main objective of public services is to achieve satisfaction among the community as service recipients, which is realized through the implementation of services that are fair, non-discriminatory, and oriented towards the public interest. The quality of public services is measured within a

ISSN [Online]: 2776-6381

theoretical framework by applying the principles of good governance, including transparency, accountability, participation, responsiveness, equality of rights, and a balance between rights and obligations. Quality public services are characterized by service providers' ability to effectively and sustainably meet the community's expectations and needs, thereby fostering public trust in government performance (Akay, Kaawoan, and Pangemanan 2021).

2.2. Digitalization and Digital Transformation

The digitization process begins with the digitization stage. Digitization is the process of converting various forms of information, such as printed documents, videos, and audio, into digital formats. The digitization stage requires allocating resources in terms of time, energy, and costs, as well as support from human resources with adequate technical expertise. After the digitization stage is complete, the following process is digitalization, which uses digital content to support and optimize work processes and organizational activities. The development of digital applications and technology today has brought significant changes across almost all sectors, marked by the emergence of new business models, product and service innovations, and changes in how countries around the world use digital technology across various fields. These changes require adaptive policies and regulations to ensure the optimal and sustainable use of digital technology (Guemazi, Boutheina & Bogdan-Martin, 2020). Indonesia has now entered the digitalization stage, as demonstrated by the use of information and communication technology in business processes to add value from digitized content. Various institutions have implemented digitalization across their operational activities, including the use of online official documents, learning management systems (LMS), and distance learning. Dynamic, innovative leadership is needed, especially to encourage the use of digital technology in organizations. Leaders are required to have a digital mindset to respond to changes and take advantage of opportunities offered by technological developments (Hoerudin, 2020).

Digitalization is understood as a comprehensive process that extends beyond the application of technology and is influenced by various social factors, such as individual interests, ethical values, discourse dynamics, and algorithmic systems, which shape how technology is used and developed (Westskog et al., 2020). In the context of organizations and government, digitization refers to the use of information and digital technologies to transform work patterns, operational systems, and business processes that previously ran conventionally. Through digitization, organizations seek to improve efficiency, effectiveness, and performance quality by integrating digital technology into various work activities and functions (Andersson et al., 2022). Furthermore, digitization is an advanced stage that occurs after the digitization process, when data or information previously in physical form is converted to a digital format. The digitization stage serves as an initial prerequisite, while digitization emphasizes the optimal use of digital data to support work processes and decision-making. Thus, digitalization is not merely transferring data to digital media, but also creating new ways of working that are more adaptive, flexible, and technology-based. This process enables system integration, simplification of workflows, and improvement in the quality of services produced, both in the public and private sectors (Paul et al., 2022). Digital transformation is an advanced stage that occurs after the digitization and digitalization processes have been completed. The implementation of digital transformation can be seen through the use of advanced technologies, such as Artificial Intelligence (AI) and big data, to accelerate the licensing process, support demand forecasting and inventory planning, and support strategic decision-making. In this context, the role of leaders becomes crucial because digital transformation is not only about technological change but also about organizational transformation, with efficiency, productivity, and service quality as the main objectives (Cahyarini, 2021). Digital transformation is part of comprehensive technological development. This transformation refers to changes resulting from the application of digital technology across various aspects of society, including the social, economic, governmental, and public service sectors. The use of digital technology encourages changes in work methods, interaction patterns, and mechanisms for carrying out activities that were previously done conventionally. Digital transformation involves leveraging technology and transformative capabilities to foster digital

ISSN [Online]: 2776-6381

awareness. The transformation stage is a phase of utilizing digital processes that enable innovation and creativity in the development of digital products, not only to improve performance but also to complement and support existing traditional methods (Guntoro & Kurnialis, 2021). The application of digital transformation in the supply chain is an important step toward improving operational efficiency and strengthening customer satisfaction (Khaerani, Anggreani, and Khairunnisa 2025). Ditasman and Amrullah (2024) explain that digitization is the process of converting data from a physical to a digital format for processing using information technology. In the context of government, digitization encourages the use of various online platforms, such as websites, mobile applications, and social media. The use of these platforms aims to strengthen the e-government system and expand and clarify public access to government information and services. Thus, digitization has a strategic role in improving the quality of public services while strengthening the interaction between the government and the community.

2.3. Digitalization of Public Services

The digitization of public services is a technological innovation that can improve their efficiency and effectiveness. The digitization of public services can help the government accelerate administrative processes, reduce bureaucracy, improve accessibility, and enhance service quality. With the digitization of public services, the community can obtain information and conduct transactions quickly and easily without physically visiting public service offices. In addition, digitization of public services can increase transparency and accountability in public service delivery and strengthen community participation in decision-making (Yulanda & Adnan, 2023).

According to Irfan and Anirwan (2023), digitization of public services is the process of converting data or information from a physical to a digital form that can be processed by information technology. To improve the quality of public services, the government must use various online platforms, such as websites, mobile applications, and social media. The digitization of public services is seen as a way to improve delivery efficiency and facilitate public access. The digitization of public services encourages active public participation in the development process and more direct interaction between the government and citizens. Digitization also enables faster, more efficient data storage, processing, and exchange, and opens the door to creating new, innovative services that can make people's lives easier (Salbiyah, 2024).

The digitization of public services, or e-government, is a government strategy to improve governance performance through the use of information and communication technology (ICT). The implementation of e-government aims to promote more efficient, effective, transparent, and accountable services. In implementing digitization of public services, several important steps are required, including careful planning and public awareness campaigns, the development of user-friendly digital platforms, public involvement in planning and implementation, government policy support, and training and capacity building for government officials and service users. The digitization of public services brings significant changes compared to traditional services, particularly in access and delivery mechanisms. Through digital technology, the service process no longer relies entirely on face-to-face interaction but can be accessed and delivered in a more flexible, fast, and efficient manner (Siti Marfu'ah, Ana Kumalasari, and Ida Swasanti 2024).

2.4. Digitalization of Public Services

The concept of digital public services describes a significant shift in how governments design, deliver, and provide services to the public. This transformation not only touches on the technical aspects of technology use but also affects the relationship between the government, as the service provider, and the public, as the service users. Digital public services encourage a paradigm shift in bureaucracy, which was previously often perceived as slow, complicated, and difficult to access, into a faster, more straightforward, and more accessible service for the public (Salbiyah, 2024). This change is enabled by digital technology, allowing public services to be accessed anytime, anywhere, without relying entirely on face-to-face

ISSN [Online]: 2776-6381

interactions at government offices. In its implementation, the government applies the concept of digital public services by converting services from analog to digital formats, enabling public information and services to be accessed online via various devices and internet networks (Tunggul, 2023). The digitization of public services is a strategic government effort to improve service effectiveness and efficiency, reducing time, costs, and energy use. Through digital systems, service procedures can be simplified, bureaucratic processes streamlined, and the potential for administrative errors minimized. Thus, the public can obtain faster and more reliable services, while the government can improve the performance and productivity of its service apparatus.

The concept of digital public services focuses on the role of technology in transforming the government system and governance as a whole. Digital-based public services do not merely follow technological developments or global trends. However, they are directed at realizing the principles of good governance, such as transparency, accountability, effectiveness, and public participation in the governance process. The use of digital technology enables the government to provide information openly, improve the accountability of service performance, and strengthen public trust in governance. Therefore, digital public services are an important instrument for supporting the realization of good governance oriented towards the interests of the community (Mappagiling, 2024).

2.5. SAMAGOV Application

The SAMAGOV application was developed by the Samarinda City Government as a manifestation of its commitment to implementing the smart city concept, particularly in strengthening digital-based governance. This application serves as an integrated public service portal, making it easier for the public to access various government services and information online. SAMAGOV is an upgrade from the previous application, SANTER (Integrated Application), which was refined to address increasingly complex public service needs. This application is intended as a strategic innovation to overcome various public service issues, such as complicated bureaucratic processes, limited access to services, and low responsiveness from government officials. In fact, effective and efficient public services are an important prerequisite for supporting public welfare. However, to date, many regions in Indonesia, including the city of Samarinda, still face challenges, including slow service processes and a suboptimal orientation towards the community (Rizky, Alfando, and Sucipta 2025). During development, the SAMAGOV application was officially launched to the public via the PWA.samagov.id website. This application serves as a digital service and information center owned by the Samarinda City Government, integrating various monitoring and urban data systems into a single platform. Through SAMAGOV, the public can obtain integrated information related to the condition of the city, such as surveillance camera (CCTV) monitoring, information on green open spaces, city parks, temporary waste disposal sites (TPS), and data on dams and other city infrastructure. The integration of these services and information is expected to enhance transparency, strengthen public information openness, and promote the creation of more responsive, accountable, and digitally-based public services (Denny Saputra, 2025).

III. Research Method
IV.

The research focuses on four dimensions of digital public service quality, namely usability, reliability, responsiveness, and citizen support. These four dimensions serve as an analytical framework for answering research questions about how digital service quality is implemented and perceived by the community at the village level. The research site was located in Pelabuhan Village, Samarinda City, as this village is one of the pilot projects for the implementation of digital public services at the village level. In addition, Pelabuhan Village has characteristics of a densely populated area and a high level of administrative service needs, making it representative for assessing the implementation of digital public services. This research was conducted in 2024.

ISSN [Online]: 2776-6381

Data collection in this study was conducted through semi-structured interviews, field observations, and documentation studies. Semi-structured interviews were conducted with the Head of the Sub-District, the Sub-District Secretary, sub-district government officials or staff, and community members who used the SAMAGOV application as service users to obtain information about their experiences, obstacles, and perceptions of the application's use in digital public services. Field observations were conducted to directly observe the implementation of digital public services in the sub-district environment. Meanwhile, documentation was used as supporting data, including archives, reports, and provisions or regulations related to the implementation of digital public services. Data analysis was conducted through the stages of data reduction, data presentation, and conclusion drawing. To ensure data validity, the researcher applied source triangulation and technique triangulation, as well as rechecking the data with informants. This step was taken to minimize potential bias in data collection and ensure the accuracy and consistency of the research findings.

V. Results and Discussion

This section presents an in-depth analysis and discussion of the research findings on the use of digital public services through the SAMAGOV application in the Pelabuhan sub-district of Samarinda City. The research data were obtained through interviews with sub-district officials and service users, direct observation of the implementation of the service administration process, and a review of relevant internal documents. To obtain a comprehensive and systematic understanding, the analysis of the research results was carried out using the e-GovQual indicator approach developed by Papadomichelaki and Mentzas (2012). The e-GovQual model is a framework for evaluating the quality of e-government services, in which each dimension serves as a basis for analysis to assess the extent to which digital public services in Pelabuhan Village meet community expectations and support the effectiveness of information technology-based governance. Within the e-GovQual framework, there are four dimensions of digital public service quality, namely usability, reliability, responsiveness, and citizen support. These four dimensions serve as a conceptual framework for assessing the effectiveness of implementing information technology-based public services at the village level. The discussion in this study not only describes the empirical conditions found in the field but also relates them to relevant concepts and theories as well as previous research results. This approach was taken to strengthen the analysis, confirm the position of the research findings, and demonstrate the contribution of this study to the development of digital public service studies, particularly in the context of village administration.

5.1. Usability

Usability refers to the extent to which a digital service can be used by users easily, efficiently, and without difficulty. This dimension includes ease of understanding the interface display, clarity of navigation, and comprehensibility of the features provided. Digital services with good usability allow users to complete their tasks quickly and with minimal errors, thereby contributing to user satisfaction. The study's results show that users in the productive age group generally find the Samagov application relatively easy to use. Service features such as certificate creation and service status checking can be understood quickly, supported by a simple menu display. These findings align with previous studies showing that a simple interface design and a precise service flow can increase user acceptance of digital public services.

However, the situation is different for elderly citizens and people with limited digital skills. This group faces several obstacles, including not having an Android device, difficulty navigating the app, limitations in reading the displayed information, and a lack of understanding of the digital service flow. As a result, some elderly citizens choose to visit the sub-district office to request direct assistance from sub-district officials in completing the digital service application process. These findings are also consistent with previous studies showing that low digital literacy is a significant obstacle to the use of technology-based public services by vulnerable groups. From a usability theory perspective, these findings show that the SAMAGOV application has fulfilled some of the principles of ease of use, particularly in terms of learnability and efficiency of use.

ISSN [Online]: 2776-6381

However, the obstacles experienced by the elderly indicate that the application does not yet fully accommodate the needs of users with low digital literacy. The elderly residents' dependence on assistance from village officials indicates that the accessibility and inclusiveness of services still need improvement. Despite these limitations, the sub-district's efforts to provide direct assistance to elderly citizens are a positive form of service adaptation. This assistance helps reduce the digital literacy gap and ensures that digital public services remain accessible to all levels of society. Thus, official support is an important factor in maintaining the sustainability and inclusiveness of the implementation of digital public services at the sub-district level.

5.2. Reliability

Reliability refers to the ability of digital systems and services to operate consistently, stably, and without interruption, and to provide accurate and timely information and services to the public. In the context of digital public services, reliability is an important dimension because it directly affects user trust in the government as a service provider. Papadomichelaki and Mentzas (2012) emphasize that the reliability of digital systems is a key prerequisite for the success of e-government, as system failures can reduce public satisfaction and trust. The results of the study show that the reliability of the SAMAGOV application is greatly influenced by the condition of the technological infrastructure managed by the Samarinda City Communication and Information Agency. All digital services at the village level are fully integrated with the central server owned by the Communication and Information Agency. This condition aligns with the opinion of Bannister and Connolly (2014), who state that centralizing the management of government information systems can increase efficiency but also increase the risk of technical dependence on the central management unit. To provide a visual representation of the application used by the public, Figure 1 shows the initial interface of the SAMAGOV application.

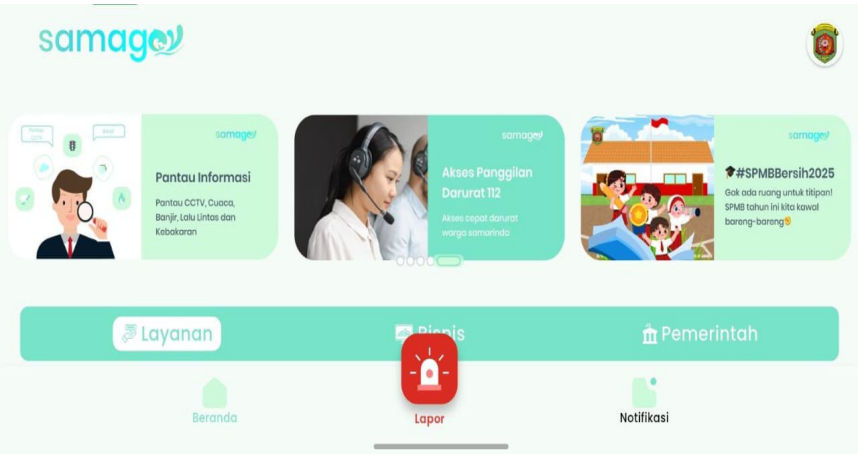

Figure 1. Initial Display of the SAMAGOV Application

Dependence on the central server makes village-level digital services highly vulnerable to system disruptions. If the server experiences a disruption, either due to system maintenance or high access load, digital services in the village may stop functioning or experience application errors. This condition has a direct impact on the community, which is unable to access services, as well as on village officials, who are unable to continue administrative processes. Some residents also reported slow application loading and delayed service notifications at certain times. These findings align with the research by AL Athmay, Fantazy, and Kumar (2016), which found that system stability and technical response speed are key indicators of digital service reliability.

Overall, the research findings confirm that the reliability of digital public services in Pelabuhan Subdistrict is highly dependent on the city's technological infrastructure, including its readiness and stability. Full reliance on the Communication and Information Agency for system management means the subdistrict

ISSN [Online]: 2776-6381

lacks the technical authority to handle disruptions independently. Yunaningsih, Indah, and Eryanto Septiawan (2021) support the findings that digital service failures at the local level are often not caused by the implementing apparatus but by limitations in supporting systems and infrastructure at the institutional level. Thus, the reliability of digital public services is not only determined by the performance of village officials but also by technology governance and local government infrastructure readiness. Strengthening reliability requires cross-unit coordination, increased server capacity, and more responsive mechanisms for handling disruptions, enabling digital public services to run sustainably.

5.3. Responsiveness

Responsiveness is an important indicator of the government and public service providers' ability to respond quickly and efficiently to the community's needs, demands, and problems through digital technology. In the context of digital public services, responsiveness is measured not only by the speed of official responses but also by the effectiveness of digital systems in supporting the service process. When the government responds to community needs quickly and efficiently through digital technology, it demonstrates the simultaneous optimization of human and technological resources (Papadomichelaki & Mentzas, 2012). The results of the study show that the officials of Pelabuhan Village have made efforts to be responsive to the community's needs and questions, both through the SAMAGOV application and directly at the village office. Implementing the notification feature in the SAMAGOV application helps the community monitor the progress of the services they have requested, thereby increasing transparency in the service process.

However, officials' responsiveness is limited when the application experiences disruptions or errors caused by issues with the central server managed by the Communication and Information Agency. In such conditions, village officials cannot provide certainty regarding the time required to complete the service, so the community is asked to wait until the system returns to normal. This situation creates the perception that the service is less responsive, even though these limitations are beyond the technical authority of the village. This finding confirms that responsiveness in digital public services is not only determined by officials' competence and readiness, but is also strongly influenced by the reliability of the technology systems that support these services. The sub-district's reliance on the central server limits officials' ability to respond quickly when technical problems arise. This aligns with the theoretical view that the responsiveness of digital services results from the synergy between the performance of the technology system and the capacity of human resources (Bannister & Connolly, 2014). In addition to responding to questions and complaints, village officials also play an active role in assisting the community. This assistance helps residents understand the steps involved in using the application, from the login process and data entry to selecting the service type and ensuring service requests are submitted correctly. Officials also assist residents who have difficulty reading the application display, preparing digital files, and checking service status when residents have not received notifications. This form of assistance demonstrates that officials are not only reactive to complaints but also proactive in ensuring smooth access to digital public services for all residents.

5.4. Citizen Support

Citizen support refers to the extent to which governments or service providers provide assistance, guidance, and facilitation to the public so they can access and use services effectively, particularly in the context of digital services (Papadomichelaki & Mentzas, 2012; Yunaningsih, Indah, and Eryanto Septiawan, 2021). Public services do not lead to social exclusion, especially for groups with limited access to technology.

The results of the study show that Pelabuhan Village has provided digital service facilities for residents who do not have devices or are not yet able to operate applications independently. These facilities are equipped with direct assistance from village officials, especially for vulnerable groups such as the elderly, people with disabilities, and people with low digital literacy. The presence of assistants aims to ensure that all

ISSN [Online]: 2776-6381

levels of society continue to have equal access to public services, despite differences in their ability to use digital technology. In addition to providing facilities and assistance, the sub-district office has also carried out socialization activities on the use of the SAMAGOV application for the community. This socialization aims to introduce the functions, benefits, and operating procedures of the application so that residents can understand the digital service flow and be better prepared to adapt to changes in the service system. However, the implementation of this socialization has not reached all neighborhood associations or community groups evenly. This condition has resulted in some residents only learning about the SAMAGOV application when they need to process certain documents at the village office. The literature emphasizes that the level of community understanding, readiness, and acceptance is a key factor in the successful implementation of technology-based public services. Support from government institutions, in both direct assistance and ongoing education, significantly influences the level of adoption and utilization of digital services by the community. Therefore, increasing the intensity and scope of socialization, along with the provision of easy-to-understand information media, is a strategic step to ensure that all residents optimally utilize the SAMAGOV application. Provision of a feedback mechanism that allows the community to convey obstacles, suggestions, and complaints related to the use of digital services. With a two-way communication channel, the sub-district office can evaluate and improve services on an ongoing basis. This approach not only improves the quality of digital public services but also strengthens public trust in the sub-district government as the service provider.

VI. Conclusion

Based on the results of the analysis and discussion of the research on the quality of digital public services through the SAMAGOV application in the Pelabuhan Kelurahan in Samarinda City, it can be concluded that the implementation of digital-based public services is a strategic step by the local government in improving the effectiveness, efficiency, transparency, and responsiveness of services to the community. The implementation of the SAMAGOV application at the kelurahan level marks a shift in the pattern of administrative services from a conventional system to a technology-based digital one. In terms of usability, the SAMAGOV application is considered to facilitate public access to online administrative services. However, some members of the public, particularly the elderly and those with limited digital literacy, still experience difficulties using the application and require assistance from subdistrict officials. In terms of reliability, digital services via SAMAGOV have provided convenience and accelerated service delivery, but technical obstacles, such as system and network disruptions that affect service stability, remain. In terms of responsiveness, Pelabuhan Village officials have shown a strong commitment to addressing community needs and issues related to digital services, both through the application and direct services. Meanwhile, in terms of citizen support, the sub-district has provided various forms of support, such as digital service facilities and direct assistance, to ensure that all levels of society can continue to access public services equal general, the quality of digital public services through the SAMAGOV application in Pelabuhan Village, Samarinda City, has been quite good, thereby improving public service accessibility. However, to improve its implementation, continuous improvement efforts are still needed, particularly to increase human resource capacity, strengthen infrastructure and the technological system, and expand outreach and education to the community. These efforts are expected to promote the delivery of higher-quality, inclusive digital public services that prioritize public satisfaction.

References

Akay, R., Kaawoan, J. E., & Pangemanan, F. N. (2021). Journal governance. Journal Governance, 1(1), 1–8.

ISSN [Online]: 2776-6381

Alfionita, M., & Gunawan, I. (2020). Pengaruh kualitas pelayanan publik terhadap kepuasan masyarakat di Kantor Kecamatan Jayanti. Progress: Jurnal Pendidikan, Akuntansi dan Keuangan, 3(1), 1–13. https://doi.org/10.47080/progress.v3i1.761

Arumanto. (2024). Sepuluh kelurahan di Samarinda terapkan layanan digital. Kaltim Antara News. https://kaltim.antaranews.com/berita/210792/sepuluh-kelurahan-di-samarinda-terapkan-layanan-digital

Athmay, A. A. A. A., Fantazy, K., & Kumar, V. (2016). E-government adoption and users' satisfaction: An empirical investigation. EuroMed Journal of Business, 11(1), 57–83.

Bannister, F., & Connolly, R. (2014). ICT, public values and transformative government: A framework and programme for research. Government Information Quarterly, 31(1), 119–128.

Cahyarini, F. D. (2021). Implementasi digital leadership dalam pengembangan kompetensi digital pada pelayanan publik. Jurnal Studi Komunikasi dan Media, 47–60. https://doi.org/10.31445/jskm.2021.3780

Ditasman, D., & Amrullah. (2024). Kajian literatur: Reformasi pelayanan publik berbasis digitalisasi. Journal of Governance and Public Administration, 1(3), 525–533. https://doi.org/10.59407/jogapa.v1i3.1075

Guntoro, S., & Kurnialis, S. (2021). Transformasi digital wakaf BWI dalam menghimpun. 4(November).

Hardian, B. (2020). Kependudukan dan pencatatan sipil Kabupaten Semarang tahun 2019.

Irfan, B., & Anirwan. (2023). Pelayanan publik era digital: Studi literatur. Indonesian Journal of Intellectual Publication, 4(1), 23–31.

Khaerani, T. R., Anggreani, D. A., & Khairunnisa, F. (2025). Optimalisasi pengenalan dan penggunaan aplikasi Samarinda Santer dalam meningkatkan pelayanan publik di Kota Samarinda. 2(1), 31–40.

Mappagiling, I. M. (2024). Kualitas pelayanan publik di era digitalisasi Kantor Kecamatan Duapitue Kabupaten Sidenreng Rappang. S, 5.

Marfu'ah, S., Kumalasari, A., & Swasanti, I. (2024). Digitalisasi pelayanan publik: Ketidaksiapan masyarakat dalam penggunaan aplikasi identitas kependudukan digital di Bojonegoro. Kebijakan: Jurnal Ilmu Administrasi, 15(2), 271–283. https://doi.org/10.23969/kebijakan.v15i02.12309

Mulyono, H., & Situmorang, S. H. (2018). E-CRM and loyalty: A mediation effect of customer experience and satisfaction in online transportation of Indonesia. Academic Journal of Economic Studies, 4(3), 96–105.

Ngambut, E. F. A., Salmon, & Ekawati, H. (2025). Analysis of user experience of the Samarinda government application (Samagov) in improving the quality of public services using the user experience questionnaire method. Journal of Information Technology and Computer Science, 29(1), 1. https://doi.org/10.46984/sebatik.v29i1.0000

Papadomichelaki, X., & Mentzas, G. (2012). E-GovQual: A multiple-item scale for assessing e-government service quality. Government Information Quarterly, 29(1), 98–109. https://doi.org/10.1016/j.giq.2011.08.011

Paselle, E. (2025). Implementation of the smart city program policy on the use of the Smagov application in the digital sub-district of Samarinda Seberang. 26(1), 376–386.

Paul, D., Saerang, E., L. O., & Dotulong, H. (2022). Digital transformation of government: A literature review. Journal EMBA, 10(2), 1106–1115.

Redaksi Daily Kaltim. (2024). Samarinda luncurkan Samagov.id, perkuat transformasi digital pelayanan publik. Daily Kaltim. https://dailykaltim.co/samarinda-luncurkan-samagov-id-perkuat-transformasi-digital-pelayanan-publik/

Redaksi Daily Kaltim. (2025). Samarinda percepat digitalisasi layanan kelurahan. Daily Kaltim. https://dailykaltim.co/samarinda-percepat-digitalisasi-layanan-kelurahan/

Rizky, M. A., Alfando, J., & Sucipta, W. (2025). Implementasi inovasi aplikasi Samarinda Santer (satu aplikasi terintegrasi) dalam mewujudkan smart city di Kota Samarinda. 11(1).

Saidah, T. A. (2025). Membangun kolaborasi digital dalam pelayanan publik: Tinjauan kritis terhadap portal Samagov.id Kota Samarinda. Kompasiana.

ISSN [Online]: 2776-6381

Salauddin, J., & Laurens, S. (2024). Implementasi konsep smart city dalam peningkatan kualitas pelayanan publik perkotaan. 7(November), 13130–13137.

Salbiyah. (2024). Penerapan digitalisasi pelayanan publik di Kantor Kecamatan Rappocini Kota Makassar.

Saputra, D. (2025). Aplikasi Samagov sudah bisa diakses, Kominfo pastikan sistem stabil. Kaltim Post Jawapos.

Saputra, T., & Frinaldi, A. (2023). Systematic literature review inovasi pelayanan publik berbasis digital. XVII(1), 116–124.

Sawitri, N. N., & Febrian, E. (2018). Determinants of demand for Islamic banking services: A survey on Muslim public servants in Indonesia. Malaysian Journal of Consumer and Family Economics, 21(2), 65–73.

Sellfia, N. R., Dayat, U., & Aryani, L. (2021). Inovasi pelayanan publik berbasis e-government dalam aplikasi Sampurasun Purwakarta. 18(4), 590–598.

Sondakh, I. T., Rompas, Y., & Laloma, A. (2020). Kualitas pelayanan publik di Kantor Desa Keroit Kecamatan Motoling Barat Kabupaten Minahasa Selatan. FISIP, 6(98), 48–60.

Tunggul, P. (2023). Pelayanan publik era digital. Literasi Nusantara Abadi.

Westskog, H., Amundsen, H., & Tønnesen, A. (2020). Urban contractual agreements as an adaptive governance strategy: Under what conditions do they work in multi-level cooperation? Journal of Environmental Policy and Planning, 22(4), 554–567. https://doi.org/10.1080/1523908X.2020.1784115

Wiranti, N. E., & Frinaldi, A. (2023). Meningkatkan efisiensi pelayanan publik dengan teknologi di era digital. JIM: Jurnal Ilmiah Mahasiswa Pendidikan Sejarah, 8(2), 748–754.

Wulandari, S. (2024). Komitmen terus tingkatkan kualitas pelayanan digital, Pemprov Kaltim ikuti tahapan penilaian interviu evaluasi SPBE nasional 2024. Kaltim Provinsi. https://www.kaltimprov.go.id/detailberita/komitmen-terus-tingkatkan-kualitas-pelayanan-digital-pemprov-kaltim-ikuti-tahapan-penilaian-interviu-evaluasi-spbe-nasional-2024

Yulanda, A., & Adnan, M. F. (2023). Transformasi digital: Meningkatkan efisiensi pelayanan publik ditinjau dari perspektif administrasi publik. 1(3), 103–110.

Yumame, J. (2024). Bulletin of Community Engagement, 4(3).

Yunaningsih, A., Indah, D., & Septiawan, F. E. (2021). Upaya meningkatkan kualitas layanan publik melalui digitalisasi. Altasia: Jurnal Pariwisata Indonesia, 3(1), 9–16. https://doi.org/10.37253/altasia.v3i1.4336