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## E-Government Service Through Jacket Boat Application in Thousan Islands

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**Abstract:** The proliferation of electronic government (E-Government) initiatives has played a crucial role in transforming public services, particularly in enhancing effectiveness, efficiency, and accessibility. This study specifically analyses the Jacket Boat application in Thousand Island, assessing the extent to which it influences and improves public transport services. Faced with the unique geographical challenges and complex transportation needs, Thousand Island provides an ideal context for examining the application of technology in meeting and exceeding public service expectations. The Jacket Boat application, as an E-Government initiative, has been examined to assess its contribution to facilitating easier access, speeding up service processes, and enhancing the overall efficiency of the public transport system. The findings of this research are vital in informing further development of E-Government systems aimed at creating more integrated and accessible transportation services for all segments of society in Thousand Island.

**Keyword:** E-Government, Jacket Boat, Thousand Islands, Public Services, Digital Transformation

### INTRODUCTION

In the ever-evolving digital era, the application of information and communication technology (ICT) has become an integral part of the transformation of public services in various countries, this is done as one of the efforts to create good governance (Muliawaty & Hendryawan, 2020). One of the concepts that emerged is e-Government or electronic government, which aims to improve efficiency, transparency, public participation, and the quality of public services through the use of technology (Ihsanira Dhevina E, 2018).

The use of information technology in e-government can be applied in various forms, at the simplest level, this can be a web page, which informs the virtual existence of an institution. At a higher level, it is in the form of applications that are made to perform certain functions (Bhuasiri et al., 2016). The development of the application aims to increase

efficiency, simplify and expand the reach of public services, which informs the virtual existence of an institution (Sahade, 2021). Technology (e-government) can also be used for various purposes, namely better government services to the community, increasing interaction with businesses and industries, empowering the community through access to information, or more efficient government management. The resulting benefits can reduce corruption, increase transparency, greater convenience, revenue growth, and/or reduce costs (Diskominfo, 2017).

The implementation of an effective e-government strategy will result in improvements such as simplifying services to citizens, eliminating levels of government management, making many things that were previously impossible for citizens, businesses, and the government to be able to do, making employees can easily get information and services from the Government, simplifying institutional business processes and reducing costs through the existence of integration, making the application system better and not parallel, so that if one agency experiences a problem, services are still available through other agencies, and aligning government operations to ensure a quick response and in accordance with the needs of citizens (Dawei, 2008).

E-government or e-Government is implemented through top-level e-strategic planning, which results in the development of appropriate programs and becomes feasible with the project portfolio and project implementation (Anthopoulos et al., 2014). In Indonesia, the implementation of e-government has become the focus of government attention in order to improve the effectiveness and efficiency of public services. The Government of Indonesia has launched various e-government initiatives and programs, such as the electronic-based Population Administration System (e-KTP), the Local Government Information System (SIPD), and various other online public service platforms (South Sumatra Provincial Government). The e-government *policy* implemented in a number of Regional Governments has experienced many obstacles and problems, even leading to failure. One example is *the e-government* service that researchers consider less effective in its implementation is *the e-government* service through the Jacket Boat *Application* in improving public transportation services in the Thousand Islands.

The Thousand Islands is a regency in the province of DKI Jakarta, which consists of dozens of small islands scattered around Jakarta Bay. This area has great tourism potential, especially in the marine tourism sector (Jakarta Provincial Government). In order to improve the experience of tourists visiting the Thousand Islands, the Government has developed an online ticket booking system for tourist services to the Islands located in the Thousand Islands, namely the Boat Jacket. The Boat Jacket is a collaborative application between the DKI Jakarta Transportation Agency and Bank DKI in ordering and paying for tickets from Kali Adem Muara Angke Port to the Thousand Islands (Eqqi Syahputra, 2022).

The Jacket Boat application began to be introduced to the public in October 2022 along with the inauguration of the revitalization of Muara Angke Port, Purchasing online boat tickets to the Thousand Islands, can be done through the Jacket Boat application installed on mobile phones. The price of a boat ticket to the Thousand Islands is IDR 54,000. Through the Jacket Boat application, people can order boat tickets to visit a number of islands in the Thousand Islands more easily (Nur Rohmi Aida, 2023). However, through observations on the Official Social Media of the Dishub and user feedback on the Play Store, several significant problems were revealed that hindered the effectiveness of this application. These problems include booking tickets that can only be made one day before departure, booking tickets can only be made at certain hours, ticket availability is often absent, lack of information about cancellation or delay of departures, and complicated refund processes. These issues point to the gap between the initial goal of app development and the reality of the user experience.

This is not in line with the Presidential Instruction of the Republic of Indonesia Number 3 of 2003 concerning National Policies and Strategies, which states that the development of E-government is an effort to develop the administration of government based on electronics in order to improve the quality of public services effectively and efficiently. E-government must meet the aspects of efficiency, effectiveness, transparency, and accountability of government. If all criteria are met, then the e-government can be said to be of quality (C. Cheisviyanny et al., 2018). More specifically, in Government Regulation Number 15 of 2011 Appendix II and III concerning the National Tourism Development Master Plan for 2010 - 2025, the directive related to the Thousand Islands and its surroundings is as a National Tourism Development Area and a National Tourism Strategic Area (PERDA Number 50 of 2011, 2021). So these problems need to be paid attention to and evaluated, because *e-government* through the Jaket Boat application is directly related to the tourism sector and its application should be able to make an important contribution to the management and development of tourism in the Thousand Islands region.

## **METHOD**

The author in this study uses a qualitative approach with a case study approach as the main method. Qualitative research is research that produces descriptive data in the form of written or spoken words from observable people or behaviors. The definition focuses on the type of data collected in the study, namely qualitative descriptive data (Bogdan et al., 2002).

In line with this definition, Kirk and Miller in Moleong (2016:4) define that qualitative research is a certain tradition in the social sciences that fundamentally depends on observations of human beings both in their regions and in their terms. In qualitative research, the researcher himself or with the help of others is the main data collection tool. The data collected in qualitative research are in the form of words, pictures, and not numbers that are commonly called descriptive. The research report will contain data citations to give an overview of the presentation of the report. The data may come from interview transcripts, field notes, photos, videotapes, personal documents, notes or memos, and other official documents (Lexy J. Moleong, 2018).

This research involves a series of intensive, detailed, and in-depth scientific activities regarding the implementation and impact of E-Government in the Jacket Boat application, as an effort to improve public transportation services in the Thousand Islands. This case study method allows for detailed data collection at the individual, user group, and organizational levels, with a focus on actual events and activities that take place in the application of this application. By utilizing in-depth interviews, online surveys, and observations, this study successfully unearthed in-depth knowledge about the effectiveness, efficiency, and accessibility of services provided by the Jaket Boat application, providing important insights into the governance and impact of information technology in public services.

## **RESULTS AND DISCUSSION**

In improving public services, almost all district/city governments have begun to improve the implementation of public services, including the fulfillment of service standards that have been applied to service units as stated in Law Number 25 concerning Public Services to ensure legal certainty of the community in public services, especially for the community as service users. Public service providers provide services by trying to meet the needs of the community in various ways, including cutting the bureaucratic system by simplifying service standards or simplifying service procedures, saving time or effectiveness in providing services, and making cost efficiencies so that people get cheap but quality services.

Service standards are a unit that cannot be separated from each other in a service, this is a benchmark and guideline for the implementation of public services so that the community

can fulfill their rights in getting services. All components of public service standards are stated in Chapter V of Law Number 25 of 2009, that a public service unit must meet service standards including the availability of information on service products/types of services provided to the service unit, the requirements of a service, the service flow which is a service procedure that is regulated for the community that performs services, the duration of the service and the clarity of cost information in order to avoid collection practices wild in a service.

The Jaket Boat application is part of the government's efforts to modernize sea transportation services, designed to make it easier for users to access ship schedule information, ticket booking, and other related services. With this app, passengers can now plan their trips more easily and efficiently, without having to spend long hours queuing or relying on information that is not always available. The advantages of the Jaket Boat application lie not only in the ease of access and efficiency offered, but also in its potential in improving the user's travel experience and reducing complexity in the public transportation system in the Thousand Islands. This study aims to see the extent to which the application of the Boat Jacket is successful in achieving these goals. By understanding the user experience, the challenges faced, as well as the potential for further development, this research hopes to provide valuable insights for the development of similar initiatives in the future, as well as improve the quality of public transportation services through digital technology.

In analyzing the Boat Jacket, as an EGovernment initiative, contributing to the effectiveness, efficiency, and accessibility of public transportation services in the Thousand Islands, the Triangulation method is used through interviews, online surveys and direct observations. The in-depth interviews provide a qualitative understanding of users' perceptions of the Jacket Boat app, highlighting satisfaction and areas for improvement. These findings are then reinforced by survey data, which quantitatively measures user satisfaction levels and app efficiency, providing objective evidence to support insights from the interviews. Furthermore, field observations provide practical context and real validation of the findings of interviews and surveys.

### **Effectiveness**

This study deeply analyzes the effectiveness of the Boat Jacket application in the Thousand Islands, using a series of indicators. User satisfaction is reflected in the positive responses obtained from online surveys, with the Likert scale indicating a high level of satisfaction. Interviews reveal the effectiveness of the app in providing precise and useful data, while direct observation shows the app is actively used, reflecting a high level of satisfaction and acceptance of the app.

Compliance with standards and regulations is evident in surveys and interviews, with the app considered a secure and trustworthy platform. Field observations add evidence that this application is used in accordance with regulations. The level of achievement of service objectives, analyzed through surveys and interviews, shows effective application in planning trips. Field observations confirm the widespread use of this application.

Service turnaround time is measured through surveys and interviews, demonstrating the efficiency of the application in processing requests. Field observations confirm the speed and efficiency of the services provided. The impact of services on communities was seen in surveys and interviews, demonstrating applications that have a positive impact on local communities. Field observations confirm this application as an integral part of the local transportation system.

The level of service usage, as an important indicator, is analyzed to assess how widely these applications are used in society. Online surveys indicate a high adoption rate among users, with many respondents reporting frequent use of the app. Interviews with app users confirm this, with many stories about how the app has become a regular part of their daily

commute. Direct observations in the field reinforce these findings, showing the app is widely used by various user groups, from locals to tourists. The active use of this indicates the effectiveness of the application in meeting the needs of public transportation and strengthening people's dependence on this service for their daily activities. Thus, the Boat Jacket application has successfully shown high efficiency in various aspects of its operations. From its cost-effective per unit of service to its ability to cut service turnaround times and efficient use of resources, the app offers public transportation solutions that are not only economical but also practical and convenient for its users.

### **Efficiency**

In the context of the operational efficiency of the Jacket Boat application, this study delves into three main aspects: cost per service unit, ability to cut service completion time, and ratio of resources to achieved results. Starting from 'Cost per Unit of Service', online surveys reveal users' perception of the value they earn relative to the fees they pay for app services. Users highly value the cost efficiency of this application, feeling that the cost is worth the convenience and efficiency obtained. Interviews with app managers and analysis of app finances confirm that the pricing strategies used seek to maximize value for users while maintaining operational sustainability. Direct observation in the field, seeing user interaction with the app, gives a real picture of how the app provides quality services at an affordable cost.

Jacket Boat in 'ability to cut service completion time', direct observation shows that the Jacket Boat app significantly reduces the time it takes users to plan and book trips. Users in interviews expressed their satisfaction with the speed with which the app handled requests, which ranged from booking tickets to arranging travel logistics. Online surveys explain this, with many users giving high marks for the app's speed and efficiency, showing how the app makes their lives easier by cutting down on the time typically required for the traditional booking process.

The ratio of Resources (Input) to Output (Output) is explored to determine how efficiently the Boat Jacket application uses its resources. Survey data shows users' perceptions of how their inputs (time, effort, data they provide) are transformed into valuable outputs, such as ease of access to information, ease of booking, and convenience of travel. In the interview, the application manager explained about the use of advanced technology and efficient resource management strategies to offer quality services. Direct observation confirms this efficiency, showing a smooth application operating with few bottlenecks, demonstrating optimal use of resources to deliver satisfactory service.

### **Accessibility**

An analysis of the accessibility of the Jacket Boat app, conducted through the integration of data from interviews, online surveys, and field observations, revealed important nuances in three key indicators: Intuitive User Interface Design, Multilingual Support, and Access for Users with Diverse Backgrounds. In the first indicator, Intuitive User Interface Design, online surveys show positive responses from users to the ease of navigation and interaction with the app. Users revealed in interviews that the design of the app's interface is designed with their needs and preferences in mind, which makes it easy to use even for those who are less tech-savvy. Field observations reinforce these findings by describing efficient and seamless user interaction with the app, indicating that the interface design has successfully met the criteria of being intuitive and user-friendly.

Regarding Multilingual Support, interviews with non-speakers of the app's introductory language revealed the need for improvement in terms of language support. While the app is currently effective for users with a language of instruction, having additional language options will expand the reach and reach of the app, and make it easier for users from different

language backgrounds. Observations show that currently users who are less proficient in the app's introductory language may be having difficulties, indicating an opportunity for improvement in the multilingual aspect.

Regarding Access for Users with Diverse Backgrounds, online surveys show that this application has managed to reach various user segments. However, interviews and observations show that there are challenges in providing equal access for all users, especially those with limited technical capabilities or coming from diverse backgrounds. While the app is quite accessible to most users, there is a need to improve certain aspects to make it more inclusive, ensuring that all users, regardless of their technical abilities or background, can make effective use of the app.

Overall, the Jacket Boat app shows a good level of accessibility, with an intuitive interface design and high ease of use. However, there is room for improvement, especially in providing multilingual support and ensuring accessibility for users with diverse backgrounds. The improvements in these aspects will make the app more inclusive and expand the reach of its users, strengthening its position as an essential tool in the public transportation system in the Thousand Islands.

Since the introduction of the Jacket Boat application in the Thousand Islands, there has been a real transformation in the effectiveness of public transportation services in this region. The app, with its intuitive user interface, provides quick and easy access to important information such as ship schedules, routes, and fares, which may have previously felt difficult to reach or inconsistent, although it may need improvement in some aspects such as information that may be more *up-to-date*. This change is significant, especially in the context of effective and stress-free travel planning for users, including locals and tourists.

One of the biggest impacts of Jacket Boat is on the ticket booking process. With the Jacket Boat app, the ritual of long queues at the ticket counter, which often takes time and effort, is now an old story. Users can now easily book tickets from anywhere, saving valuable time and reducing uncertainty in their journey. Not only does this improve user comfort, but it also helps to reduce crowds at ports, leading to a smoother and more organized travel experience. Furthermore, the Boat Jacket allows transportation service managers to manage the ship's capacity and schedule more effectively. Armed with real-time booking data, they can make more informed decisions about vessel frequencies and scheduling, ensuring that services are tailored to passenger demand. This is very important in optimizing operations and meeting user needs.

In addition, when looking at the *Play Store* as an Android-based application provider, Jacket Boat opens a communication space between users and service managers. Through reviews and feedback in the app, managers can quickly identify and respond to service areas that need improvement, and create a responsive loop that continuously improves services based on user feedback. Overall, the Jacket Boat app has had a significant positive impact on the effectiveness of transportation services in the Thousand Islands. By utilizing digital technology, the app not only simplifies and enriches the travel experience for users, but also provides a powerful tool for service managers to improve operations and be responsive to user needs. This is a vivid example of how digitalization can be used to advance public services, providing broad benefits for both users and service providers.

Operational efficiency is a key aspect in improving public transportation services, and the Jacket Boat application has made a significant contribution in this regard in the Thousand Islands. Efficiency is not only related to time and cost, but also to the management of resources and overall service capacity. First and foremost, the app has changed the way tickets are purchased and managed. With the digital process, ticket purchases, which used to be time-consuming and often inefficient, are now quick and easy. This reduces waiting time at the counter, reduces queues, and speeds up the boarding process. The effect is a smoother travel experience for users and more organized operations for service providers.

Furthermore, the Boat Jacket application provides great benefits in managing ship schedules and capacity. With real-time data on user bookings and travel preferences, service managers can manage boat schedules more efficiently, ensuring that the capacity is in line with demand. This not only improves operational efficiency but also helps in resource management, for example, avoiding the operation of ships with very few passengers, which can be uneconomical. Boat jackets also have a positive impact on communication between service managers and users. Feedback and reviews provided by users through the application become a valuable source of information for service improvement. Quick responses to this feedback not only improve service quality, but also build trust and user satisfaction.

The ability to proactively identify and address operational issues is also enhanced with the Jacket Boat. Whether it's technical issues on ships or logistical challenges at ports, the data collected through the app helps in making more informed and responsive decisions. Overall, the Jacket Boat application has become an important tool in improving the operational efficiency of public transportation services in the Thousand Islands. By leveraging technology, these applications help in simplifying processes, optimizing resources, and improving communication, all of which contribute to more efficient and responsive services to user needs.

The introduction of the Jacket Boat app has brought a significant transformation in the accessibility of public transportation services in the Thousand Islands. By providing an easy-to-access digital platform, the app makes it easy for users from various backgrounds to access important information related to ship schedules, routes, and fares. This real-time and easily accessible information assists users in planning their trips more efficiently, reducing uncertainty and enriching their travel experience. Furthermore, this app has changed the traditional way of booking tickets. With the Jacket Boat app, the ticket purchase process that previously required a physical visit to the counter or sales agent can now be done from anywhere, anytime, with just a few taps on the phone. This is very beneficial for all users, especially for those who have limited mobility or live far from the point of sale of tickets. The use of technology in this application has also helped reduce the physical and psychological barriers that users often experience when interacting with traditional ticketing systems.

The Jacket Boat application also shows a commitment to transportation services. With a user-friendly design and further development in several aspects, this application can be accessed by various segments of society, including the elderly, and foreign tourists who may face language barriers. Thus, this application not only facilitates access to information and services but also increases equality in the use of public transportation. Overall, the Jacket Boat app has played a significant role in improving the accessibility of transportation services in the Thousand Islands. By removing a number of traditional barriers and introducing a more efficient and inclusive way to access transportation services, the app has become a valuable tool in improving the accessibility and quality of public transportation services, bringing a far-reaching positive impact to the people of the Thousand Islands.

The research on Boat Jackets in the Thousand Islands integrates the findings with previous theories and research. The Jacket Boat app is aimed at improving the effectiveness, efficiency, and accessibility of public transportation services in the Thousand Islands, an area with unique geographical challenges. The results show a significant increase in the effectiveness, efficiency, and accessibility of public transportation services. Users show high satisfaction with the app, especially because of its features that make it easy to access schedule information and ticket reservations. These findings signify increased compliance with standards and regulations as well as effectiveness in planning trips and reducing waiting times, which directly improves user comfort.

In the context of effectiveness, the Jacket Boat application successfully addresses the geographical challenges of the Thousand Islands, providing innovative solutions that reflect

the effectiveness of e-government in a very specific context. This study adds to the findings of Zhao (2013), which found that city size has an effect on the depth of public electronic services, suggesting that geographical context can affect the effectiveness of e-government. In addition, these findings are parallel to the conclusions of Riany (2018) on improving the performance of public service delivery in Kenya through the e-government strategy, showing that the improvement of the effectiveness of public transport services is also achieved through the Boat Jacket. Efficiently, the app has managed to lower costs and time in the booking and travel planning process, increasing the ratio of resources to the results achieved. These findings are in line with Smith & Street's (2005) view of the importance of efficiency in public services, showing how technology can improve the efficiency of public services. In the context of accessibility, the Jacket Boat app offers an intuitive user interface design with multilingual support, making it easy to access for users with diverse backgrounds. However, there are challenges in providing equal access for all users, especially those with limited technical capabilities. This reflects the finding by Black (in Miro 2004) that accessibility is a measure of convenience or ease of location, suggesting that there is still room for improvement in the "Jacket Boat" app, particularly in multilingual support and for users with limited technical capabilities.

The main difference between the findings of this study and previous research lies in the context of e-government applications and their impact on public transportation services. Factors that cause these differences include the geographical context of the Thousand Islands, the unique characteristics of the local community, and the specific challenges of providing public transportation services in the archipelago. The implementation of Jacket Boat demonstrates how technology solutions can be tailored to meet the specific needs of an area, demonstrating the importance of a tailored approach in the development and implementation of e-government initiatives. The comparison with previous research highlights the significant contribution of the Jacket Boat application to the e-government literature, providing concrete evidence of the benefits of technology implementation in improving public services.

The research methodology combining a descriptive qualitative approach with in-depth interviews, online surveys, and direct observation provides objective evidence of high user satisfaction levels, highlighting the effectiveness of the app in providing accurate and useful information. Compliance with standards and regulations, effectiveness in planning trips, speed and efficiency of services, and positive impact of the application on local communities are proven through various research methods used. Online surveys in particular show a high adoption rate among users, with many respondents reporting regular use of the app in their daily commute. This confirms the success of Jacket Boat in meeting public transportation needs and strengthening people's dependence on this service. In addition, this research method also offers a comprehensive understanding of the use and effectiveness of Jacket Boat applications, distinguishing this study from other studies that rely only on one type of data or method. This provides greater depth and richness of data, fills knowledge gaps and offers important recommendations for practitioners, public policy, and further application development. The theoretical and practical implications of this study broaden the understanding of the application of e-government in public transportation services and highlight the importance of intuitive interface design and user-focused approaches to increase the adoption of technology in public services.

## CONCLUSION

The Boat Jacket application in the Thousand Islands as an e-government initiative has revealed the significant impact of this application in improving public transportation services. Through research methods involving interviews, online surveys, and direct observation, it can be concluded that this application has brought positive changes in three main aspects: effectiveness, efficiency, and accessibility of public transportation services. In addition, the



Jaket Boat application has also had a positive impact on the social and economic context of the Thousand Islands, strengthening connectivity between islands and encouraging tourism and local economic growth. From a policy perspective, this study highlights the importance of the integration of digital technology in public transportation systems and the need for policies that support digital innovation in the sector. Nevertheless, while Jacket Boat has made a positive contribution, there is significant room for improvement in information accuracy, ease of use, and technical performance, which will improve user satisfaction and overall service quality. The Boat Jacket is a tangible form of how technology can be leveraged for the improvement of public services, with the note that continuous improvement is a never-ending process in adapting to the needs and expectations of users.

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