

Evaluating Local Government Website Using a Synthetic Website Evaluation Model

Bambang Irawan

Academic Staff, Department of Public
Administration, University of Mulawarman,
Samarinda, Indonesia, Corresponding Author:
bambangirawan@unmul.ac.id

ORCID iD: <http://orcid.org/0000-0002-4841-7302>

Muhammad Nizar Hidayat

Academic Staff, Faculty of Social and Political
Science, Lambung Mangkurat University,
Banjarmasin, Indonesia,
m.nizar.hidayat@gmail.com

ORCID iD: <http://orcid.org/0000-0002-1192-8483>

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Abstract

One of the main strands in e-government research focuses on evaluating the government website. Previous studies have developed several models of government website evaluation. Unfortunately, that rich exploration of the government's website study seems to be ignored in the Indonesian e-government literature. Against that backdrop, this study formulated a synthetic model of government' website evaluation based on previous models developed by other scholars. It deployed them to assess ten local government websites (Municipality/Regency) in East Kalimantan. The model consists of two broad dimensions: technical and democratic deliberation. On the technical dimension, by using the SortSite 5.3.5. software, it is found that the local governments' website performs relatively low on accessibility and errors on four metrics evaluated by the software. On the other side, on the democratic deliberation dimension, local government websites in East Kalimantan have performed relatively well in fulfilling the minimum of the democratic principle. We call it minimum because the websites have provided the user with basic information and several channels to interact with the officials.

Keywords: Website Evaluation Model, Local Government Website, Indonesia.

Introduction

The idea of e-government is closely related to the principles of democracy. E-government is an integral part of Good Governance that aims to create a transparent, accountable, effective, honest government and support citizen participation in the development process (United Nations, 2018). It is widely believed that the implementation of e-government can help the government achieve reasonable governance goals.

With that in mind, e-government research has become one of the critical topics in academic literature. It has grown to explore many facets of the subject, such as discussion about critical factors in determining its successful implementation, its theoretical framework, and its implementation on different states such as those in developed and the developing states (Aladwani, 2016; Choi, Park, Rho & Zo, 2014; Elkadi, 2013; Guijarro, 2007; Schuppan, 2009;