Analysis of the Effectiveness of Based Public Services Information and Communication Technology (ICT)

(Study on the National Public Service Complaint Management System for People's Online Aspiration and Complaint Services (SP4N LAPOR) at the Riau Islands Province Communication and Information Service)

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Abstract:- This research is entitled: Analysis of the Effectiveness of Public Services Based on Information and Communication Technology (ICT): Study of the National Public Service Complaint Management System for People's Online Aspiration and Complaint Services (SP4N LAPOR) at the Communication and Information Service of the Riau Islands Province. The aim of the research is to determine the effectiveness of public services that utilize information and communication technology (ICT) with the SP4N LAPOR Application service at the Riau Islands Province Communication and Informatics Service (Diskominfo). The SP4N LAPOR Application is an application that can be used for category purposes. reporting in the form of aspirations and appreciation, as well as requests for public information and complaints and reports in the reporting completion category. and one of the government's efforts to provide high-quality public services for the community. In measuring the level of program effectiveness, researchers used Champbel theory (in Mutiarin and Arif, 2014). Also this research is descriptive in nature by applying qualitative methods. Informants were determined by applying purposive sampling techniques. In data collection, research instruments were used, including field observations and interviews with several informants. Then documentation studies are used for the documents in the research. Meanwhile, data analysis techniques are carried out through data reduction, displaying data and drawing conclusions on research that has been carried out. In the research results, it was found that the effectiveness of ICT-based public services with the SP4N LAPOR application in the Riau Islands Province Communication and Information Service (Diskominfo) was running quite effectively, although there were a number of obstacles, including limited reliability human resources in the field of information technology and obstacles. others in the form of the Riau Islands Provincial Government, especially Diskominfo, do not yet have an Information and Communication Technology (ICT) master plan and an Electronic Based Service System (SPBE) architecture.

Keywords:- *Public Services, Information Technology, ICT, e-Government, SP4N LAPOR.*

I. INTRODUCTION

The use of information and communication technology (ICT) in government organizations, both at the center, provinces and districts/cities has progressed very rapidly. At the bureaucratic level, the use of information and communication technology has become a new trend, namely Electronic-Based Government Systems (SPBE).

This has triggered the strategic role of the existence of technology and information as a basic capital for development. Various potential local advantages such as the beauty of natural resources, cultural diversity, culinary and linguistic diversity, if packaged as appropriate information products, will become a source of unlimited and highly competitive economic activity.

These distinctive advantages can become database information that can be utilized as optimally as possible. With the accelerated process of communication and information dissemination, it becomes a characteristic of the new society and becomes a new trend. This causes the existence of communication and information technology to become absolute. These developments and advances have changed and transformed lifestyle patterns and ways of carrying out various activities, including in the government sector.

So far, various device applications in electronic-based government service systems or commonly called electonic government (EGov) in various forms of information systems are expected to be able to accommodate communication needs both between government and society, as well as in the

business world. Therefore, applications based on adequate information and communication technology and the internet are needed for processing and exchanging information from various stakeholders.

EGov is often described in various ways by each individual or institution. Within the scope of countries, understanding the concept of e-government in a country cannot be separated from the internal conditions of the country concerned.

The aim of utilizing information technology is to provide better public services, improve relations between government and business and industry, empower society through access to information, and increase management efficiency.

Other advantages of using information and communication technology (ICT) in government organizations are expected to reduce costs, cut bureaucratic flows, reduce corruption, increase transparency, increase comfort, and increase revenues.

Therefore, if the development process is carried out without clear goals and concepts, and loses focus, then this is vulnerable to the possibility of undesirable negative impacts.

Considering that ICT is needed by all lines or sectors, planning needs to be integrated comprehensively, which in its implementation requires continuous commitment and support from all parties.

In this regard, the Riau Islands Province Communication and Informatics Service (Diskominfo) has attempted to be accountable for all programs and activities that have been implemented in accordance with applicable regulations based on predetermined indicators.

The main tasks and functions of the Riau Islands Province Communication and Information Service in accordance with the Regulation of the Governor of Riau Islands Province Number 92 of 2021 concerning Position, Organizational Structure, Duties and Functions and Work Procedures of Regional Apparatus include assisting the Governor in carrying out Government affairs in the fields of Communication and Informatics, Statistics, Coding and Public Relations are the authority of the Region.

Meanwhile, the function of the Communication and Informatics Service in carrying out its duties includes formulating policies in the fields of public information management and services, communication and public relations, e-Government services and Communication Information Technology as well as Statistics and Coding.

Furthermore, with the issuance of Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 8 of 2023. Concerning the Management of Complaints within the Ministry of Home Affairs and Regional Government, it has also mandated the use of the National Public Service Complaint Management System application, the People's Online Aspiration and Complaints Service (SP4N LAPOR) which has been established. as a general application in the field of Complaint Management.

This application can be used as a service for conveying all people's aspirations and complaints online which is integrated in the management of complaints in stages at each Public Service provider and managed by the central and regional governments.

In initial observations regarding the implementation of program policies for using the SP4N LAPOR application, it is important to create clear and realistic standards and targets. This is to help measure the performance and success of the policy.

Based on initial observations made by researchers as temporary findings in this research, there are several factual problems faced in research analysis of information and communication technology-based public services at the Riau Islands Province Communication and Information Service, including that the Riau Islands Provincial Government, especially Diskominfo, does not yet have a Technology master plan. Information and Communication (ICT) and Electronic Based Service System (SPBE) architecture.

In addition, apart from budget constraints, the Riau Islands Province Diskominfo also does not yet have an SPBE Road Map and there are limited experts or human resources (HR) who are competent in the field of informatics engineering. Apart from that, the lack of data integrity between government agencies and the variety of SPBE applications that are spread out are also one of the obstacles in maximizing the use of EGov.

In carrying out this research, researchers must consider ethical and insightful aspects based on ideal research so that this research can provide positive and beneficial benefits both for the Riau Islands Provincial Government, especially Diskominfo and for the community at large. So that the benefits of the policy targets created are felt, especially for society at large.

Based on this background, the author is interested in discussing and analyzing more comprehensively and in depth by presenting research entitled Analysis of the Effectiveness of Public Services Based on Information and Communication Technology (ICT): Study of the National Public Service Complaint Management System, People's Online Aspiration and Complaint Services (SP4N LAPOR) in the Department Communication and Informatics of Riau Islands Province.

II. THEORETICAL FRAMEWORK

The theoretical framework is the theoretical basis used in a research or study. The theoretical framework functions to explain the main concepts and their relationship to theories that are relevant to the research topic being discussed. With a theoretical framework, researchers can clarify understanding of the phenomenon being studied, identify the variables to be studied, and connect research with pre-existing knowledge.

Theoretical frameworks also help researchers in designing research methodologies, developing research hypotheses, and analyzing research results. The importance of a theoretical framework in research is so that researchers can produce research that is relevant, consistent and systematic. By using a theoretical framework, researchers can strengthen arguments and draw conclusions in their research.

Thus, a theoretical framework is an important foundation in research because it provides direction and in-depth understanding of the research topic being discussed. The theoretical study used can be explained on the basis of the following concepts.

A. Effectiveness

The word effective comes from English, namely effective, which means successful or something done successfully. The popular scientific dictionary defines effectiveness as suitability for use, usability or support for a purpose. Effectiveness is the main element in achieving predetermined goals or targets in every organization, activity or program.

In this research, researchers used theory according to Campbell (in Mutiarin and Arif, 2014) which measures program effectiveness into 5 (five) indicators, as follows: (1) Program Success; (2) Target Success; (3) Satisfaction with the Program; (4) Input and Output Levels; and (5) Achievement of Overall Goals.

B. Public Service

In Article 1 Paragraph (1) of Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, it is explained that the government has an obligation to provide the best service to the public.

Meanwhile, according to Hidayaningrat (in Suwondo (2001: 29), public service is a series of activities in providing services in the form of goods or services and convenience services for the community by upholding the principles of efficiency, effectiveness and savings.

Hardiyansyah, (2018 in his book entitled Quality of Public Services, argues that public services are closely related to the activities of providing services to the community in accordance with their rights, providing services in the form of vital goods and services and fulfilling the principles of

efficiency, effectiveness and savings in providing services to public.

Thus, it can be concluded that public service is an activity or series of activities in order to fulfill service needs in accordance with statutory provisions for the public regarding goods, services and/or administrative services provided by public service providers.

Public service providers as referred to in Law of the Republic of Indonesia no. 25 of 2009 concerning Public Services is every state administration institution, corporation, independent institution formed by law for public service activities, and other legal entities formed solely for public service activities.

Meanwhile, public service implementers are officials, employees, officers, and everyone who works in the organizing organization who is tasked with carrying out an action or series of public service actions.

The community is all parties, both citizens and residents as individuals, groups and legal entities whose position is as recipients of the benefits of public services, both directly and indirectly. (Nurmah Semil, 2018: 11).

C. The Benefits of EGovernment

The use of EGov does not stop at the communications and information technology network sector in the form of the internet, but rather uses other communications and information technologies in an integrated manner which supports the implementation of government in order to move towards efficiency and effectiveness in public services.

In this way, we can obtain a characteristic of the EGov concept, which is a new (modern) interaction mechanism between the government, society and other interested groups (stakeholders) which involves the use of information technology (especially the internet), with the aim of improving the quality of services provided. while walking.

So that the presence of EGov is able to improve the quality of government services to its stakeholders (society, business and industry), especially in terms of effectiveness and efficiency performance in various areas of state life.

EGov is also considered capable of increasing transparency, control and accountability in government administration in the context of implementing the Good Corporate Governance concept, as well as significantly reducing the total administrative, relations and interaction costs incurred by the government and its stakeholders for daily activity needs.

Providing opportunities for the government to obtain new sources of income through interactions with interested parties. So that at the consolidation level, it consists of

creating sites that are public service transactions and creating interoperability of applications and data with other institutions.

At this utilization level stage, it takes the form of creating applications for services that are Government to Government (G2G), Government to Business (G2B), Government to Consumers (G2C) and Government to Citizen (G2C).

D. Government to Citizens (G2C)

The concept of government from the people by the people and for the people or government to citizens (G2C), is also the most common application of EGov. Because the government builds and implements various information technology portfolios with the main aim of improving interaction relations with the community (people).

In other words, the main aim of building a G-to-C type E-Government application is to bring the government closer to its people through various access channels so that people can easily reach their government to fulfill various daily service needs.

E. SP4N LAPOR Application

Referring to the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform (MenPAN-RB) of the Republic of Indonesia Number 6 of 2020 concerning the Road Map for the National Public Service Complaint Management System (SP4N) for 2020-2024 in the Introduction Chapter explains that the National Public Service Complaint Management System (SP4N) is a complaint system established by the Indonesian Government as a form of commitment to supporting the principles of open government and improving the quality of Public Services.

This is also the mandate of Law no. 25 of 2009 concerning Public Services which requires state administrators to organize Public Services in accordance with the objectives of their formation, one of which includes managing public complaints.

In 2013, the President issued Presidential Regulation Number 76 of 2013 concerning Management of Public Service Complaints. This regulation regulates the rights, obligations, mechanisms and national Public Service complaint management system which aims to protect service users in obtaining quality, reasonable and fair Public Services.

Through SP4N, it is hoped that the public can easily convey complaints and aspirations related to Public Services.

Furthermore, through Presidential Regulation Number 76 of 2013, this was followed up by the Ministry of State Apparatus Empowerment and Bureaucratic Reform through Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 24 of 2014 concerning

Guidelines for Managing National Public Service Complaints and PANRB Ministerial Regulation Number 3 of 2015 concerning Roadmap for Development National Public Service Complaint Management System.

F. Thinking Framework Chart

In the context of this research, the thinking framework is also referred to as a "framework". Usually, this framework includes theories, concepts, and principles that are the basis for identifying problems, creating hypotheses, formulating research questions, and developing problem-solving strategies. A good framework for thinking must be well structured, logical and consistent. The framework for thinking in this research can be explained as follows:
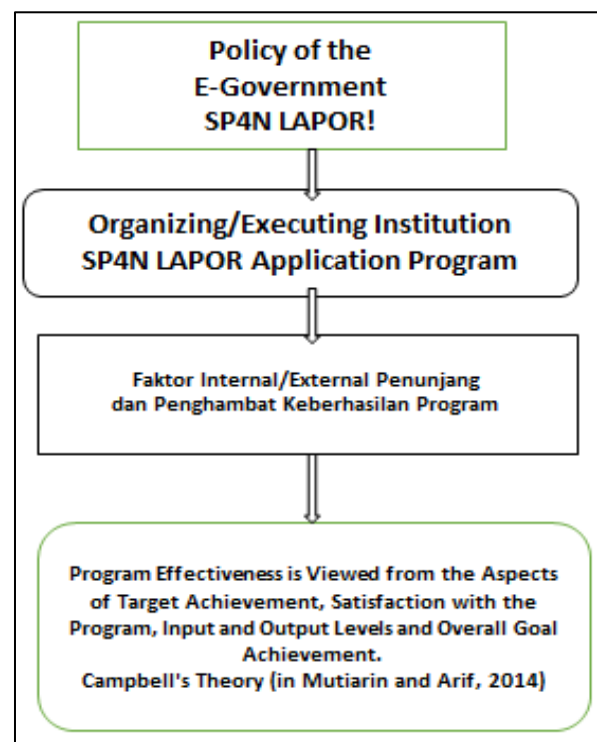

Fig 1 Framework of Thought
Source: Processed by the author, 2024

From the framework above, it can be understood that, in the context of implementing the electronic government (EGov) program based on information and communication technology (ICT) in Indonesia, the central government instructed all levels of government, both central and regional, to use the SP4M LAPOR Application service.

As an implementation of this program, the Riau Islands Provincial Government as the organizing agency and the Communication and Informatics Service (Diskominfo) as the program implementer have implemented this application.

The existence of these digital services has also been designated as an effort to support the implementation of a

good government system, accountability and transparency. On the other hand, a number of obstacles were also found as obstacles to the success of the program, both from within (internal) and obstacles that came from outside (external).

To measure the level of effectiveness and success of a public service program, researchers have used Campbell's theory (in Mutiarin and Arif, 2014), which measures the level of effectiveness or success of the program in 5 (five) criteria or indicators, namely, Program Success, Target Success, Satisfaction with the Program, Level of Input and Output and Achievement of Overall Goals.

The definition of the concept in this research refers to Campbell's Theory (in Mutiarin and Arif, 2014) which can be described as follows:

- Program Achievements; that the success of a program can be seen from the program itself, whether the program is running optimally or vice versa.
- Target Achievement; that the success of targets can be seen by focusing on the output of a program.
- Satisfaction of the Program; that satisfaction with a program can be seen from how satisfied service users, in this case citizens, are with the quality of goods or services produced from a program.
- Input and Output Levels; According to Campbell (1989: 121), a program can be said to be successful if the output produced is better than the input of a program.
- Achievement of All Goals; that the overall achievement of a goal can be assessed from the extent to which an organization can carry out its duties to achieve a target.

From the 5 (five) indicators above, measuring the effectiveness of a program can be carried out based on its operational capability during the implementation of the program, whether it has achieved targets that have been previously targeted extensively, effectiveness, this can also be interpreted as the level of capability of an agency in realizing its targets in accordance with predetermined and agreed procedures.

III. RESEARCH METHODOLOGY

A. Research Approach

The research carried out was a qualitative approach focusing on public service problems related to the research location. This research also looks at the meaning of the place or object in this research from a meaningful study perspective. So, later this research will provide answers to the problems studied. (Abdussamad, 2021).

B. Research Objects and Locations

A research object is an object carried out in a research that uses a clear description of the research. The object of this research is Information and Communication Technology (ICT)-based Public Services with the SP4N LAPOR Application at the Communication and Informatics Service

(Diskominfo) of Riau Islands Province which is adjusted to the variables from the research clearly at the place where the research was conducted.

C. Research Focus

The focus of the research currently being studied by researchers is the effectiveness of information and communication technology (ICT)-based public services with the SP4N LAPOR application in the Communication and Informatics Service (Diskominfo) of Riau Islands Province. The research will also focus on five aspects, namely aspects of program success, target success, aspects of satisfaction with the program, aspects of input and output levels and aspects of achieving overall goals.

D. Data Source

This research source is divided into 2 parts, namely primary and secondary research sources. The explanation regarding primary and secondary data sources is:

➢ Primary Data

Primary research requires data or information from the first source, usually called respondents. Data or information is obtained through written questions using a questionnaire or verbally using the interview method. However, in this research category, it is a study, namely individuals or groups as study material. Usually these studies are longitudinal. (Sarwono: 2006).

➢ Secondary Data

The source of data obtained by the author to support this research is secondary data, information contained in available reports or documents, both published and unpublished in the form of financial report data documents prepared by other parties.

Documents or other evidence of records, or other report documents related to the ICT-based Public Service Program using the SP4N LAPOR application at the Riau Islands Province Communication and Informatics Service (Diskominfo).

E. Data Collection

After understanding the meaning and data collection process, we will then explain various data collection techniques (Lutfiyah: 2017). To collect field data, the following techniques or methods are used:

➢ Field Observations

The observation technique means systematically observing and recording the symptoms that appear on the research object. This observation is considered the easiest data collection technique to carry out and is usually also widely used for survey statistics.

➢ *Interviews with Informants*

This interview technique is carried out face to face through questions and answers between the researcher or data collector and the respondent or resource person or data source. This technique was carried out with leaders and several staff at the Riau Islands Province Communication and Information Service (Diskominfo) who were directly involved in implementing the SP4N LAPOR application service program.

➢ *Documentation*

The final data collection technique is document collection by collecting secondary data in the form of report data from users of the SP4N LAPOR application services, documents on the realization of program targets and objectives listed in the Final Report on the Performance of Government Agencies (LAKIP) at the Communication and Informatics Service (Diskominfo) Riau Islands Province, as well as other documents deemed relevant to the focus of this research.

F. Research Informant

This research has several informants who are intended to answer the thesis research studied, totaling 5 (five) informants with details; 4 (four) echelon officials at the Communication and Informatics Service of Riau Islands Province and 1 (one) person from a social organization activist in Riau Islands Province.

G. Data Analysis Technique

Data analysis techniques are used to carry out the process of compiling related data systematically, the data in question comes from the results of interviews, findings at the research location, both written and unwritten. There are several uses of data analysis related to this research, namely:

➢ *Data Reduction*

Carrying out data reduction is a process of simplifying, abstracting and creating raw data in a notebook and field documents. This stage is used to select the data needed to solve the problem of the research object, namely Information and Communication Technology (ICT) Based Public Service Effectiveness Analysis with the SP4N LAPOR Application at the Riau Islands Province Communication and Information Service (Disominfo).

➢ *Data Display and Presentation*

In making data easy to understand, the process of presenting data is a step to collect data that has been simplified into files or documents, presenting data also makes it easier for researchers to carry out the next steps to complete the research.

➢ *Research Conclusion*

Conclusions are drawn when the research has been completed. However, when conducting research, it is also necessary to draw temporary conclusions as a provisional statement, when in the process the relevant parties question the results of the research, the temporary conclusions will also continue to change when the final results are found. (Moleong: 2018).

IV. RESULTS AND DISCUSSION

A. Analysis of the Effectiveness of Information and Communication Technology (ICT) Based Public Services in the Riau Islands Province Communications and Information Service.

In this stage, researchers have analyzed the effectiveness of information and communication technology (ICT)-based public service programs at the Communication and Informatics Service (Diskominfo) of Riau Islands Province using Champbel's Effectiveness Analysis Theory which will measure the success of the program using 5 (five) criteria, namely :

➢ *Program Achievements*

That the success of a program can be seen from the existence of the program itself. The simplest thing is whether the program is running as previously planned.

In connection with this discussion, and from the results of the interview with Informant I, it was explained that all the activity agendas carried out by the Communication and Informatics Service of the Riau Islands Province had generally gone well. Likewise with other public service programs. Such as the SP4N LAPOR Application Service Program managed by Diskominfo.

''We have tried as hard as possible so that all programs, especially programs related to public services. This will be our main focus to carry out. Just like the SP4N LAPOR service program, to date many residents have interacted with us, either just asking for information or other complaints." (Results of Interview with Informant I, 29 May 2024).

Not only that, Informant I also emphasized that according to its main duties and functions, the Riau Islands Province Communications and Information Service in terms of public information disclosure can be said to be a supporter and pioneer in the Riau Islands Province. This is because if there are members of the public who ask for information, they always provide it. as long as the data requested is indeed data that is suitable for public consumption.

"Sometimes there are SKPDs when residents ask for data, it seems difficult to provide it. In fact, these residents are asking for data that is for public consumption. That's why many of them also use the SPAN LAPOR application." (Results of Interview with Informant I, 28 May 2024).

For this reason, he continued, the Riau Islands Province Communications and Information Service has also twice received awards from the Central Public Information Commission (KIP) regarding the openness of public

information and received an SKPD award in the **Informative category**.

Informant III also expressed the same thing. According to him, there are several components that form one unit, namely strategic planning, performance planning, performance measurement and performance reporting.

As an embodiment of performance accountability, it is submitted in the form of a Performance Accountability Report for the Riau Islands Province Communication and Information Service for 2022 which has the main focus of discussing the achievement of results from the implementation of the work program in 2022.

"This performance measurement is used as a basis and reference, and we always use it as notes and input for planning programs or activities for the following year." (Results of Interview with Informant III, June 1 2024).

In line with Informant I, Informant II also explained that in general the aims and targets of the activity program at the Riau Islands Province Communication and Information Service had achieved the target.

Only one program target had not yet achieved the target, namely the target of increasing public services by utilizing integrated Information Technology (smart service). The percentage of public services provided online and integrated only reached 6.56% of the target of 20%.

So far, continued Informant II, one of the problems faced by the Riau Islands Province Communication and Information Service in achieving the target of increasing public services by utilizing integrated Information Technology or smart services is because the applications are built using their respective versions.

"Apart from that, applications built and developed by third parties do not submit an Application Programming Interface (API). Therefore, in the future, we suggest that the Riau Islands Provincial Government immediately prepare an application architecture and the applications developed must also coordinate with the Riau Islands Province Communication and Information Service ." (Interview with Informant II, June 1 2024) .

As an initial conclusion, the effectiveness of the ICT-based public service program with the SP4N LAPOR Application at the Diskominfo of Riau Islands Province is reviewed from the analysis of the success of the program running effectively and successfully.

➢ *Goal Achievement*
Achievement of targets can be reflected by focusing on the output of a program. As is known from the previous discussion, this research shows that the goals and programs as

well as the five program targets of the Riau Islands Province Communication and Information Service are generally running well. Likewise with programs related to the E-Government program related to public services at the Diskominfo of Riau Islands Province, namely the Public Service Improvement Program by Utilizing Integrated Information Technology (Smart Service).

Based on the results of interviews with Informant III, it is known that at this time, Diskominfo Kepri also has an official Diskominfo website which integrates with websites in other SKPDs. On the website there is also a SP4N LAPOR feature that can be used by the general public.

This means that the general public is declared to be aware of the existence of the SP4N LAPOR application which is managed by the Riau Islands Province Communication and Information Service. So that its existence can be used according to its intended purpose.

Apart from that, if the program effectiveness of the public service program is focused on output, in this case the community as service users, Respondent IV admitted that he was optimistic that the program he managed would be successful and effective.

Moreover, during this time, his party has also collaborated with all media in the Riau Islands, both electronic print media and cyber/online media in order to collaborate in disseminating information, including information regarding activity agendas and other programs implemented by the Riau Islands Provincial Government, especially by Diskominfo of Riau Islands Province.

"So far we have collaborated with all journalists and the media to publicize all our activities. So we consider that the information technology-based public service program, in this case regarding the existence of the SP4N LAPOR application, is already known to the wider public. This is proven by many community members who use the application," (Interview with Informant III, June 1 2024).

He said, it was not only the SP4N LAPOR program that was disseminated by other media outside the Pemprov Kepri media portal but also other programs such as electronic auction services, e-KTP making services and others.

Thus, Respondent III feels optimistic and confident that all programs that are closely related to public services in the Riau Islands Province, especially in the Communications and Information Service have been running effectively.

As an initial conclusion in this research, the researcher states that the ICT-Based Public Service Program with the SP4N LAPOR Application referring to Target Success Indicators has been effective and successful.

➢ *Satisfaction of the Program*

In measuring the level of satisfaction with the program, it can be seen from the satisfaction of recipients of program services. In this case, the wider community admitted that they were satisfied and accepted the existence of the program.

To measure this indicator, researchers succeeded in interviewing a community member who is also known as an environmental activist in Riau Islands Province, in this case Informant V, who admitted that he had used the SP4N LAPOR service on the official Diskominfo website of Riau Islands Province. He even admitted that he had registered his account so he could access the application

"By chance, at that time I wanted to ask for the BPK RI Audit Results Report document from the Riau Islands Provincial Government. I need this document for study purposes. And thank God, a week later I got it," (Interview with Informant V, June 5 2024).

However, Informant V admitted that the SP4N LAPOR application managed by the Diskominfo of Riau Islands Province was actually updated or updated, because when accessing the application it seemed slow.

However, his party appreciates the publication of this program, because in accordance with its function, the existence of E-Government followed by the emergence of digital applications oriented towards public services will in turn cut bureaucratic flow, cut costs and other positive advantages,

"You can imagine that the SP4N LAPOR application does not exist. When I need the document, I have to come to Dompak while I live in Kijang. But now, I just play with my fingers, access the application, a week later the documents I need have arrived at my house via post." (Results of Interview with Informant V. on June 5 2024).

Based on the results of the interview with Informant V, a temporary conclusion was drawn that the ICT-based public service program within the Riau Islands Province Communication and Information Service based on Campbell's theory through the Satisfaction with the Program indicator was considered effective and efficient.

➢ *Input and Output Levels*

In order to achieve targets, in the E-Government Management Program in the Regional Government Environment of Riau Islands Province. In the 2022 budget year, the Riau Islands Province Communication and Information Service received a funding allocation of Rp. 2,444. 977,305 in the 2022 Revised APBD. About 95.07% of these funds have been absorbed or around IDR 2,234,329,562.

Based on the results of interviews with Informant I, it is known that in order to achieve program targets and in order to strengthen output, his party has prepared and will compile more accurately and carefully, all programs that will be and are currently being implemented, and based on performance indicators agreed jointly with stakeholders, so that development implementation can later be evaluated and its performance measured more objectively.

"We also always carry out organizational consolidation internally in order to increase the awareness and commitment of the ranks of the apparatus at the Riau Islands Province Communication and Information Service, especially in improving the performance of Public Information Management and Services which includes; managing data and policy information, managing public opinion and providing and serving public information." (Interview with Informant I, 28 May 2024).

Apart from that, in order to improve the performance of Public Communication Management which includes managing communication channels and providing content, strengthening the capacity of public communication partners, managing and utilizing public communication channels owned by regional government and non-regional government and communication partnerships with regional media are also continuously fostered and cooperation continues. improved over time.

Informant II conveyed a similar statement, that with a relatively minimal and limited budget allocation, however, if we look at the success of the program, in particular, the E-Government management program which includes the SP4N LAPOR Application Service Program, it can be said that the output is greater than the input. Because the output from the existence of these public services, both directly and indirectly, has been felt by the community as service users.

In line with that, continued Informant II, the Information and Communication Service must also continue to improve ICT performance which includes; basic data center infrastructure services, disaster recovery center & ICT, internet and intranet access services, integration of public and government services, e-government information security services and provincial intra-government communication system services.

Improving the performance of EGov Services which includes developing and managing integrated government and public applications, organizing a smart provincial ICT ecosystem, domain and sub-domain name services for public institutions and services, and developing elementary ICT for the provincial government and the community.

From the results of interviews with the two informants mentioned above, a temporary conclusion was drawn, that the ICT-Based Public Service Program with the SP4N LAPOR Application service, viewed from Cambell's theory with Input and Output Level indicators, concluded that the program was running effectively.

➢ *Achievement of All Goals*

Comprehensive achievement of all goals. can be measured by the extent to which an organization can implement its goals and programs. By achieving all program targets, it can be concluded that the organizational goals realized in the form of implementing these programs are considered effective.

As is known, from the results of observations at the Riau Islands Province Communication and Information Service (Diskominfo), it was revealed that the strategic goal of the Diskominfo of Riau Islands Province strategy is to realize Integrated Information Technology-Based Government Administration.

From this goal, there are 5 (five) targets that must be achieved, namely:

- Increased openness of information and public communication,
- Realization of integrated electronic-based data management.
- Realization of integrated electronic-based data management.
- Increasing public services by utilizing integrated Information Technology (smart service)
- Increased security of local government information. Increased accountability for the performance of the Riau Islands Province Communication and Information Service.

Responding to this, Informant IV said that in general all targets had been achieved and even exceeded the targets. For example, target 1 (one), namely increasing the value of public information disclosure. In 2022, the Riau Islands Provincial Government is targeting a public openness value of 78%, but the realization reached 96.03% or a performance achievement of 123.12%.

"Likewise with the second target, namely the realization of integrated electronic-based data management. The performance indicator is the percentage of regional officials who use statistical data in preparing regional development planning and evaluation. The target is 100%, it is also realized 100%. So the performance achievement is also 100%." **(Interview with Informant IV, June 1 2022).**

Likewise for the third, fourth and fifth targets, although there is one note for target four related to achieving the target of improving public services by utilizing integrated information technology (smart service), which in this research has been explained from the beginning of this chapter.

Thus, the provisional conclusion is that ICT-based Public Services in the Communications and Informatics Service of Riau Islands Province, measured by the Overall Goal Achievement indicator, is generally met, so that the final

conclusion is that the ICT-based public service program is declared to have been running effectively.

V. CONCLUSIONS AND RECOMMENDATIONS

➢ *Conclusions*

That to answer the problem formulation in this research, it can be concluded that the Information and Communication Technology (ICT) Based Public Service Program with the SP4N LAPOR Application in the Riau Islands Province Communication and Information Service (Diskominfo) has been running effectively.

This was after comprehensive research and analysis was carried out using Chambel's theory, which carries 5 (five) indicators of the effectiveness of a program, namely:

- That the ICT-based public service program with the SP4N LAPOR Application at the Riau Islands Province Diskominfo and Program Success Indicators is considered to have been effective and successful. This is proven by the progress of all these programs with a satisfactory average achievement.
- Likewise, based on indicators, target success. That the ICT-Based Public Service Program with the SP4N LAPOR Application referring to Target Success Indicators has been effective and successful. Because of the five program targets, only one has not reached the target. Namely a community participation program in improving public services by utilizing integrated Information Technology (smart service). The percentage of public services provided online and integrated only reached 6.56% of the target of 20
- The ICT-based public service program within the Riau Islands Province Communication and Information Service, measured by the Satisfaction with the Program indicator, is considered effective and efficient, and community members welcome and feel the benefits of the existence of the SP4N LAPOR application.

➢ *Recommendations*

To the Riau Islands Province Communication and Information Service as the implementer of the SP4N LAPOR program to regularly update the application, considering that a number of residents complained about the slow operation of the application during health checks.

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