

Evaluation of Government Agency Websites under the 2017 KOMINFO Regulation Implementation of Government Agency Portals and Sites

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Abstract

The Public Works and Spatial Planning Office of Indragiri Hulu Regency (Dinas PUPR INHU) has the responsibility of formulating, stipulating, and implementing policies related to technical guidance and supervision of the implementation of affairs related to the Ministry of Public Works and Public Housing. The PUPR INHU Office also develops a website to improve the effectiveness of public services, provide relevant information, and publish documents related to the duties and functions of the PUPR Indragiri Hulu Office which are in the process of realization. However, the website tends to be poorly managed because there are still some features that cannot be controlled, the information provided is not realtime, and there have been errors or failures in accessing the site. The purpose of this research is to evaluate the INHU PUPR Office website based on the provisions contained in the Regulation of the Minister of Communication and Information of the Republic of Indonesia of 2017 concerning the Implementation of Government Agency Portals and Websites. The evaluation aims to provide guidelines for organizing Government portals and websites. Based on the results of testing conducted with 11 test criteria on the INHU PUPR Office website, the test results with an overall score weight of 73.8% indicate that the INHU PUPR Office website is of Quite Quality.

Keywords: Evaluation; Government; KOMINFO; PUPR; Website

1 Introduction

Websites are one of the leading innovations in the information domain based on Internet technology that has gained widespread use, along with other available services (Kusworo & Handayanto, 2019)(Prastiwi et al., 2022) (Purnamasari & Syakti, 2020). Websites function to share information with the general public, displaying a variety of content including text, images, animation, sound, or a combination of these, in both static and dynamic formats. These contents form a series of related relationships and are connected through a network of pages (hyperlinks). According to the provisions of Law No. 14/2008 on Public Information Disclosure, government agencies are required as public entities to provide accurate, correct, and non-misleading public information (Undang-Undang Republik Indonesia Nomor 14 Tahun 2008, 2008).

Based on the regulations stated in the Minister of Communication and Information Technology Regulation (PERMEN KOMINFO) of the Republic of Indonesia in 2017 regarding the Implementation of Government Agency Portals and Websites, each government entity at the provincial or municipal level is required to initiate and register an individually owned web portal as a means of conveying information to the public regarding the activities carried out by the entity. In addition, the Government must conduct a testing process for the implementation of the Web Portal and/or Website before officially publishing it to the public. This step is important in carrying out government duties and functions effectively, especially in order to disseminate information and policies quickly to the public (Harahap, 2022).

One institution responsible for the construction and development of information

systems is the Public Works and Spatial Planning Office of Indragiri Hulu Regency (Dinas PUPR INHU). This institution has the responsibility of formulating, determining, and implementing policies related to technical guidance and supervision of the implementation of affairs related to the Ministry of Public Works and Public Housing in the region. Have created a website with the aim of improving public services, providing information, and facilitating the publication of documents related to the duties and functions of the PUPR Office of Indragiri Hulu Regency that are being carried out (DPUPR, 2023).

The information services provided through the INHU PUPR Office website, detected a number of problems and weaknesses that need attention. The results of interviews with the Website Operator of the INHU PUPR Office stated that the website tends to be poorly managed because there are still several features that are not controlled, the information provided is not realtime, and there have been errors or failures in accessing the site. Besides, some features on the website still do not reach the minimum standards set by the Ministry of Communication and Information Technology (KOMINFO). So it is necessary to evaluate the quality of the website on the INHU PUPR Office website.

Research conducted by Nurhaida et al. (2016) on the evaluation of Regional Government Work Unit (SKPD) websites in Lampung Province shows that all SKPD websites in the region are still in the early stages of e-government (web presence) according to the criteria set by the Ministry of Communication and Information Technology (KOMINFO), which includes the provision of basic information (Nurhaida et al., 2016). Meanwhile, research conducted by Isni (2018) which examines the quality of Local Government websites in all districts in West Sumatra shows that the implementation of e-government in the region has not reached an optimal level to date. This is revealed from the evaluation of e-government websites that are still at the stage of preparation and careful development (Isni, 2018).

The same research on evaluating the quality of Local Government websites in Districts throughout West Sumatra conducted by Cheisviyanny et al. (2018) shows that in general,

local government websites in districts / cities in the West Sumatra region have not succeeded in optimally applying the principles of good governance in their online platforms. These principles include transparency, accountability, effectiveness, and efficiency (Cheisviyanny et al., 2018). Then Research by Kambey and Sitokdana (2020) on Evaluating the Information Quality of the Bitung City Government Website shows that overall, the quality of information presented by the Bitung City Government website is considered adequate (Johandi et al., 2020).

Nadira Annisya Harahap (2022) the results of this research reveal that the implementation of the 2016 Permenkominfo related to the Implementation of Government Agency Portals and Websites at the Administrative Bureau of Regional Secretariat of Regional Secretariat can has been carried out effectively. This is evidenced by the provision of information to the public that is well presented. The information is presented in the format of digital content and clippings, making it easier for the public to understand (Harahap, 2022).

Based on the background previously described, the purpose of this research is to evaluate and test the website of the Public Works and Spatial Planning Office of Indragiri Hulu Regency (PUPR INHU Office) in accordance with the provisions listed in the 2017 Minister of Communication and Information Technology Regulation on the Implementation of Government Agency Portals and Websites. With the implementation of this evaluation, it is expected to provide guidance and guidelines for optimal website management for the PUPR INHU Office.

2 Methodology

The research methodology explains the stages carried out in this study, illustrating the stages starting from the identification stage to recommendations and is described as in Figure 1.

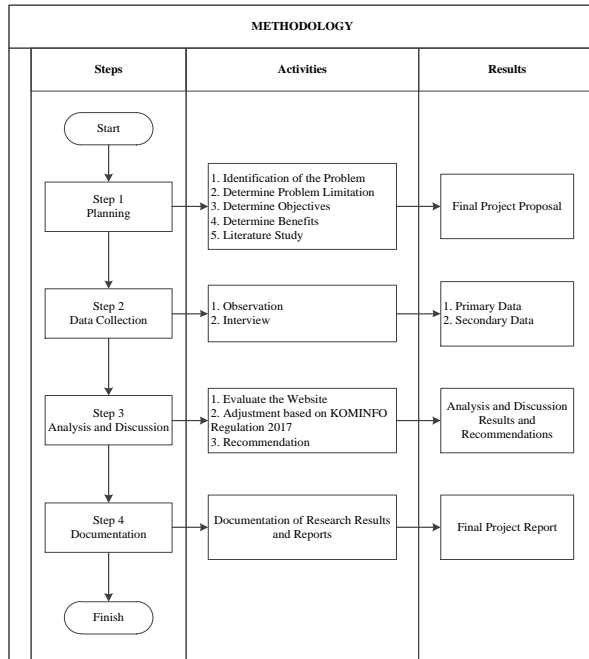


Figure 1. Research Methodology

The measurements used in assessing the quality of the website in this study use a scoring method that refers to research (Cheisviyanny et al., 2018). Score analysis is a method of evaluating policy alternatives that involves creating and using indicators to assess various policy alternatives that have been compiled according to predetermined objectives. This process can also involve giving weight to indicators that are considered more significant than other indicators (Isni, 2018).

In the comparative evaluation scoring process, scores are assigned based on a rating scale analysis. A score of 1 is given if the data exists or is available, while a score of 0 is given if the data does not exist or is not available. Table 1 illustrates the level of website quality assessment. The formula for calculating score weights is as follows:

$$\text{Score Weight} = \frac{\text{The sum of the PUPR website scoring results}}{\text{The Total Score}} \times 100\%$$

Table 1. Assessment Levels

Score (%)	Rating
0 – 25	Not qualified
26 – 50	Less qualified
51 – 75	Fairly qualified
76 – 100	Qualified

Briefly, the stages of this research are:

- Evaluation the score of each unit of analysis on the website.
- Score assessment of the tested aspects based on PERMENKOMINFO 2017 concerning the implementation of Web Portals and / or Government Agency Websites.
- Interpretation from the user's perspective and comparison between websites.

2.1 The Policy Basis

Based on the regulations in 2017 of the Minister of Communication and Information Technology of the Republic of Indonesia regarding the implementation of portals and websites of government agencies, the aim is to provide guidance in the implementation of Web Portals and/or Websites of Government Agencies and facilitate the integration of Government Agency services that use electronic bases; increase transparency of public information; and facilitate public access to public services. The Regulation governs many aspects, including national identity, management, content, page layout, navigation, technology, and information security. Web Portals and/or Websites of Government Agencies must observe the principles of confidentiality, integrity, and availability of information. The management of Web Portals and/or Websites of Government Agencies must comply with all relevant provisions related to electronic systems and transactions in accordance with applicable laws and regulations. The Governing Body must carry out testing of the implementation of the Web Portal and/or Website before it is introduced to the general public (Harahap, 2022)(PERMENKOMINFO, 2017).

2.2 Website

Website is a digital platform that contains information in various formats, including text, images, audio, video, animation, or a combination of these elements. The web page is generally accessible to users around the world through an internet connection, and is displayed by web browsers such as Mozilla Firefox, Google Chrome, or other browsers (Nursifa, 2023). Websites are built from three main components, namely words, pictures, and code. Words are used to organize content so that information can be understood, pictures illustrate information with the help of words to clarify its meaning, and codes



such as HTML (HyperText Markup Language), CSS (Cascading Style Sheet), and other codes are used to manage the appearance and behavior of web pages (Bernik, 2019).

2.3 Quality of Website

The website, according to Gregory (2000), is a series of web pages that are interconnected and have interrelationships between files. Each website consists of pages, with one main page referred to as the homepage (Nugroho Hadi, 2022). The homepage acts as the first page that users encounter, located at the topmost hierarchical level, while the related pages are below it. Generally, each page below the homepage is called a sub page (child page), which contains links to other pages on the website (Johandi et al., 2020)(Sundari, 2017). The components of an effective website on the internet are quality content and an attractive and well-designed website. A website for local government has minimum standards that must be met in relation to content. The manager of a local government website is expected to have the ability to identify user needs for what information should be available on the website (Cheisviyanny et al., 2018)(H et al., 2019).

3 Results And Analysis

The Public Works and Spatial Planning Office of Indragiri Hulu Regency (PUPR INHU) has the responsibility of formulating, determining, and implementing policies related to the affairs of the Ministry of Public Works and Public Housing in the region, in accordance with Law Number 14 of 2008. As part of supporting these duties and functions, the PUPR INHU Office has prepared and registered a website that uses the domain <http://dpupr.inhukab.go.id/> as the official address of the government agency, which also receives supervision from the Communication and Information Technology Office. The website serves as an information platform regarding the activities, policies, and achievements of the PUPR INHU Office aimed at the community in Indragiri Hulu.

The website of the INHU PUPR Office suffers from a lack of effective management. The content available on the current website is often not updated regularly and there is a lack of information regarding public services. In addition,

there are still some features that do not meet the minimum standards set by the Ministry of Communication and Information Technology (KOMINFO). Therefore, in accordance with the regulations stated in the 2017 Minister of Communication and Information Technology Regulation, Government Agencies are required to test the implementation of Web Portals and/or Websites before the site is officially run. Below is an example of the appearance of the INHU PUPR Office website.



Figure 2 Home View

3.1 Test Criteria

The Ministerial Regulation of 2017 governing the implementation of Web Portals and/or Websites of Government Agencies covers aspects of national identity, management, content, typography, navigation, technology, functionality, usability, errors and exceptions, compatibility, and performance. Table 2 illustrates the units of analysis and assessment categories for each website evaluation criteria in accordance with the provisions set by the Ministry of Communication and Information Technology in 2017.

Table 2 Test Criteria

No	Test Criteria	Test Parameters
1	National identity	<ul style="list-style-type: none"> - Country flag - Indonesian language - Country emblem - Government agency domain name
2	The manager	<ul style="list-style-type: none"> - Person in charge - Technical manager - Content manager - Profile of the Governing Body;
3	Content	<ul style="list-style-type: none"> - Single Narrative - Policies and legal products of the Governing Body - Implementation of

No	Test Criteria	Test Parameters
		<ul style="list-style-type: none"> programs and activities of the Governing Body institution - Profile of public services at the Governing Body - Aspiration and complaint services - Official social media accounts of the Governing Body - Contact of the Website manager
4	Typography	<ul style="list-style-type: none"> - Font Type - Search feature (search bar)
5	Navigation	<ul style="list-style-type: none"> - Map - Common terms - Uses a web-based application of at least version 2.0;
6	Technology	<ul style="list-style-type: none"> - Supports mobile and desktop devices; - Supports assistive devices for people with disabilities - Link - Forms
7	Functionality	<ul style="list-style-type: none"> - Cookies - Database - Consistency - CSS/HTML Validation
8	Usability	<ul style="list-style-type: none"> - Efficiency - User Interface - Interaction between servers
9	Errors and Exception	<ul style="list-style-type: none"> - Error handling - Database - Error Message - Interruption - Interaction between servers
10	Compatibility	<ul style="list-style-type: none"> - Error handling - Database - Error Message - Interruption
11	Performance	<ul style="list-style-type: none"> - Web Load Testing - Web Stress Testing

The evaluation criteria to measure the quality of the website are described as follows: Functional Test is a process that ensures that all links, database connections, and fill-in forms on the Web Portal work as expected. Usability Test is a process that assesses the navigation and presentation of content on the Web Portal to match user needs. Error and Exception Test is a process that ensures that the Web Portal provides clear information to users in case of problems.

Compatibility Test is a process that assesses the ability of the Web Portal to operate properly on various devices. Performance Test is a process that assesses the durability and performance of the Web Portal.

3.2 Test Results

The website quality evaluation research was conducted in November 2023, the website studied was the INHU PUPR Office website with an assessment based on PERMEN KOMINFO 2017. The test parameters carried out are national identity; manager; content; typography; navigation; technology; functionality; usability; errors and exceptions; compatibility; and performance.

The steps of this research start from determining the test parameters to be carried out, after obtaining the scoring of each test parameter on the website, then analyzing the scoring of each test parameter. Scoring in this study was carried out by researchers on the work papers that have been made to assess the features of the INHU PUPR Office website based on the 2017 PERMEN KOMINFO concerning the implementation of Web Portals and / or Government Agency Websites. The following are the results of research on the quality of the INHU PUPR Office website that has been tested for parameters.

Table 3 National Identity Testing Results

No	Test Criteria	Test Parameters	Score
1		Country Flag	0
2		Indonesian Language	1
3	National Identity	Country Emblem	0
4		Government Agency Domain Name	1
Total Score			2
National Identity Assessment Percentage			50%
Assessment			Incomplete

Example of calculating the percentage of the total score on the national identity assessment using the weighted score calculation. Likewise with the calculation of percentages on other test criteria.



$$\begin{aligned} \text{Score Weight} &= \frac{2}{4} \times 100\% \\ &= 50\% \end{aligned}$$

The National Identity assessment on the INHU PUPR Office website can be seen in table 3 which shows that the national identity assessment is incomplete. This is due to the absence of the State Flag and State Emblem on the INHU PUPR Office website. Based on the Regulation of the Minister of Communication and Information Technology in 2017, every Web Portal and / or Website of Government Agencies must display the state flag and the symbol of the State which is placed at the top left of the home page. In addition, the INHU PUPR Office website also uses Indonesian and also the domain name of the website already contains elements of the government's name.

Table 4 Manager Testing Results

No	Test Criteria	Test Parameters	Score
1	The manager	Person in charge	1
2		Technical manager	1
3		Content manager	1
Total Score			3
Percentage Of Manager Assessment			100%
Assessment			Complete

In the manager assessment, the INHU PUPR Office website has fulfilled all website management units as stated in the 2017 PERMEN KOMINFO. Where each website manager has their respective duties and responsibilities. The main task of the person in charge is to coordinate technical managers and content managers, verify that the implementation of the Web Portal and/or Website is in accordance with applicable regulations, and take the necessary steps to ensure the smooth operation of the Web Portal and/or Website. Meanwhile, the technical manager has the responsibility to manage electronic systems related to the Web Portal and/or Website of the Government Agency in accordance with applicable legal provisions. Content managers are responsible for taking care of various aspects of content, including planning, providing, categorizing, updating, deleting, processing, and distributing, by ensuring the correctness, accuracy, and completeness of the content in the

management of the Web Portal and/or Website of the Governing Body.

Table 5 Content Testing Results

No	Test Criteria	Test Parameters	Score
1	Content	Profile of the Governing Body;	1
2		Single Narrative	1
3		Policies and legal products of the Governing Body	0
4		Implementation of programs and activities of the Governing Body institution	1
5		Profile of public services at the Governing Body	1
6		Aspiration and complaint services	1
7		Official social media accounts of the Governing Body	0
8		Contact of the Website manager	1
Total Score			6
Content Assessment Percentage			75%
Assessment			Complete enough

The assessment of content for the PUPR Office website can be seen that of the 8 test parameter units assessed, the INHU PUPR Office website is able to present 6 test parameter units which only get a percentage assessment of 75% with a fairly complete assessment. There are 2 test parameter units that are not presented, namely the existence of pages on the website that show the policies and legal products of government agencies. Then the INHU PUPR Office website also does not contain a page containing the official social media accounts of the INHU PUPR Office.

Table 6 Typography Testing Results

No	Test Criteria	Test Parameters	Score
1	Typography	Font Type	1
Total Score			1
Typography Assessment Percentage			100%
Assessment			Complete



The assessment of Typography on the INHU PUPR Office website received a percentage assessment of 100% with an effective assessment. Where the INHU PUPR Office website has displayed and used a typeface that can be displayed in accordance with its designation on all devices as regulated in the 2017 PERMEN KOMINFO.

Table 7 Navigation Testing Results

No	Test Criteria	Test Parameters	Score
1	Navigation	Search feature (search bar)	1
2		Map	1
3		Common terms	0
Total Score			2
Navigation Assessment Percentage			66,7%
Assessment			Complete enough

In the Navigation assessment, the INHU PUPR Office website only gets a percentage assessment of 66.7% with a fairly effective assessment. Where the website only meets the test criteria for 2 units out of 3 test parameter units. The INHU PUPR Office website does not present general terms on the website.

Table 8 Technology Testing Results

No	Test Criteria	Test Parameters	Score
1	Technology	Uses a web-based application of at least version 2.0	1
2		Supports mobile and desktop devices;	1
3		Supports assistive devices for people with disabilities	0
Total Score			2
Technology Assessment Percentage			66,7%
Assessment			Complete enough

The assessment of technology, the website of the PUPR INHU Office received a test result of 66.7% with an assessment of Complete enough. The INHU PUPR Office website has used the latest technology or updates in accordance with

PERMEN KOMINFO 2017. The INHU PUPR Office website uses the latest version of web-based applications and can be accessed on mobile devices or desktops, but for assistive devices for disabled groups the IHNU PUPR Office website does not yet support.

Table 9 Functionality Testing Results

No	Test Criteria	Test Parameters	Score
1	Fungsionalitas	Link	1
2		Forms	1
3		Cookies	1
4		Database	0
5		Consistency	1
6		CSS/HTML Validation	1
Total Score			5
Functionality Assessment Percentage			83,3%
Assessment			Complete enough

Based on Table 9 shows the results of Functionality testing, the INHU PUPR Office website gets a percentage assessment of 66.7% with a fairly Functional assessment. Where the INHU PUPR Office website meets the test criteria for 5 units of the test parameter assessment of 6 units. The unit that is not fulfilled is the Database test where there are still errors made in adding data on the page. So that updates need to be made on the page.

Table 10 Usability Testing Results

No	Test Criteria	Test Parameters	Score
1	Usability	Efficiency	1
2		User Interface	0
Total Score			1
Usability Assessment Percentage			50%
Assessment			Incomplete

The assessment of usability, the INHU PUPR Office website gets a percentage of test results of 50% with an assessment of Less Effective. This is because the test criteria are not fulfilled in the User Interface test parameters. Where the INHU PUPR Office website still has an unattractive appearance and the navigation structure is still not in accordance with user expectations, and on existing content users cannot

respond or comment on content as stated in the 2017 PERMEN KOMINFO.

Table 11 Error and Exception Testing Results

No	Test Criteria	Test Parameters	Score
1		Interaction between servers	1
2	Errors dan Exception	Error handling	1
3		Database	1
4		Error Message	0
5		Interruption	0
Total Score			3
Errors And Exception Assessment Percentage			60%
Assessment			Complete enough

The assessment of Error and Exception on the INHU PUPR Office website gets the results of the Complete enough assessment test with a percentage of 60%. Of the 5 units of test parameters, the INHU PUPR Office only fulfills 3 units. Where in the error message test parameter, the INHU PUPR Office website does not display error messages that appear to users so that it is not easy to understand if the page cannot be accessed. Likewise with interruption, the INHU PUPR Office website still has interruptions when accessed.

Table 12 Compatibility Testing Results

No	Test Criteria	Test Parameters	Score
1		Interaction between servers	1
2	Compatibility	Error handling	1
3		Database	1
4		Error Message	0
5		Interruption	0
Total Score			3
Compatibility Assessment Percentage			60%
Assessment			Complete enough

Compatibility Assessment, the INHU PUPR Office website gets 60% test results with a Complete enough assessment. Where in the compatibility assessment there are 2 units of test parameters that have not been fulfilled, namely error messages that are not easily understood by

users and transactions experiencing interruption on the website.

Table 13 Performance Testing Results

No	Test Criteria	Test Parameters	Score
1	Performance	Web Load Testing	1
2		Web Stress Testing	1
Total Score			2
Performance Assessment Percentage			100%
Assessment			Complete

In the performance assessment, the INHU PUPR Office website received an assessment result of 100% with a complete assessment. Where the INHU PUPR Office website can withstand a large number of visitors, both in the number of users who make access increases, as well as the website's ability to recover in the event of a crash.

3.3 Results of Website Assessment Evaluation

Based on the results of the analysis and evaluation of testing using test criteria, namely national identity; manager; content; typography; navigation; technology; functionality; usability; errors and exceptions; compatibility; and performance. Measurement with the scoring method is if the data is available, then given a score of 1, if the data is not available, then given a score of 0. And the criteria for grouping the test criteria by measuring the average by grouping the assessment levels, namely Not Qualified Less Qualified Quite Qualified, and Qualified. The results of testing conducted with 11 test criteria on the INHU PUPR Office website obtained test results with an overall score weight of 73.8% which indicates that the INHU PUPR Office website is of Fair Quality with a total score of 30 of the 42 test criteria met. With sufficient quality results, it shows that the condition of the INHU PUPR Office website is minimal, which means that the website still provides basic information according to KOMINFO criteria.

3.4 Discussion

There are several research studies that have evaluated the quality of Local Government websites using website evaluation methods or



based on the Minister of Communication and Information Technology Regulation. In according with the Regulation of the Minister of Communication and Information Technology on the website of government agencies, it has been determined that in the context of e-Government management, optimization of public services, and accelerating the delivery of information on government policies and programs organized by Government Agencies, it is necessary to stipulate the Regulation of the Minister of Communication and Information Technology on the Implementation of Portals and Websites of Government Agencies.

The policy is the Regulation of the Minister of Communication and Information of the Republic of Indonesia Number 2017 regulating the implementation of Web Portals and/or Websites of Government Agencies. This regulation aims to provide guidance in the implementation of Web Portals and/or Government Agency Websites; facilitate the integration of electronic-based Government Agency services; realize public information disclosure; and provide convenience for the public in accessing public services.

The previous research studies only focused on evaluating the quality of websites based on several regulations such as Law Number 24 of 2009 concerning Flags, Language, and State Emblems and National Anthem; Government Regulation Number 82 of 2012 concerning the Implementation of Electronic Systems and Transactions; and Minister of Communication and Information Technology Regulation Number 5 of 2015 concerning Domain Name Registrar for State Organizing Agencies. Where these regulations only regulate part of the appearance of a government website. This certainly does not maximize to achieve good website quality according to e-government governance. Therefore, in this study, an evaluation of website quality is carried out only based on the Regulation of the Minister of Communication and Information of the Republic of Indonesia Number 2017 regulating the implementation of Web Portals and / or Government Agency Websites to assist institutions in achieving good E-Government governance and generating value through effective governance and information technology management.

The process of evaluating the quality of government websites in this study includes national identity; manager; content; typography; navigation; technology; functionality; usability; errors and exceptions; compatibility; and performance. By conducting a website evaluation in this study, it is hoped that it can provide guidance in organizing web portals and / or Government Agency Websites and improving the quality of the Indragiri Hulu PUPR Service Government Agency Website. As well as, complying with government regulations and policies relating to the Implementation of Government Agency Portals and Websites.

4 Conclusion

The evaluation of the website development of the Public Works and Spatial Planning Office of Indragiri Hulu Regency (PUPR INHU Office) using the 2017 KOMINFO Ministerial Regulation on the implementation of Web Portals and / or Government Agency Websites regulates national identity; manager; content; typography; navigation; technology; functionality; usability; errors and exceptions; compatibility; and performance results in the value of the test criteria with an overall score weight of 73.8% which indicates that the PUPR INHU Office website is of Fair Quality with a total score of 30 out of 42 test criteria met. Therefore, this research is expected to help the PUPR INHU Office see the shortcomings of the website and provide guidance in organizing web portals and/or Government Agency Websites.

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