

## EVALUATION OF SPBE SERVICE MATURITY LEVEL IN CENTRAL MALUKU DISTRICT GOVERNMENT USING SPBE 2020 FRAMEWORK

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### Abstract

*Information and Communication Technology (ICT) utilization in the implementation of government processes is a priority that the government continues to develop. To make it happen, the government, through Presidential Decree No. 95 of 2018 concerning the implementation of an electronic-based government system (SPBE), every government agency must implement SPBE in its services and evaluate the implementation of SPBE periodically. With this urgency, the government issued PANRB Regulation No. 59 of 2020 concerning guidelines for assessing the maturity level of SPBE to correct deficiencies in the previous PANRB Regulation No. 5 of 2018 because there were several mandates of Presidential Regulation No. 95 of 2018 that had not been accommodated in it. One of the domains that received changes is the SPBE Service domain. In the SPBE service domain, there are updates to the assessment questionnaire and the addition of indicators that were originally 11 service indicators to 16 maturity-level service indicators. This study aims to determine the maturity level of SPBE services using the SPBE 2020 framework by evaluating aspects of Electronic-Based Government Administration Services and the value of Electronic-Based Public Services in Central Maluku Regency. The data in this study were obtained through interviews, observation, and validation of supporting evidence. The results of this study indicate the value of the SPBE Service Domain index of 2.36. The results of this value are used to assess the maturity level of SPBE services in the Central Maluku Regency Government. From the acquisition of the index value, the maturity level of SPBE services in the Central Maluku regency government is included in the "average" category. To improve the indicators of low-value SPBE services, the Central Maluku regency government needs to implement the improvement recommendations that have been given.*

**Keywords:** SPBE, electronic-based government system, SPBE services, evaluation, maturity level. Central Maluku regency government

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### 1. INTRODUCTION

The development of an electronic-based government system (SPBE) in Indonesia was marked by the issuance of presidential instruction No. 3 of 2003 concerning national policies and strategies for developing E-Government. This instruction is proof of the government's seriousness in carrying out government functions by utilizing information and communication technology. SPBE is a form of public service that uses developments in information and communication technology to create an effective, efficient, and transparent government in serving and open space for community participation to improve government public services according to the community's needs [1]. As a supporting tool in the development of effective governance, the proper

implementation of SPBE will provide an excellent opportunity for the success of government programs in the field of public services and improve processes and procedures to improve the quality of public services while increasing the use of information in decision-making processes and enabling more effective communication.

SPBE, in this context, refers to the distribution of information or services by state or local governments to individuals, private companies (companies), or other government agencies via the Internet or other digital means. SPBE is a collective term for local web-based services designed to provide superior public services and build a good bureaucracy that requires serious government commitment [2]. SPBE implementation changed a rigid bureaucratic structure

into a dynamic and complex one to facilitate various forms of interaction with other parties. In the process, the government will optimize the use of ICT to eliminate obstacles in the bureaucracy, as well as build a network of management systems and workflows that enable government agencies to function in an integrated manner and simplify access to information for all people to make public services well managed [3].

The application of an electronic-based government system (SPBE) in Indonesia is the result of demands from the public who want changes to a clean, accountable and transparent government service system, thus encouraging the government to make changes to its service business processes immediately. This is in order to realize good governance. With the enactment of the Presidential Regulation of the Republic of Indonesia Number 95 of 2018 concerning the implementation of the Electronic-Based Government System (SPBE), every government agency must apply the SPBE to its services and evaluate the SPBE implementation periodically [4].

Based on the results of the evaluation that was carried out in 2019, the results of which were released and attended by 437 government agencies, both central and regional, show that the implementation of the Electronic-Based Government System (SBPE) carried out by the Indonesian government has so far shown an increase. This result is in line with the results of the E-Government Development Index (EGDI) survey conducted by the United Nations, showing that Indonesia was ranked 88 out of 193 countries in 2020 with a value of 0.6612. Based on this fact, the government in Indonesia is increasingly motivated to improve and implement SPBE in a cleaner, more effective, transparent, and accountable manner, as well as to produce public services that are trusted by the community.

With this urgency, the Indonesian government, through the Ministry of State Apparatus Empowerment and Bureaucratic Reform, has again issued PANRB Ministerial Regulation Number 59 of 2020 concerning guidelines for assessing the maturity level of SPBE to correct deficiencies in the previous PANRB Ministerial Regulation No. 5 of 2018 because there are several mandates from Presidential Decree no. 95 of 2018 which have not been accommodated in it. PANRB Ministerial Regulation Number 59 of 2020 contains improvements in the form of an assessment scheme which in PANRB Ministerial Regulation No. 5 of 2018 consists of 3 domains, 7 aspects, and 35 indicators into 4 domains, 8 aspects, and 47 indicators. This improvement was made because of several mandates from Presidential Regulation No. 95 of 2018, which has yet to be accommodated in the previous PANRB Regulation. Among them are SPBE Architecture, SPBE Plan Map, Intra-Government Network, Service Liaison System, Integrated Application Development, SPBE Security, SPBE Management, and ICT Audit. This framework also

contains guidelines for implementing SPBE assessments that use the Capability Maturity Model Integration (CMMI) assessment scheme to assess the level of process capability maturity. Meanwhile, to assess the level of service capability maturity using the E-Government Maturity Model guidelines [5][6].

Evaluations carried out using the SPBE 2020 framework are considered appropriate if carried out in government agencies because this framework has also been developed and adapted to the United Nations (UN) E-Government Survey so that it can carry out an overall SPBE evaluation on all information systems owned by the government both center and region. This evaluation also combines the Capability Maturity Model Integration (CMMI) framework and the E-Government Maturity Model. The assessment carried out includes an assessment of process capability maturity and service capability maturity assessment. The advantage of this framework is that it can evaluate many organizations and services simultaneously compared to other frameworks, for example, ITIL and COBIT, which can only evaluate one organization and service simultaneously.

Central Maluku Regency Government is one of the oldest regencies in the province of Maluku with an area of 275,907 Km<sup>2</sup>, consisting of an ocean area of 264,311.43 Km<sup>2</sup> or 95.80% and a land area of 11,595.57 Km<sup>2</sup> or 4.20%. With an area as large as this, the government of Central Maluku Regency is trying to apply information technology in all running business processes, especially in the aspect of public services, so that it can reach people who are far away and are on islands. These public services can also intensify public services of higher quality and transparency to satisfy the public.

The LPSE web portal service for the Government of Central Maluku Regency is one of the SPBE services which aims to increase transparency and accountability, increase market access and fair business competition, improve the level of efficiency in the procurement process, support monitoring, and audit processes and meet the need for access to real-time information to realize clean and good government in the procurement of government goods/services [7]. This service allows every company or UMKM to carry out transactions for the procurement of goods and services without having to go to the relevant regional apparatus organizations (OPD), making it easier for companies/UMKM to get in touch with local governments in procuring goods and services.

The people's online aspirations and complaints service is another service that the Central Maluku regional administration is attempting to employ to communicate with the community in the process of communicating the community's complaints and ambitions (LAPOR). The purpose of this service is to make it simpler for public members to file complaints with the local government about irregularities committed by government personnel in connection with community programs. It is possible to make

aspirations and complaints promptly that are accurate, comprehensive, and coordinated so that access may be provided to public involvement [8]. However, the services supplied by the central government continue to be improperly handled. This is shown by the service's lack of information on public complaints.

Evaluation of the maturity level of SPBE services for the Central Maluku District government is very important because until now, the regional government has never participated in the SPBE evaluation conducted by the central government. By evaluating SPBE services based on the 2020 SPBE Framework following PANRB Ministerial Regulation Number 59 of 2020 concerning guidelines for assessing the maturity level of SPBE, it is hoped that there will be improvements in the quality of public services in the future. In this framework, the SPBE service domain has an update on the assessment questionnaire and the addition of indicators from 11 service indicators to 16 maturity-level service indicators [9]. It is hoped that this change will in evaluating the maturity level of the SPBE service to the Central Maluku District Government be able to provide information regarding the extent to which the level of implementation of the SPBE service has been running so that deficiencies in the SPBE service process can continue to be corrected and service quality can be improved. This is following what is expected by the community and the central government.

Previous research regarding the evaluation of SPBE refers to the PAN-RB Ministerial Regulation Number 59 of 2020 concerning Guidelines for Evaluation of the Implementation of Electronic-Based Government Systems (SPBE). This study evaluates the SPBE Management domain, whose assessment is on the Aspects of the Implementation of the SPBE Management and the ICT Audit Aspects. The results showed that the SPBE Management Domain index was 2.2, so the SPBE implementation level in the SPBE Management Domain in Yogyakarta City was included in the "Average" predicate. The recommendations include developing internal data management procedures regulations, recruiting technical personnel to meet HR competency needs, adding knowledge management applications to the Jogja Smart Service platform, sending requests for infrastructure and ICT application audits to the National Research and Innovation Agency, and making requests. For ICT security audits to BSSN (National Cyber and Crypto Agency) [9].

Other research on E-government through a thorough analysis of the current e-Government maturity model and meta-ethnographic approach, this study seeks to identify the main aspects that make up a mature e-Government ecosystem. A mature e-Government system will cover the following five important dimensions: online presence, online payments, driving engagement, integrated ecosystem, and participatory e-Democracy [10].

Another study regarding the evaluation of SPBE to know the implementation of E-Government in the city of Probolinggo with reference to Presidential Regulation of the Republic no. 95 of 2018 concerning SPBE. The data collection technique used is to analyze and study documents. The documents that will be explored are literature review documents, news, and Presidential Regulation of the Republic No. 95 of 2018 concerning Electronic Governance Systems. The results of this study show that the implementation of E-Government in Probolinggo City has fulfilled the services of the electronic government system listed in Presidential Decree No. 95 of 2018 concerning Electronic Governance Systems [11].

Another study on evaluating an electronic-based government system (SPBE) in the Sub-District Public Service (PATEN) conducted in this study uses the SPBE framework in 2018. The results showed that implementing an electronic-based government system in PATEN Sub-District public services resulted in a maturity level of SPBE with a total index value of 1.47 with the predicate "poor." This can be said to be bad because many indicators still need to be met, so it needs improvement in indicators, governance, and SPBE services [12].

Based on this description, public services in the Central Maluku District Government still have many deficiencies related to public services to the community, and their services have never been evaluated, making it difficult to plan, improve and develop SPBE services in the future. This results in the difficulty and high costs incurred for people far away and on islands in getting easy access to reliable and quality public services. Previous studies that have evaluated SPBE using Permen PAN-RB No. 59 of 2020 but have not focused on the SPBE service domain, so researchers are interested in conducting research by taking the SPBE Evaluation theme, which focuses on the SPBE service domain in the Central Maluku District government using the 2020 SPBE Framework based on Permen PAN-RB No. 59 of 2020.

This evaluation aimed to determine the extent to which the maturity level of the SPBE service implementation process resulted in an index value that describes the maturity level of the Central Maluku regency government. It is hoped that this research can serve as capital and material for evaluating SPBE services that have been implemented or are under development so that improvements to the quality of SPBE services are more measurable to avoid failure.

## 2. RESEARCH METHODS

Descriptive quantitative research is a study used to describe, analyze, or summarize diverse scenarios, conditions, occurrences, or research variables according to events. It is possible to photograph, witness, conduct interviews, and describe these experiences via writing. The objective of the quantitative method is to provide academics with

numerical or statistical solutions to their difficulties[13]. In the meanwhile, this descriptive technique tries to characterize the nature of what transpired throughout the study and to investigate the reasons for specific symptoms [14]. This study also uses a literature study approach to deepen insight into electronic-based government systems (SPBE).

The data collection technique was done through direct interviews with the Central Maluku District Communication and Information office, the leading sector in applying information and communication technology. The purposive sampling method was used to select informants to fill out the questionnaire. Resource persons are chosen based on their relevance to the indicators to be assessed, and they must understand the work procedures and implementation of SPBE in their work environment. The selected sample is the head of the E-Government implementation sector, section heads, and SPBE operators at the Central Maluku District Communication and Informatics Service. Observation and validation of supporting data is part of the research designed to ensure that the data obtained through interviews is valid and correct.

This research was conducted using various work steps to get the best findings. Research work steps are a series of processes and actions in research that are arranged systematically and directed to achieve research objectives effectively. The steps used in this study are shown in the research flowchart in Figure 1.

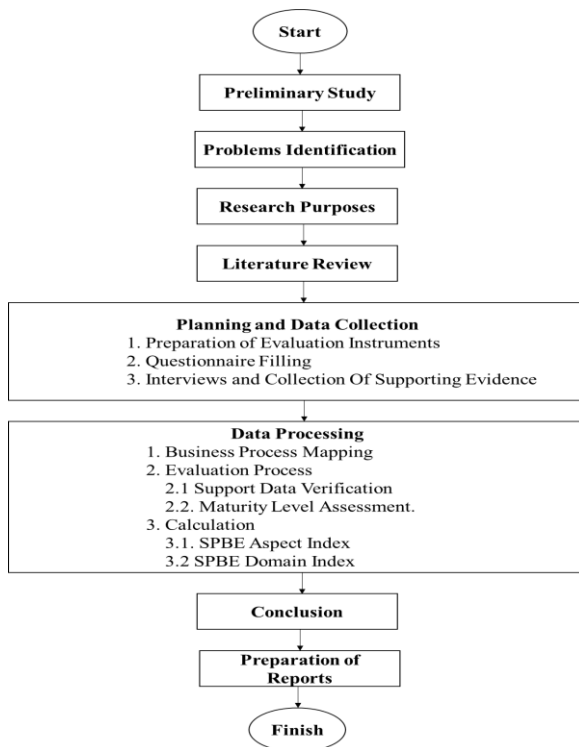


Figure 1. Flowchart Of Research

**2.1. Literature Review**

In general, the literature study is a problem-solving method by tracing the sources of previously

written works. This literature study activity aims to collect information and data as a basis for research and preparation of a theoretical foundation that will be used later. The collection of information and data obtained will be used as a reference for library data. The collection of bibliographical data becomes mandatory when research aims to get the basic knowledge about theory, research hypotheses, and frameworks [15]. The bibliography used as a source for this research is in the form of journals, SPBE assessment guidelines, and scientific papers from previous studies.

**2.2. Evaluation Instruments**

The preparation of research tools is vital, as is the use of evaluation instruments, which are required to gather data or information that complies with the study goals. The research instruments that were used make reference to the SPBE evaluation requirements that are included in the Permen PAN-RB No. 59 of 2020.

**2.3. List of Assessment Indicators**

This section describes all aspects and indicators in the SPBE service domain, which shows that there are 16 indicators and 2 aspects in the Service domain. Each indicator will determine its maturity level based on supporting data and observations. Detailed assessment indicators are shown in table 1.

Table 1. Assessment Indicators

| SPBE Aspect   | Indicator Type  |
|---|---|
| Based Government Administration Services Electronic | Indicator 32 - Planning Service Maturity Level                                      |
|   | Indicator 33 - Budgeting Service Maturity Level                                     |
|   | Indicator 34 - Financial Service Maturity Level                                     |
|   | Indicator 35 - Maturity Level of Goods and Services Procurement Services            |
|   | Indicator 36 - Maturity Level of Personnel Services                                 |
|   | Indicator 37 - Maturity Level of Dynamic Archive Services                           |
|   | Indicator 38 - Maturity Level of State/Regional Asset Management Services           |
|   | Indicator 39 - Maturity Level of Government Internal Oversight Services             |
|   | Indicator 40 - Maturity Level of Organizational Performance Accountability Services |
|   | Indicator 41 - Service Maturity Level of Employee Performance                       |
|   | Electronic-Based Public Services  |
| Indicator 43 -Open Data Service Maturity Level      |   |

Indicator 44 -Legal Documentation and Information Network Maturity Level (JDIH)

Indicator 45 - Maturity Level of Sector 1 Public Services

Indicator 46 - Maturity Level of Sector 2 Public Services

Indicator 47 - Maturity Level of Sector 3 Public Services

**2.4. Service Maturity Level Assessment Criteria.**

The maturity level of service capability is a measure of organizational capability in service and will be used to measure the maturity level of SPBE services, namely electronic-based government administration services, and electronic-based public services. It consists of 5 measurements in the service capability maturity level: information, integration, transaction, collaboration, and optimum. The criteria for assessing the maturity level can be seen in table 2.

Table 2. Service Maturity Level Assessment Criteria

| Level   | Predicate     | Criteria  |
|---------|---------------|---|
| Level 1 | Information   | SPBE services are provided in the form of one-way information.  |
| Level 2 | Interaction   | SPBE services are provided in the form of two-way interactions  |
| Level 3 | Transaction   | SPBE services are provided through a single operational transaction using several SPBE resources.                             |
| Level 4 | Collaboration | SPBE services are provided through integration/collaboration with other SPBE services.  |
| Level 5 | Optimum       | SPBE services have been repaired and improved in quality according to changing needs in the internal and external environment |

**2.5. SPBE Aspect and Domain Index Value Calculation**

The SPBE aspect index value is a value that describes the maturity level of one or several aspects of SPBE implementation in a local government agency/institution. In contrast, the SPBE domain index value is a value that describes the maturity level of SPBE implementation in a particular domain. The formula for calculating the SPBE aspect and domain index values can be seen in equations 1 and 2 below.

$$Aspect\ Index_i = \frac{1}{BAi} \sum_{j=m}^n NI_{ij} \times BI_{ij} \quad (1)$$

With

*Aspect Index<sub>i</sub>* = the value of the sequence index to-*i*

BAi = aspect weights of sequence to-*i*

NI<sub>ij</sub> = The maturity value of the indicator to-*j* in the aspect to-*i*

$$Domain\ Index_i = \frac{1}{BD_i} \sum_{j=m}^n NA_{ij} \times BA_{ij} \quad (2)$$

With

*Domain Index<sub>i</sub>* = Sequence domain value to-*i*

BD<sub>imain</sub> = Weights of order domains to-*i*

NA<sub>ij</sub> = Sequence aspect value to-*j* in the sequence domain to-*i*

BA<sub>ij</sub> = Aspect weights of order to-*j* in the sequence domain to-*i*

**2.6. Predicate Assessment SPBE**

The SPBE index rating predicate is divided into several groups with a scale calculation of 1 – 5 based on Table 3 below.

Table 3. Predicate Assessment SPBE

| Index Value | Predicate |
|-------------|-----------|
| 4,2 – 5,0   | Excellent |
| 3,5 - < 4,2 | Very Good |
| 2,6 - < 3,5 | Good      |
| 1,8 - < 2,6 | Average   |
| < 1,8       | Poor      |

**3. RESULTS AND DISCUSSION**

Determination of the maturity level of the SPBE service is used to determine the value of the maturity level in the indicators in the SPBE service domain in the Central Maluku Regency Government. The maturity level grouping is differentiated based on the aspect, then the maturity level is calculated per indicator, and the index value for each SPBE service aspect is determined.

**3.1. SPBE Service Aspect And Domain Index Values**

**a. Maturity Level Aspect 7**

Assessment of aspect 7 of electronic-based government administration services is an index value containing the maturity level of 10 service indicators related to internal government. Based on the SPBE 2020 framework as a reference, the weight value for aspect 7 is 27.50, with each indicator having a maximum weight value of 5. Calculation of the SPBE aspect 7 index value in detail and according to the formula can be seen in Table 4.

Table 4. Maturity Level Aspect 7

| Indicator    | Service Name                     | Maturity Level |
|--------------|----------------------------------|----------------|
| Indicator 32 | Planning Service Maturity Level  | 4              |
| Indicator 33 | Budgeting Service Maturity Level | 4              |

|   |  |            |
|---|--|------------|
| Indicator 34  | Financial Service Maturity Level                                     | 4          |
| Indicator 35  | Maturity Level of Goods and Services Procurement Services            | 4          |
| Indicator 36  | Maturity Level of Personnel Services                                 | 3          |
| Indicator 37  | Maturity Level of Dynamic Archive Services                           | 1          |
| Indicator 38  | Maturity Level of State/Regional Asset Management Services           | 2          |
| Indicator 39  | Maturity Level of Government Internal Oversight Services             | 2          |
| Indicator 40  | Maturity Level of Organizational Performance Accountability Services | 1          |
| Indicator 41  | Service Maturity Level of Employee Performance                       | 1          |
| <b>Aspect Index 7 – Electronic-Based Government Administration Services</b> |  | <b>2,6</b> |

Table 4 shows that the maturity level assessment in Aspect 7 related to Electronic-Based government administration services based on this framework produces an aspect 7 index value of 2.6. This value indicates the low implementation of electronic-based government administration services in Central Maluku Regency. The indicators for each aspect 7 have yet to reach the maturity level of 5 (maximum) and are still at the maturity level of 2. Namely, this service is still an interaction between the SPBE service provider and the user.

**b. Maturity Level Aspect 8**

Assessment of the maturity level of the 8 aspects of electronic-based public services is an index value that contains the maturity level of 6 service indicators related to internal government. Based on the SPBE 2020 framework, which is the reference, the Aspect 8 weight value is 18, with each indicator having a maximum weight value of 5. Calculation of the SPBE aspect 8 index values in detail and according to the formula can be seen in Table 5.

Table 5. Maturity Level Aspect 8

| Indicator    | Service Name  | Maturity Level |
|--------------|---|----------------|
| Indicator 42 | Service Complaint Service Maturity Level                          | 2              |
| Indicator 43 | Open Data Service Maturity Level                                  | 1              |
| Indicator 44 | Legal Documentation and Information Network Maturity Level (JDIH) | 4              |
| Indicator 45 | Maturity Level of Sector 1 Public Services                        | 2              |
| Indicator 46 | Maturity Level of Sector 2 Public Services                        | 1              |

|   |  |          |
|---|--|----------|
| Indicator 47  | Maturity Level of Sector 3 Public Services | 2        |
| <b>Aspect Index 8 –Electronic Based Public Services</b> |  | <b>2</b> |

Table 5 shows that the maturity level assessment on aspect 8 related to electronic-based public services based on this framework produces an aspect index value of 2. This value indicates the low level of maturity of electronic-based public services in Central Maluku Regency. The indicators for each Aspect have yet to reach the maturity level of 5 (maximum) and are still at the maturity level of 2. Namely, this service is still an interaction between the SPBE service provider and the user. The low value of this aspect index is caused by indicators 42, indicator 45, indicator 47 having a value of 2, and indicator 43, indicator 46 having a value of 1.

**c. SPBE Service Domain Maturity Level**

The SPBE service domain index value is obtained after calculating the index value of aspect 7 of electronic-based government administration services and the value of aspect index 8 of electronic-based public services. This calculation is obtained from the calculation between the domain weight and the sum of the multiplication of the aspect index value 7 Implementation of Electronic-Based Government Administration Services and the Aspect 8 Value of Electronic-Based Public Services. The calculation of the SPBE service maturity level value in detail and according to the formula can be seen in Table 6.

Table 6. Spbe Service Domain Maturity Level

| Aspect   | Index Value |
|--|-------------|
| Aspect Index 7 – Electronic-Based Government Administration Services | 2,6         |
| Aspect Index 8 –Electronic Based Public Services                     | 2           |
| <b>SPBE Service Domain Index</b>                                     | <b>2,36</b> |

As seen in Table 6, the SPBE service Domain index value is 2.36. This value is low when compared to the maximum index value of 5. This value is due to the index value of aspect 7 of electronic-based government administration services and the index value of aspect 8 of electronic-based public services, which is still low.

**3.2. Improvement Recommendations**

After calculating the SPBE Aspect and Domain index values, preparing recommendations is the next part of the SPBE maturity level evaluation process. Based on the technical guidelines for SPBE monitoring and evaluation issued by the Menpan RB No. 962 of 2021, the evaluator is required to make recommendations for improvements that will be used to improve and improve the quality of SPBE. The primary purpose of preparing recommendations is to provide suggestions for improvement so that the values of the indicators in the SPBE Service Domain

can be increased, especially for indicators with low scores. Hopefully, the SPBE implementation can be carried out more effectively and efficiently with the improvements. Provision of recommendations adjusted to the level of value of each indicator. The recommendations given are shown in table 7 below.

Table 7. Improvement Recommendation List

| Aspect 7. Based Government Administration Services<br>Electronic          |  |
|---|--|
| Indicator   | Recommendations  |
| Indicator 32 - Planning Service Maturity Level                            | Establishing an evaluation team to review and evaluate existing information systems so that if there are deficiencies in features, changes, or adjustments to services, the information system developer will quickly find out, solve them and improve their functions.  |
| Indicator 33 - Budgeting Service Maturity Level                           |  |
| Indicator 34 - Financial Service Maturity Level                           |  |
| Indicator 35 - Maturity Level of Goods and Services Procurement Services  | Review and evaluate this service which aims to find out which features can be improved and adapted to the circumstances of the Central Maluku regency government   |
| Indicator 36 - Maturity Level of Personnel Services                       | Perform data integration with similar applications from the central government. And it is also necessary to review and evaluate from the user's side to find out the shortcomings of this staffing service.  |
| Indicator 37 - Maturity Level of Dynamic Archive Services                 | Developing dynamic archival services in collaboration with third parties (private) with the provision that in the future, it can transfer knowledge to employees in charge of managing it so that in the future, reviews and evaluations for improvement and development of this service can be independently carried out by OPD   |
| Indicator 38 - Maturity Level of State/Regional Asset Management Services | The Central Maluku Regency Government is able to create an application for the Regional Apparatus Organization Information System for Regional Goods Management, whose data can be integrated with other OPD. The development of this system may include all stakeholders, including the Central Maluku Regency Government and other parties, so long as there is a transfer of system-related information. In order for future review and improvement to be conducted independently by district government personnel in Central Maluku. |
| Indicator 39 - Maturity Level of Government Internal Oversight Services   | The Central Maluku regency government can provide a Whistleblowing System service portal that can be developed by its own or third parties with the provision of knowledge transfer related to this system. So that in the future, it can be evaluated and improved independently by employees of the Central Maluku regency government.   |
| Indicator 40 - Maturity Level of  | The Central Maluku district government needs to instruct its employees to take   |

Organizational Performance Accountability Services

advantage of the SAKIP feature that has been provided by the Audit Board of Finance and Development (BPKP) in measuring the performance of each regional apparatus organization. And it is also necessary to review and evaluate these features by each OPD so that if problems are found, they can be resolved immediately.

Indicator 41 - Service Maturity Level of Employee Performance

The development of this system can involve the Central Maluku ASN or enter into an MOU with other regional governments regarding the e-performance that has been running. So that the Central Maluku ASN can develop its E-performance as expected. If not, you can involve a third party, provided a knowledge transfer is related to this system. So that in the future, evaluation and improvement can be carried out independently by Central Maluku district government employees.

Aspect 8 – Electronic Based Public Services

| Indikator   | Recommendations  |
|---|--|
| Indicator 42 - Service Complaint Service Maturity Level                         | The Central Maluku government needs to utilize the facilities in the LAPOR service that can be used as a temporary public service complaint service. But in the future, the Central Maluku government is expected to provide media center services to accommodate the participation of the general public in the form of complaints, criticisms, and suggestions related to the development of the Central Maluku regency. |
| Indicator 43 -Open Data Service Maturity Level                                  | The creation of this service may include all government personnel with IT expertise in the Central Maluku regency. Or, it might engage a third party on the condition that it can pass expertise to the employee responsible for managing it in the future. In the future, the employee will be able to independently do the assessment and evaluation for the improvement and growth of this service.                     |
| Indicator 44 -Legal Documentation and Information Network Maturity Level (JDIH) | It is necessary to review and evaluate this service which aims to find out which features can be further enhanced or feature adjustments to the conditions of the Central Maluku District Government. The legal division of the Regional Secretary can carry out this review and evaluation.   |
| Indicator 45 - Maturity Level of Sector 1 Public Services                       | The creation of this application may involve a third party, with the understanding that it will eventually transfer its knowledge to the employee responsible for its management. In the future, the employee will be able to independently do the assessment and evaluation for the improvement and growth of this service.   |
| Indicator 46 - Maturity Level of Sector 2 Public Services                       | The Central Maluku government can utilize online PPDB services provided by Telkom as a system service provider for the management of New Student Admissions (PSB) or New Student Admissions (PPDB) levels of SD / MI, SMP / MTs, SMA / MA, and SMK / MAK, in real-time Online for the  |

|  |  |
|--|--|
| Indicator 47 -<br>Maturity Level of<br>Sector 3 Public<br>Services | Education Office and schools throughout Indonesia. And also need to form a team to evaluate what features are most and often used by students.   |
|  | Need to develop an existing website by adding licensing features that can be done online and also integrated with similar services from the central government. This service also needs to be thoroughly reviewed and evaluated to improve the community's quality of service. |

#### 4. CONCLUSION

Based on the results of the discussion that has been explained, the evaluation of the SPBE service for the Central Maluku District Government resulted in an index SPBE Service Domain value of 2.36. The results of this value are used to assess the maturity level of SPBE services in the Central Maluku Regency Government. From the index value's acquisition, the SPBE Service's maturity level at the Central Maluku Regency Government is included in the "average" category. It is at level 2 service maturity level, namely "interaction." It is clear that the level of implementation of the SPBE Service in the Central Maluku Regency government requires a lot of improvement through increasing the indicator values in every aspect of the SPBE service domain so that the level of implementation can run better.

In order to be able to improve and increase the implementation of the SPBE Service in the Central Maluku District Government, it is necessary to implement the recommendations that have been given are making a master plan and strategy for implementing SPBE services and also implementing guidelines as outlined in the form of local regulations and regent regulations, conducting budgeting related to SPBE services so that SPBE service implementation can be improved and evaluated, carrying out the recruitment of technical personnel with certain expertise and also carrying out HR education and training in the field of information and communication technology, collaborating with the private sector regarding the development of network infrastructure to meet the needs of SPBE service implementation within the Central Maluku District Government.

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