

ABSTRAK

AHMAD NABHAN, NPM: 2022395, Judul "PENGARUH PENERAPAN E-GOVERNMENT TERHADAP KUALITAS PELAYANAN PADA UPTD PUSKESMAS AMPAH KECAMATAN DUSUN TENGAH" dibawah bimbingan **Bapak Akhmad Berkatillah, S.Sos, MA.** sebagai Pembimbing I, dan **Bapak Drs. H. Hasbi Salim, M.Pd.** sebagai Pembimbing II.

Implementasi e-government di UPTD Puskesmas Ampah sesuai amanat UU No. 17 Tahun 2023 bertujuan meningkatkan kualitas layanan melalui sistem digital. Namun, kendala sosialisasi, keterbatasan kompetensi SDM, serta gangguan infrastruktur listrik menyebabkan pelayanan kurang optimal. Oleh karena itu, penelitian ini dilakukan guna menganalisis pengaruh serta besaran dampak penerapan e-government terhadap kualitas pelayanan di Puskesmas tersebut, sekaligus memberikan solusi atas berbagai hambatan teknis maupun operasional yang ada demi efektivitas layanan bagi masyarakat.

Metode yang digunakan dalam penelitian ini adalah kuantitatif asosiatif kausal, ini dilakukan di UPTD Puskesmas Ampah, Kabupaten Barito Timur, untuk menganalisis pengaruh penerapan e-government terhadap kualitas pelayanan publik. Dari populasi sebanyak 2.400 pasien, diambil sampel berjumlah 96 responden menggunakan rumus Slovin. Pengumpulan data dilakukan melalui observasi, kuesioner dengan skala Likert, dan studi dokumentasi. Variabel penelitian mencakup elemen support, capacity, dan value dalam e-government serta lima dimensi kualitas pelayanan. Analisis data menggunakan metode Partial Least Square (PLS) yang meliputi pengujian outer model untuk validitas serta reliabilitas, serta inner model guna menguji hubungan kausalitas dan hipotesis penelitian secara empiris dan akurat bagi kemajuan tata kelola kesehatan di Indonesia.

Hasil pengujian outer model menunjukkan seluruh indikator Penerapan E-Government dan Kualitas Pelayanan memenuhi validitas konvergen dengan nilai outer loading melebihi 0,7. Pengujian inner model membuktikan pengaruh positif dan signifikan e-government terhadap kualitas pelayanan publik melalui nilai t-statistik 18,894 serta P-Value 0,000. Dengan R-Square 0,555, e-government mampu menjelaskan 55,5% variasi kualitas pelayanan. Temuan ini mendukung teori Indrajit (2016) dan Tjiptono (2019), serta selaras dengan penelitian terdahulu. Meski model tergolong kuat, penelitian ini memiliki keterbatasan karena hanya menggunakan satu variabel independen, sehingga belum mampu menangkap faktor kompleks lain seperti kompetensi SDM dan literasi digital yang turut memengaruhi kualitas pelayanan publik secara total.

Puskesmas Ampah disarankan mengoptimalkan e-government melalui sosialisasi dan pelatihan SDM serta meningkatkan infrastruktur listrik. Masyarakat perlu aktif menggunakan layanan digital, sementara peneliti selanjutnya diharapkan menambah variabel baru guna meningkatkan kualitas pelayanan kesehatan secara komprehensif.

ABSTRACT

AHMAD NABHAN, NPM: 2022395, Title: "THE EFFECT OF E-GOVERNMENT IMPLEMENTATION ON SERVICE QUALITY AT THE UPTD PUSKESMAS AMPAH, DUSUN TENGAH DISTRICT" under the guidance of **Mr. Akhmad Berkatillah, S.Sos, MA. as Supervisor I**, and **Mr. Drs. H. Hasbi Salim, M.Pd. as Supervisor II**.

The implementation of e-government at UPTD Puskesmas Ampah, in accordance with Law No. 17 of 2023, aims to enhance service quality through digital systems. However, limited socialization, inadequate human resource competence, and disruptions in electrical infrastructure have resulted in suboptimal service delivery. Therefore, this study was conducted to analyze the influence and magnitude of the impact of e-government implementation on service quality at the health center, while also providing solutions to technical and operational challenges in order to improve service effectiveness for the community.

The research employed a causal associative quantitative method conducted at UPTD Puskesmas Ampah, Barito Timur District, to analyze the effect of e-government implementation on public service quality. From a population of 2,400 patients, a sample of 96 respondents was selected using the Slovin formula. Data collection techniques included observation, questionnaires using a Likert scale, and documentation studies. The research variables consisted of support, capacity, and value elements in e-government, as well as the five dimensions of service quality. Data analysis was carried out using the Partial Least Square (PLS) method, which included outer model testing to examine validity and reliability, and inner model testing to analyze causal relationships and research hypotheses empirically and accurately in supporting the advancement of health governance in Indonesia.

The outer model results indicate that all indicators of E-Government Implementation and Service Quality met convergent validity requirements, with outer loading values exceeding 0.7. The inner model results demonstrate a positive and significant effect of e-government on public service quality, indicated by a t-statistic of 18.894 and a P-value of 0.000. The R-square value of 0.555 shows that e-government explains 55.5% of the variance in service quality. These findings support the theories of Indrajit (2016) and Tjiptono (2019) and are consistent with previous studies. Although the model is considered strong, this study is limited by the use of a single independent variable, which does not fully capture other complex factors such as human resource competence and digital literacy that may also influence public service quality.

It is recommended that Puskesmas Ampah optimize e-government implementation through broader socialization, staff training, and improvements to electrical infrastructure. The community is encouraged to actively utilize digital services, while future researchers are advised to include additional variables to provide a more comprehensive understanding of healthcare service quality.