

THE IMPORTANCE OF INCREASING TRUST FOR THE SUCCESSFUL IMPLEMENTATION OF E-GOVERNMENT IN INDONESIA

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ABSTRACT

This research was conducted to evaluate the citizen level of trust on the e-Government and illustrate citizen usage of e-government services in Indonesia. Evaluation seen from the measuring factors of trust that used in previous research by surveying 125 citizens from all Indonesian region and illustration taken from several secondary data. Methods of analysis used in this study is a qualitative approach through analysis of empirical data mixed with literature review. The results showed the type of relationship in e-Government is High Level of Trust In Government but Low Level of Trust in Technology.

Keywords: *e-Government, trust, trust in technology, trust in government*

Introduction

Since the 90s, the development of science and technology occur rapidly and affects all aspects of human life. The development is comparable with the desire to use the technology in a positive way in order to bring benefits and more efficacy against human activity. The most prominent technological development is the technological developments in the telecommunications sector.

The telecommunications development change people's lifestyles through Internet communications technology that able to connecting among space and time. Change is also shifting the business concept into electronically, known as e-Business, followed by the concept of electronic commerce, known as e-Commerce. The essence of both is to provide business services and trade to a wider public through the use of Internet technology.

The success of e-Business and e-Commerce in the use of information technology have led to calls for the government to adopt the same technology usage in governance. From the demand was also then began the concept of adoption of information technology in government that was originally known as the Digital Government. digital government was initially an approach to public administration that incorporated the questions of improved effectiveness and better governmental performance (Jackson et al, 2003). However, in its development, the term was shifted to e-Government as a form of adoption of the term e-Business and e-Commerce that earlier known though the essence remains the same, provision of services to the public more quickly and accurately through the use of Internet technology.