

Santer Application for Fulfillment of Access to Public Services in Samarinda City

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Abstract: The internet revolution has brought significant transformation to the government in providing services to the public. Since the 1990s, governments worldwide have launched projects to simplify the service delivery process through electronic means. These channels are known as E-government or electronic government. One form of E-Government transformation provided by the City Government of Samarinda is by presenting the SANTER application. SANTER stands for One Integrated Application, an embodiment of E-Government in supporting applications for the City of Samarinda. The SANTER application, which is still being developed, needs to improve its features according to the needs of public services. One way to get a complete picture of how this application has been running is to research the various features provided and interpret the results to give an in-depth description of the utilization of the services offered. The method used in this research is qualitative. Data was collected through the trial process of the SANTER application, which was carried out jointly by 51 students of the Information Systems & E-Government course at the Faculty of Social and Political Sciences, Widya Gama Mahakam University, Samarinda. The research findings show an overview of the application, the available features, and the advantages and disadvantages of the SANTER application. Based on the processed results of this research data, it can be concluded that the SANTER application is still not maximal in providing the services the community wants.

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INTRODUCTION

The internet revolution has brought significant transformation to the government in providing services to the public (Kumar et al., 2019; Ulas, 2019). Since the 1990s, governments worldwide have launched projects to simplify the service delivery process through electronic means (Zwass, 2006). These channels are known as E-government or electronic government. E-Government is a breakthrough for the smooth operation of communication and transactions between the government to citizens and the government to business organizations (Irawan, 2015). Based on its objectives, E-government generally aims to solve complex government administration activities to find easier ways for the government to communicate with external entities such as citizens and business organizations by utilizing information and communication technology media (Irawan & Hidayat, 2021). The fundamental reason for the government to implement E-government is to remove barriers to communication interaction between government agencies and build closer relationships with communities and business organizations (P Akbar et al.,

2022). The use of internet technology is expected to be an opportunity to accelerate information exchange, provide service facilities, and transaction activities with citizens (G2C), business people (G2B), and of course, with the government itself (G2G). In this case, the concept of transformation is an important matter that must be applied in terms of the use of technology and the use of technology, which must support the policy-making system and meet the needs for better public services (Adam, 2020).

Accompanied by the presence of ICT (Information and Communication Technologies), which is proliferating with a variety of advanced features that accompany it, this rapid development has had a significant impact on the ease of human work (Lisanti, 2014). Utilizing the latest technological developments increasingly provides opportunities for close interactions between government, business organizations, and society (Cordella & Tempini, 2015). Today, technology development has been felt by everyone in carrying out various activities. Technological progress cannot be avoided; technological progress will go according to scientific progress (Luna-Reyes & Gil-Garcia, 2014). Technology evolves rapidly, and innovation is carried out broadly and comprehensively to keep up with developments (Janowski, 2015). The era of globalization makes all activities require technology, either directly or indirectly. All fields and sectors, especially the government, need to pay attention to this problem because all government activities cannot be separated from the role of technology.

One of the increasingly sophisticated technological developments is the presence of smartphones (Cecere et al., 2015). Currently, smartphone devices are the devices most often used by people, considering the many daily needs of society that cannot be separated from smartphones (Anshari & Lim, 2017). The facilities contained in smartphones are not limited to phone functions and sending messages. Still, they can also be used to shop online, make transactions, and even carry out business activities, even though everything can be done using a smartphone (Carayannis & Clark, 2011). These activities are inseparable from the support of the latest mobile applications to support everyday human activities. The increasing popularity of mobile technology and applications has made many government and corporate sectors vie with each other to develop relationships with their customers through mobile applications (Cecere et al., 2015; Karetsos et al., 2014). The various variations of the available applications provide a variety of superior features so that they can be an option for users. This can be the basis for the government and private sectors to continue developing services for customers and the public to provide ideal smartphone usage services.

One form of service the government provides is a form of smartphone-based public service in Samarinda City called the SANTER application. The SANTER application stands for One Integrated Application, which is an embodiment of E-Government-based services in the form of supporting applications for the people of Samarinda City that are integrated into one platform, which is claimed to be the forerunner of the super-app for the future of public services in the city of Samarinda. The SANTER application can solve every problem of residents and the people of Samarinda city. SANTER is a stage of efforts to achieve the goal of Samarinda City, which is intended as a modern city and will become a "Smart City" city in the future. SANTER means fast; great; complex; loud; which illustrates hope for the

City of Samarinda; with this application, Samarinda is expected to become a city of civilization widely heard throughout Indonesia and the world. In its management, SANTER is staffed by professional experts to create sustainable public service system improvements (Lestari, 2022).

Seeing the diversity of features provided in the SANTER application, this study will conduct a survey and complete a descriptive analysis regarding the use of the SANTER application in meeting the access needs of public services for Samarinda City residents while at the same time observing objectively what are the deficiencies found in each service feature. Provided. Modern service application developers consider the function and use of a service feature in an application today; this is due to the increasingly critical application users and the higher desired needs (Sofianto, 2019). The SANTER application continues to be developed by the Samarinda City Government, so it is necessary to improve features tailored to public services' needs. One way to get a complete picture of how this application has been running is to review the various elements provided. For this reason, the formulation of the problem in this study is as follows:

RM 1: How has the SANTER application feature been running so far in fulfilling access to public services for Samarinda City residents?

RM 2: What are the advantages and disadvantages of each service feature available in the SANTER application?

RESEARCH METHODS

In this study, researchers used participatory observational research with a qualitative approach (Katz, 2022), to explaining the various features of public services provided in the SANTER application to meet the needs for access to public services for Samarinda City residents. This study's research object is the SANTER application in Samarinda City. The use of qualitative methods in this study provides broad and in-depth insights into the research object to be studied (Rule & John, 2015). The results are expected to be able to provide in-depth descriptions of research results to the broader community. Also, users of the SANTER application can have the sensitivity to see every symptom found in the object of research. Qualitative data obtained through this research will show user insight in-depth and explain why this phenomenon occurs (De Massis & Kotlar, 2014).

Data was collected through the trial process of the SANTER application, which was carried out jointly by 51 students of the Information Systems & E-Government course at the Faculty of Social and Political Sciences, Widya Gama Mahakam University, Samarinda. Each student will carry out trials of the various feature menus available in the SANTER application, including the community service category, business service category, environmental service category, and government service category. After that, the students describe their experiences (user experience) in the form of opinions, comments, user behaviour, feelings, or motivations when using the application descriptively for each service feature provided based on four service feature categories, namely society, business, environment, and government. User Experience is a person's views and responses generated from using a product, system or service that is subjective and focused

on using a product, system or service (Santoso, 2018). The results of user experience data are then collected and analyzed carefully based on each service feature category.

RESULTS AND DISCUSSION

This section describes some of the data findings from the observations made. The results are divided into three parts; the first part discusses the general description of SANTER applications. The second part presents data about the analysis of available application features. Finally, in the third part, the researcher offers the advantages and disadvantages of the Santer application based on the results of the user experience analysis that has been carried out.

Overview of the SANTER Application

The Santer application is one of the embodiments of E-Government services implemented by the Samarinda City government to bring modernization and efficiency to the government and bureaucratic system, whose goals are not limited to renewable technology but are also closely related to the values of benefit to society. The presence of the Santer Application is closely related to the realization of values that reflect good governance, such as transparency, openness, policy accuracy, improving the quality of public services, and increasing community participation. The success of an E-Government is not only related to the use of the latest technology but, more importantly, the great purpose of implementing the technology (Karman et al., 2021).

The SANTER application is a Samarinda City government application that aims to fulfil public services to the Samarinda people to help facilitate people's lives. There are exciting, and various service features available in the SANTER application; it is hoped that this will fulfil people's access to public services. Even though there are many exciting features available, the SANTER application is still in the development stage because the Samarinda government only introduced this application on January 21 2022, so several application features still have not been fully utilized and are still under development.

How to use the SANTER application, first of all, the user needs to access the SANTER City Samarinda website either via a computer or smartphone on the <https://santer.app> page. The SANTER Mobile application is available on the Google Play store for Android users. Still, iPhone Operating System (iOS) users cannot download the mobile version of the application because it is not yet available in the App Store. After downloading the application, SANTER application users must register their Whatsapp number for the activation process; then, there will be a message sending a One-Time-Password (OTP) code via a short message on Whatsapp. Then the user enters the OTP code, and the SANTER application can be used immediately.

The following is how users view the application's main page. It provides four main service categories, including the Community, Business, Environment and Government categories:



Fig. 1 Appearance of the Main Page of the SAMTER Application

Source: Screenshot from the Santer App

When we checked the data on the number of application users who downloaded the SAMTER application via the Google Play store, we found that there were approximately 5,000 users who installed the application, whereas if we refer to the number of people in Samarinda city, according to data from the Central Statistics Agency (BPS), the number The population in 2022 is recorded at 827,994 people. From this data, it means that only about 0.7% of the population in Samarinda City have downloaded and used the SAMTER application, meaning that it is clear that there are still very few people who download and use the services of the Santer application to take advantage of the features provided in it even though This application has been launched for a year.

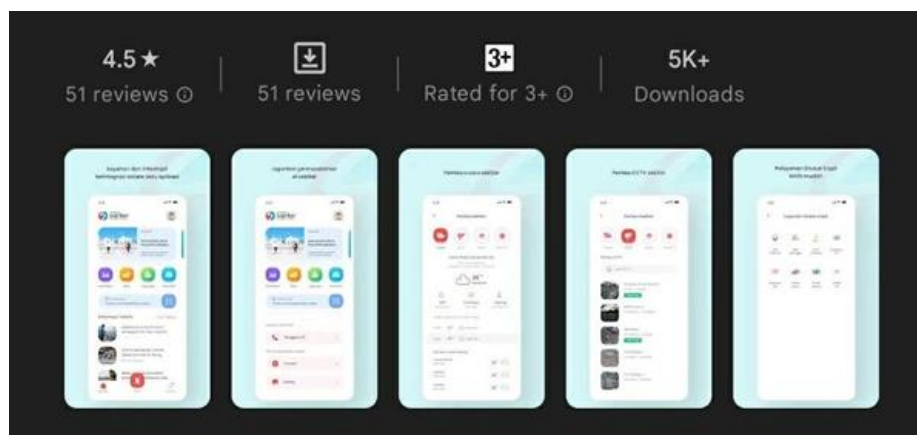


Fig.2 Download Amount for the SAMTER Application on the Play Store

Source: Play Store

Features in the SAMTER Application

As mentioned earlier, in the SAMTER application, there are four main feature categories displayed by the application when the user opens the SAMTER application, namely the 'Society', "Business", "Environment", and "Government" feature categories. , within each of these features, other service features have their functions. However, after

research and observation of the SANTER application, an interesting fact was found, namely that the SANTER application has a drastic difference in providing service units in each of the features in the application. The change in question is contained in the SANTER Application with the PWA (Progressive Web App) or the SANTER Website. Previously when conducting research and observations on the SANTER Mobile Application and the SANTER PWA/Website, researchers did not find drastic differences in the features and service units between the two; the only difference found was in the slow or fast access between the SANTER Mobile Application via Google Store with PWA/SANTER Website in opening the features provided in it.

The difference in service units provided by each feature in the mobile version cannot be seen directly as if the user accesses it through the SANTER PWA application / Santer website because the developer has not updated the SANTER application status. Still, on PWA /SANTER website, the service units provided by its four features are reduced compared to those in the SANTER application. The changes and differences in the four features include the Community feature section; the SANTER application has seven service units, as previously described in this study, but in the SANTER PWA/Website, there is a reduction which causes only three service units—remaining, namely Quick Reaction 112, Monitor Information, and Office of Population and Civil Registry Online (Disdukcapil Online).

Not only limited to Community features, but business features also have pretty drastic differences them, where initially the Business features had six service units provided, but there was a reduction in the number of features in the SANTER PWA/Website so that only two service units were remaining in This SANTER PWA/Website, namely Pay service units (Taxes, Water Bills, E-Parking), and Samarinda Craft (MSME Products). Apart from that, there is also a difference in the environmental features on this SANTER PWA/Website; although not as drastic as the previous features, there is only a reduction in one service unit in this feature. Initially, there were three features, but now there is only a service unit, "City Park" and "Green Samarinda".

However, of the many differences in the features between the mobile version of the application and the PWA that the researchers have discussed above, there is one feature that has not found a difference in the service unit, namely the Government feature, which is still complete with the four service units that the researcher previously conveyed, namely "Website City Government", "Legal Information Documentation", "Electronic Procurement Service (LPSE)", and "Information and Documentation Management Officer (PPID)". Even though many changes have occurred in three of the four features, the researcher will take this opportunity to provide a descriptive explanation and the benefits of the features and service units contained therein, both of which still exist and have survived to this day as well as other features. Which has been removed in this SANTER PWA/Web; the explanation is as follows:

Table 1. Description of the Features Available in the SANTER Application

No	Service Features	Sub Service	Information	Status
1	Public	Quick Reaction 112	This service unit is aimed at the people of the city of Samarinda to submit complaints or reports regarding incidents or incidents that need special attention from the Fire Department, Ambulance team, or Police.	Active

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No	Service Features	Sub Service	Information	Status
		Monitor Information	The people of Samarinda City who use this service unit can use features to monitor and find information around Samarinda City. According to the observation participants, one of the exciting and valuable services is the Samarinda City CCTV service, Flood Monitor, and Traffic Monitor service. The three services are interconnected because they use CCTV services spread over several areas of Samarinda City.	Active
		Peduli Lindungi	The people of Samarinda City who use the SANTER application can take advantage of the service unit features from Peduli Lindungi to be able to access the official Peduli Lindungi website so that people can get more detailed information regarding information related to the Covid-19 virus.	Active
		Office of Population and Civil Registry Online (Disdukcapil Online)	This service unit aims to assist the people of Samarinda City in managing essential documents related to the Population and Civil Registration Service, such as population documents and civil registration such as KTP, KK, Birth Certificates, etc	Active
		Check Social Assistance	Check Social Assistance is one of the service units that has been abolished by PWA/Web SANTER, which initially could be accessed by the people of Samarinda City to seek Social assistance. Still, to access and utilize this service unit, users are asked to enter their NIK (Resident Identification Number) to see whether users with a history of receiving social assistance or not.	Not Active
		Food Prices	The SANTER Application initially provided the basic food price service unit for the people of Samarinda City or application users to view essential food items such as staples for people's daily needs or other important things, the community of course, apart from being able to take advantage of this information about necessities, they can also carry out the purchase of these groceries. However, there is a problem: users cannot access this service unit because PWA/Web SANTER has removed this service unit.	Not Active
		E-School	This E-School service unit is available through the SANTER Application, but researchers cannot access this E-School service unit; when opening this unit, the researcher is displayed with the words "SD - SMP", and about 5 seconds later, the screen of the researcher's Smartphone and Website turns white (white screen) and cannot interact, because of this the current PWA/Web SANTER has abolished this E-School service unit.	Not Active
2	Business	Pay	The SANTER application provides this service unit so that the people of Samarinda City can take advantage of this service unit to facilitate payment transactions related to necessities, such as paying electricity costs (PLN), water fees (PDAM), BPJS costs, State Gas fees, Credit fees, or if the user uses Telkom services, the user can make these payments through this SANTER application, apart from these conveniences. The other costs that users can pay through this feature are E-Parking, Land & Building Tax (PBB), and E-Samsat, but these 3 (three) services are still inaccessible.	Active
		Samarinda Craft	The Samarinda Craft service unit was created to make it easy for the people of Samarinda City who have a profession as Micro, Small and Medium Enterprises (UMKM) to display or offer goods such as food ingredients to be traded by customers online; the goal is to make it easier for customers UMKM to communicate their goods, of course, this is also useful for the community or users who want to bring together what goods are available in this Samarinda Craft. Currently, in the Samarinda Craft service unit, there are only 2 (two) locations where goods from this UMKM are offered, namely Bebaya Mart and Pasar Segiri Digital. Still, unfortunately, researchers found that there were only a few items on display. For sale and purchase in the Segiri Digital Market sector, Bebaya Mart did not find a single item on display; this is related to the relatively small number of users of the SANTER application.	Active
		Employment Information System (SINAKER)	This SINAKER service unit, as the name implies, aims to provide convenience and benefits for the people of Samarinda City or users of the SANTER Application to access and find out information about job vacancies or information about the workforce, which when researchers first access this service unit researchers are transferred or directed	Not Active

No	Service Features	Sub Service	Information	Status
			(redirected) to the website of the Samarinda City Manpower Office which will provide information related to employment and of course regarding job vacancies to the public. However, researchers found that this service unit cannot be used because the website of the Samarinda City Manpower Office is currently inaccessible due to technical problems, which is one of the reasons for the PWA/Web SANTER version of the application to abolish or delete this SINAKER service unit. From PWA/SANTER Web.	
		Tour	The SANTER Application initially provided this tourism service unit to introduce the people of Samarinda City or users of the SANTER Application who are not from Samarinda City to find out about tourist destinations in Samarinda City. But unfortunately, this feature is no longer available on PWA/SANTER Web.	Not Active
		E-Tax	This service unit works because if the user clicks on this service unit, the user will be redirected to the official website of the Directorate General of Taxes (DGT), where the user will then be asked to enter the NPWP number to process online tax payments. This. But unfortunately, now this service unit is no longer available on the SANTER PWA/Web. However, this service unit is still present in the SANTER application to be accessed.	Not Active
3	Environment	City Park	City Park Service Unit. The purpose of creating this service unit is to inform the people of Samarinda City or SANTER application users from outside Samarinda City about existing parks and open green areas; then, the public can use and utilize this service unit to find out what parks are. The living and viewing locations have access to 360° (degrees) photos to view the park's surroundings selected by the user.	Active
		Samarinda Green	This service unit from Samarinda Hijau was created with the hope that the people of Samarinda City or users of the SANTER Application from outside Samarinda City can help with the greening process in several areas of Samarinda City. This service unit provides/provides several location options to assist in the greening process at the selected location.	Active
		Manage Trash	With the presence of this Waste Management service unit to educate the public in managing their waste, such as organic waste can be collected into gas or fertilizer, while the community can send inorganic waste to be driven into materials that can be recycled. However, researchers found this service unit is no longer available on the Samarinda City PWA/Web. However, researchers can still "access" this Waste Management service unit on the SANTER Application on Android.	Not Active
4	Government	City Government Website	By the name of this service unit, the function of this service unit is aimed at the general public or users of the SANTER Application so that they can access several available websites. If the user chooses one of the websites available, the user will be redirected or directed to the city government website that the user has previously selected.	Active
		Dokumentasi Informasi Hukum	This Legal Information Documentation service unit is provided and provided by the SANTER Application with the aim that the public can access the Samarinda City Government Legal Documentation and Information Network website; of course, this service unit is quite helpful for people who want to find out the laws and regulations that exist in the City of Samarinda, the public can also take advantage of the feature in the form of searching for the status of rules that are currently in effect, revoked, changed, in the process of being changed, in the process of being repealed, and laws or regulations that have no effect.	Active
		Electronic Procurement Service (LPSE)	The LPSE service unit or Electronic Procurement Service is one of the service units provided by the SANTER Application; if the public or user chooses this service unit, the user will be directed to the official LPSE website on this website. It is hoped that the community can use it to make it easier for the district to access information and find out about the procurement of shopping services for services provided to the community, procurement of E-Warong Kube (Infrastructure) assistance, non-construction business entity consulting services, construction work, procurement of goods, non-construction individual consulting services, business entity consulting services construction, consulting services for	Active

No	Service Features	Sub Service	Information	Status
			construction business entities, integrated construction work, and other services.	
		Information and Documentation Management Officer (PPID)	The PPID service unit is expected to be able to assist openness and transparency regarding government information to the public following the mandate of Law 14/2008 concerning Public Information Disclosure. The people and users of the SANTER Application can access this information through the SANTER Application. Of course, they can also make requests regarding the information they wish to request from PPID.	Active

Source: Processed by the author

Of the various service features available in the SANTER application, only a few can be used or have an "active" status; some service features are inaccessible or have an "inactive" status. Suppose you look closely at figure 3 below. In that case, there are seven inactive services, and three services in the community features section, namely the Check Social Assistance service, the Basic Food Prices service, and the E-School service. Furthermore, in the Business service feature, out of the five services provided, three services are inactive, namely SINAKER services, Tourism services, and E-Tax services. Meanwhile, only the Waste Management service feature is fixed in the Environmental service feature section. Whereas in the Government service section, all service features are found to be active and can be accessed by users by assisting with access to the official website for each type of service.

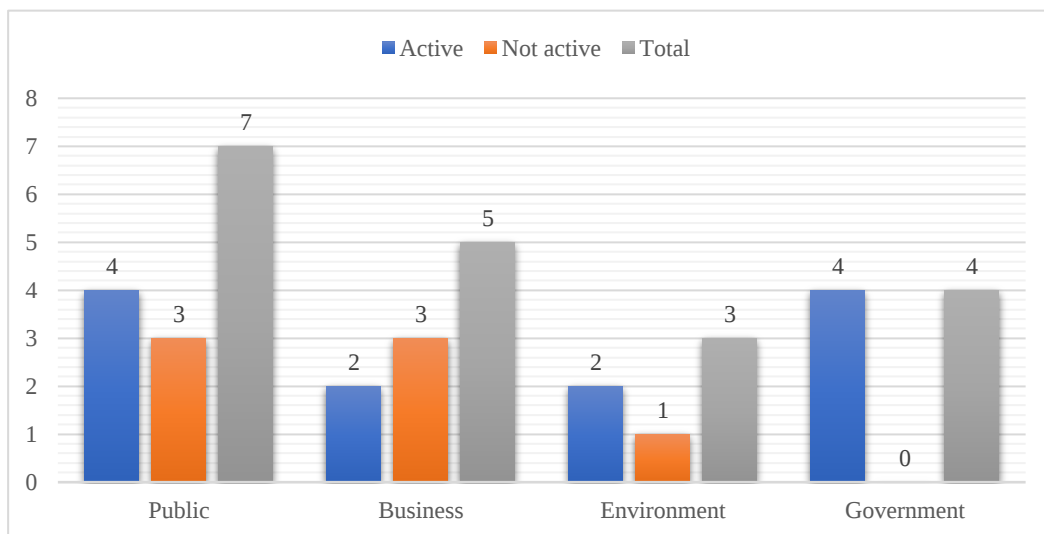


Fig.3 Comparison of service availability status

Source: Processed by researchers

The quality of the service provided by the SANTER application can also be seen from how far the application can provide services to its users to meet the service needs of application users, fast on the app. So far, the SANTER application that the Samarinda City Government has initiated has provided services in several forms, the first is services that are completed in the SANTER application, and secondly, services that are forwarded or redirected to the official website of these services can be obtained by people who need assistance. As seen in Figure 4 below, six service features can be completed through the application by SANTER application. Meanwhile, there are also six other service features where the SANTER application only provides a redirect link to the official service web

portal available in the Regional Government and the Central Government. This shows that the SANTER application cannot fully become an application that provides optimal service.

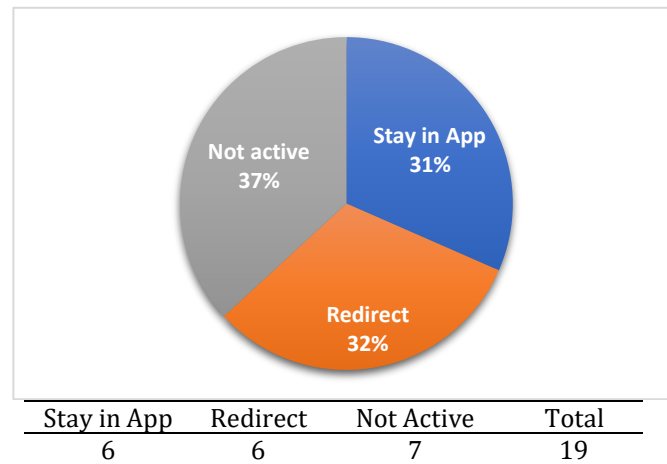


Fig. 4 Mechanism of application performance in providing services

Source: Processed by the author

Advantages of the SANTER Application

From the results of the research that has been done, we view the SANTER application as a form of Samarinda City Government's commitment which aims to assist the user community in providing information and monitoring city affairs in one application to create improvements to the public service system, especially for Samarinda City residents. A program is a form of service innovation that utilizes. It integrates information and communication technology in city governance to support the government's performance in providing security and comfort, improving public services, and increasing the welfare of citizens. The Samarinda SANTER application is an idea to concentrate Samarinda city supporting applications on one platform so that it is predicted to become a super-app that can provide solutions to every problem of Samarinda city residents and society to realize an efficient and effective smart city to transform Samarinda City into a city of civilization, Which is not only brighter but also better.

On the accessibility side, the advantage of this application is that it is equipped with a PWA (Progressive Web Apps) system, which is a hybrid optimization application on a website to speed up access for users so that its use can be done quickly and easily. PWA is here to provide convenience for smartphone users because the main target of this application is smartphone users, so the speed of access to applications is the primary key to attracting user attention to switch to the form of service in the application. Apart from using the PWA/SANTER Web, users can also directly download the SANTER application for Android users via the Google Play store.

Another advantage of the SANTER application is using a frugal battery; when using the application, the application does not use too much Smartphone battery. It will provide a sense of security and comfort for the user; besides that, another advantage of this application is that the use of SANTER application does not take up much space or Smartphone user storage; the size of the SANTER application is less than 50 MB, efficiency in memory usage is an advantage and an achievement in itself for this application because

of the use of this relatively small space. In addition, based on other user experience, the benefits gained when using the SANTER application both on Android and on the SANTER PWA/Web are having a UI (User Interface) design that is quite good, neat, and comfortable for users to see, so that users of the SANTER application are good. From all walks of life, both age and profession, it will be pretty easy to understand in accessing the features of the services provided.

Disadvantages of the SANTER Application

Of course, if there is light, there must be a shadow; this illustrates what is in the SANTER application. Namely, there are several deficiencies found when using this SANTER application, namely, several things that the developers of this SANTER application ignore, one of which is how to use it this SANTER application. Even though the use of the UI (user interface) of the SANTER application is suitable, neat and comfortable to look at, based on user experience when using the SANTER application, there are still some problems when using the services of the features along with the service units provided by this SANTER application, because in basically this SANTER application does not have or present a part in the form of a tutorial or in the form of instructions in using the services provided by the Application, for users of teenagers or millennial generations, or generation Z will not be too confused when using the services provided. Still, application users from generations above will feel confused about using the services provided because of several services. The one in the SANTER application is still considered quite complicated to use if you don't understand it, such as the Green Samarinda service unit or the Pay service unit, where it is likely that these two service units will be complex for elderly users to use because there are no instructions or tutorials for using the service unit.

At least the SANTER application can provide service features in the form of a Call Center that can be contacted by the public or users of the SANTER application; the call centre will help answer existing questions from this SANTER application and, of course, support users if there are complaints in the form of problems when using this SANTER application, An example is the occurrence of the issues when they want to use the Pay service unit when the user has spent money to pay electricity bills and water bills, it turns out that when they check the accounts that have been delivered, they have not been paid, of course, this is one of the obstacles that the availability of contact reports must minimize.

Another drawback in terms of accessibility is that the SANTER application cannot be accessed by iPhone or Apple Smartphone users because this Application is not available in the App Store. However, iPhone or Apple Smartphone users can still access this SANTER application via the SANTER PWA/Web. Still, It will be more accessible if the developer can provide this Application on the App Store so that iPhone Smartphone users can easily access the services in the SANTER application. In addition, the researcher found that the SANTER application, as previously stated, still found several service units in which the SANTER application features could not be used or were not yet available. In contrast, several service units had been removed by the SANTER application, even though

these services are features that have an essential role in making the SANTER application potentially a handy application for the people of Samarinda City.

Another drawback researchers get from this SANTER application is that there are still many service units in the features of this SANTER application that still use a redirect system or direct users to the official website; the researcher believes that the SANTER application should be able to create services online. Directly from the SANTER Application without having to be directed to the official website of the desired service, for example, the E-Tax and Disdukcapil Online service units, researchers hope that the SANTER Application can provide services directly to users to use the E-Tax and Disdukcapil Online service units. This. Suppose the service unit's function is to "direct" or redirect to the official E-Pajak or Disdukcapil Online websites. This service unit is useless because people can easily search for these official websites.

CONCLUSION

Of course, this application is expected to be more developed to compete with applications from other government agencies. The SANTER application has the potential to become a handy application for the people of Samarinda City; this is because the purpose of making the SANTER application is to integrate all the features that were previously separate and spread across various websites or other applications to become one in one—a forum for easy access and use by the people of Samarinda city in accessing the services provided. However, even though the SANTER Application has the potential to become a handy application for the people of Samarinda City, the value that can be felt is still far from expectations because there are still several functions of the service features provided by the SANTER Application that cannot be used or not yet available, besides that there are several service units that are no longer supplied or deleted by the SANTER Application for no apparent reason so that this reduces the potential to maximize the utilization of this SANTER Application for the service user community.

The SANTER application will be handy for the community. However, only a few valuable features are found to function. Service units that are still working are "general", such as CCTV, although functional, still does not fulfil the purpose of creating this SANTER application as an application that provides various services to meet public needs because the initial goal of the presence of the SANTER Application is expected to be able to integrate all document or file matters for the community, business, and fellow governments to manage files online or digitally by using this SANTER Application. However, several service units still cannot be used or eliminated by the SANTER Application, so the SANTER Application is still unable to work optimally in providing its services; in the future, it is necessary to develop a solid commitment to the government the SANTER application can function optimally.

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