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Research Article

The Impact of the Government Revolution 4.0 on District Integrated Administration Service (DIAS)

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Abstract

The government is required to manage the government system to achieve the state's goals as guaranteed by the Republic of Indonesia's constitution. The management of a government system requires fundamental changes through the Government Revolution 4.0 approach. One form of the government revolution is the District Integrated Administration Service (DIAS) in Cibitung District of Bekasi Regency. However, not all DIAS has made fundamental changes with the Government Revolution 4.0 approach. This research aimed to find out and analyze the government revolution in DIAS in Cibitung District, Bekasi Regency. The study used a mixed-method between quantitative and qualitative methods. The data collection used is closed questionnaires and open questionnaires with a total sample of 49 respondents. The data analysis used is Structure Equation Model (SEM) of Lisrel and Microsoft Excel. The research found that the District Integrated Administration Service in the Government Revolution 4.0 has an average value of 6.80 for positive factors and 5.20 for negative factors. The results are due to weaknesses, namely recurring problems, system failures, complaints, and delays in service. Moreover, the government revolution had a positive impact of 74.83% and a negative impact of 25.17%, hence categorized as "good". The study concludes that the District Integrated Administration Service acquire the category of "not yet star service", thus requires a solution for weakness factors.

Keywords: *District Integrated Administration Service; Government Revolution; Star Service*

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INTRODUCTION

Government is an organization that works and carries out the task of managing the government system to achieve the people's welfare as mandated by the Republic of Indonesia's constitution. The government is obliged to take care of the community from the cradle to the grave (Suwandi & Yahya, 2017:1). Moreover, governance is considered effective and normal when the old system is chosen and used by the state's socio-political conditions, thus producing welfare for the people (Anangkota, 2017). Such concept of welfare is widely used in at least two distinctive ways: (1) as the complex of state practices and administrative developments known as the welfare state, and (2) as the main income assistance programs for the poor in the United States serve as the modern successors to the centuries-long tradition of poor relief (Minnite & Mazelis, 2015).

People's welfare will not be achieved quickly if changes in government administration are only carried out mediocre. Welfare differs in at least two ways, i.e., the welfare state, and the main income assistance programs for the poor. Changes are revolutionary in the way of a fundamental and systematic approach to government revolution. In realizing it, a specific mechanism is required that is reflected in the public policies that are made. Therefore, various problems that arise in realizing welfare through public policies are a challenge (Suryono, 2018).

Welfare in the context of public services is determined by the Community Satisfaction Index (CSI). This index is in line with the research results that cause CSI to decline which consist of several elements, namely Justice in Obtaining Services, Courtesy and Hospitality of Officers, Fairness of Service Costs, Certainty of Service Costs, Service Security, and Service Schedule (Lestari, 2016). Moreover, it is crucial to improve sufficient digital authority between the central and local levels to guide the government development, asynchronous government institutions and sturdy governance, and criminal law for governments that modify improvement in Indonesia (Rihandoyo & Rahman, 2016).

Government revolution following changes in the industrial revolution, which begins from the Industrial Revolution 1.0 until now, has entered the Industrial Revolution 4.0. At the beginning of the 20th century, the Industrial Revolution was marked by the rapid development of science and technology, giving birth to information technology and automatically controlled production processes. Industrial Revolution 4.0, as expressed by Schwab (2016), marked by the scale, scope, and complexity of the broader use of technology to its integration with the physical, digital, and biological world. These developments have influenced all disciplines, including economics, industry, and governments. Fields that have experienced breakthroughs due to new technological advances include (1) artificial intelligence and robotics, (2) nanotechnology, (3)

biotechnology, (4) quantum computer technology, (5) blockchain (e.g., bitcoin), (6) internet-based technology, and (7) 3D printers (Skilton & Hovsepian, 2018).

Government Revolution 4.0 is a systemic and fundamental change in government that adopts and adapts, along with the concept of the Industrial Revolution 4.0. Therefore, technology and digitalization can revolutionize service activities and always make it different from others. The Industrial Revolution 4.0 encourages an automation system in all processes of public service guarantee activities through an information system that includes resources, information technology, and information relations (Rochmansjah & Karno, 2020). Government services are expected to be effective and efficient, so the government develops efficient and effective services and delivery systems (Tatapudi & Turki Al Sudairi, 2013). These changes require the support of information technology, considering information technology in governance is critical for business improvement in the organization. In the same way, the value of information technology must be improved. The product of an information technology project is often to be an information technology service (De La Cámara et al., 2012).

The improvisation of information technology is indispensable, as a guarantee for improvement in information technology and the increasing importance and usage of computationally intensive processing of data and big data. Moreover, these trends have lasted for more than a century, and they will become even more pronounced in the coming years as a result of the monotonic nature of technology improvement (Rust & Huang, 2014). Internet technologies are being used increasingly massive to connect millions of people around the world and become a basis for online trade and transportation. Furthermore, the technology of autonomous vehicles (driverless cars), drones, social media applications, biotechnology, and nanotechnology increasingly confirms that the world and human life have fundamentally changed. This phenomenon is in line with the statement "As discoveries in the nanoworld are making their way to the market place, chemical engineers should capitalize on their chemical and processing knowledge and apply them to the nanosystems, particularly in devising cost-effective processes for high volume, high-quality production (Kung, 2006).

Digitalization is required for information, communication, and technology (ICT) to achieve the objectives of the information system optimally (Ayanso et al., 2010; Agamba & Keengwe, 2012). The effective digitalization of services is often called E-Services (Taherdoost et al., 2013). ICT has a more significant role in the post-2015 development agenda in achieving sustainable development goals (SDGs) in the future when the world is moving faster towards a digital society. The mission is to connect all people and create an information society that is genuinely inclusive and has measurable progress (ICT, 2015).

E-service is important for consumers because it can provide solutions to customer demands by strengthening the relationship between service providers and customers, transactional efficiency, and increasing customer satisfaction (Taherdoost et al., 2013). The effect of public services using new information and communication technology platform is that citizens can reduce costs and improve communication efficiency. Information and communication technology has shifted from isolated success stories to increased long-term accountability, particularly the quality and content of reports and responses provided by users and interested parties (Taherdoost et al., 2013).

In this digital era, humans generally have a new lifestyle that cannot be separated from all electronic devices. Technology is a tool that can help most human needs. Technology can be used by humans to make any task and job easier (Setiawan, 2017). With the development of increasingly sophisticated technology, the world is currently entering the era of industrial revolution 4.0, characterized by the digital economy, artificial intelligence, big data, robotics, and others, known as the disruptive innovation phenomenon. This phenomenon makes the city facing increasingly complex challenges (Muharam, 2019).

Service quality is influenced by internal and external factors. The external factors consist of resource availability, patient cooperation, and collaboration between providers. The internal factors consist of leadership support, proper planning, education, training, as well as an effective resource and process management can improve service quality (Mosadeghrad, 2014). The previous service quality was measured using the SERVQUAL instrument (Zeithaml et al., 1990), which merely reflected the process of providing services. Empirically examining the perspective, Kang & James (2004) show that service quality consists of three dimensions: technical, functional, and image. The image serves as a filter in service quality. GrÃnroos Model is a more precise representation of service quality with a limited concentration on the functional quality dimension. Furthermore, service quality is emphasized on competitive advantage and sustainability advantage. As the opinion of service quality is increasingly being emphasized by industries today, service quality is not only offers a competitive advantage but also ensures a sustainable advantage for them. Mehta & Sharma research used the SERVQUAL instrument to measure service quality in the various five-star hotels in Jaipur city and tries to identify the various dimensions that contribute to customer satisfaction (Mehta & Sharma, 2015).

Excellence in sustainability requires a guarantee of public service. Aaccording to the digital report, public service assurance is a factor that determines the quality of public service to meet the citizens' expectations and desires. Public service assurance must be supported by digital-based information systems. The relationship is significant and produces a new concept of digital-based public service assurance. This research concludes there is a positive and significant

influence between information systems and the quality of public services (Rochmansjah & Karno, 2020).

This concept is aligns with the research findings of a health service assurance model, namely the Health Service Assurance Model. The model was developed from a new concept and construction with 13 factors, namely: (1) resources services, (2) accountability services fund, (3) organization skills service, (4) demotivator services, (5) extroversion services, (6) orientation task leadership services, (7) orientation relationship leadership services, (8) orientation changes leadership services, (9) human resources information services, (10) information technology services, (11) relations information services, (12) service procedures, and (13) technical services (Karno et al., 2018:34).

The shift in the paradigm of public services and line with the fourth industrial revolution has an impact on governance which includes the impact of (1) making public policies, (2) budgeting and measuring its performance, (3) institutional, and (4) public services. Public service is one of the resulting impacts; therefore, the public service paradigm is measured by service quality, service satisfaction, service assurance, and service stars. The public service paradigm used in this study is the five-star service concept (Heppell, 2015).

Five-Star Service concept by Heppell (2015) has 10 (ten) factors: outstanding factor (wow factor), complaints, product knowledge, recurring problems, repeat sales or referrals, delays, service training, system failure, service public relations, and stress. The details are described below in Figure 1:

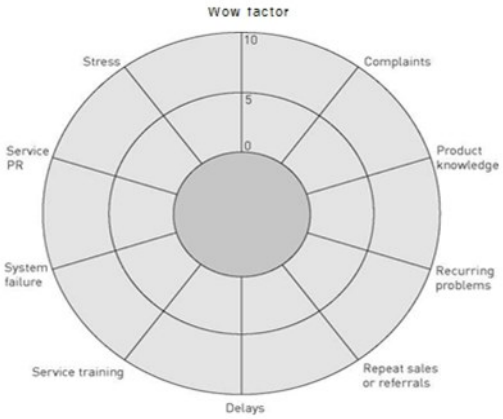

Figure 1. Five-Star Service Factors

Sources: Heppell (2015)

Five-Star Service concept by Heppell (2015) is a relevant concept to determine the quality of services exercised by the government. By understanding the quality of services, the

government can eliminate negative factors and increase positive factors. This way, the services exercised by the government can run optimally. Moreover, this understanding is useful to explore the impact of public services to achieve the effectiveness of civil services (Blavatnik School of Government, 2017). The impact of public service providers can be determined by measuring several elements, namely regulations service, budgets service, human resources service, digital service, facility service, and customers (Edwards, 2018).

One of the fundamental change in the government operational function is District Integrated Administration Service. District Integrated Administration Service in its implementation is regulated by the Minister of Home Affairs Regulation Number 4 of 2010 concerning Guidelines for District Integrated Administration Service and the implementation of public services in districts using a one-stop service (OSS) method. In line with the opinion of offering on-top services today, many operational changes, i.e. one-stop service provision (OSP) architecture is required. This provision used a layered approach, provides facilities to refer to, invoke, and uniformly combine e-government services, in the context of cross-organizational workflows (Gouscos et al., 2002).

District Integrated Administration Service is expected to realize good governance and meet the society's needs. Good governance can be realized if it is supported by principles that can generate trust in the form of participation, law enforcement, transparency, responsiveness, equality and justice, and accountability (Nawawi, 2016). Good governance is closely related to human rights. Thus, one of the reasons for the support for discretion, in this case, is the nature of licensing by the government, to create harmonization as the state administrators (Haris, 2017).

The primary premise of integrated administrative services in Cibitung District, Bekasi Regency is, among others is that is has implemented a good digital-based one-stop service. It is used as a comparative study of districts from various Regencies and provinces and received various provincial and central governments' awards. The focus of this research is a contrast from the previous research results. The previous research results, which reinforce DIAS services, showed that services need to be supported by funds, infrastructure, and apparatus (Susanti et al., 2018). The results of other similar studies related to DIAS services have been running well. Still, the inhibiting factors are the resources, and the driving factors are communication, disposition, and bureaucratic structure (Firlena & Ramhan, 2016). The similar research results, namely the results on DIAS services which are sub-optimal factors include infrastructure and equipment as well as financial and technological resources (Sukarno, 2017). Different research results for DIAS services as inhibiting factors include regulation, socialization, and public awareness (Henny Juliani, Adi Lukman Saputra, 2017). The research results on DIAS services in the perspective of digital government services sociotechnical approach that DG is a dynamic, open system characterized

by six dimensions, including the purpose and role of government, broad societal trends, changing technologies, human elements, and ongoing interaction (Gil-Garcia et al., 2018). Research results that emphasize digital government trust can help government policymakers by understanding the interrelated factors related to trust in the context of digital government services and apply them in effective strategic planning (Janssen et al., 2018). Besides, the research results, the maturity interoperability levels in digital government with five levels of interoperability includes computers, processes, knowledge, values, and goals. It is necessary to meet significantly different requirements and achieve complete coverage of the relevant problem (Janssen et al., 2018).

RESEARCH METHODS

The research method used is a mixed-method of quantitative research with a closed questionnaire instrument and in-depth studies using qualitative research with an open questionnaire (Tashakkori & Teddlie, 2010; Neuman, 2006; Johnson & Onwuegbuzie, 2004). This method is used to see the research object from a quantitative and qualitative perspective to obtain more in-depth and comprehensive research results. Determination of respondents using stratified random sampling technique to obtain complete respondents i.e. 36 respondents consisting of 23 civil servants from Cibitung District and 13 village heads in Cibitung District.

The ten operational factors of five-star provider ideas are high-quality factors (positive factors) consisting of 5 factors: extraordinary service, product knowledge, repeat sales, service training, and public relations services. Meanwhile, the bad factors (negative factors) consist of 5 factors: complaints, recurring problems, delays, computing device failures, and stress (Heppell, 2015). To make it easier, each factor given coded as follows: 1) Extraordinary Service (KP1); 2) Product Knowledge (KP2); 3) Repeat Sales (KP3)*;* 4) Service Training (KP4); and 5) Public Relations Services (KP5). Next, the negative factors for District Integrated Administration Service (DIAS) include 1) Complaints (LP1); 2) Recurring Problems (LP2); 3) Delays (LP3); 4) System Failure (LP4); and 5) Stress (LP5).

The data analysis used Structural Equation Modeling (SEM) with the LISREL program i.e. a statistical analysis technique to study the relation between latent and manifest variables in their measurement. This technique consists of five stages: model specification, identification, estimation, testing fit, and respecification (Wijanto, 2008). Furthermore, this research also used Microsoft Excel to analyze the favorable factors, unfavorable factors, and manifestation factors in the district's integrated administrative services organized by Cibitung Regency.

RESULT AND DISSCUSSION

The factors of this research, actualized from the concept of public services, according to Heppell (2015), called Five-Star Service, has ten factors. These factors grouped into positive and negative factors in the district integrated administration service. The results of this study are as follows:

Positive and Negative Factors of District Integrated Administration Service

The results of measurement of a frequency distribution (scores) on positive factors for district integrated administration service include: 1) Extraordinary Service (KP1); 2) Product Knowledge (KP2); 3) Repeat Sales (KP3)*;* 4) Service Training (KP4); and 5) Public Relations Services (KP5). Next, the negative factors for District Integrated Administration Service (DIAS) include: 1) Complaints (LP1); 2) Recurring Problems (LP2); 3) Delay (LP3); 4) System Failure (LP4); and 5) Stress (LP5). The results of the measurement of the average frequency of each factor held by Cibitung District of Bekasi Regency, are shown in Table 1:

Table 1. Positive and Negative Average Values of District Integrated Administration Service

FACTOR	KP1	KP2	KP3	KP4	KP5	LP1	LP2	LP3	LP4	LP5
Average Value	7.25	6,71	6.82	6.88	6.54	5.29	5.18	5.25	5.11	4.29
Average Positive/Negative score			**6.80**					**5.02**		

Source: Result processed by researcher, 2019)

Based on the table above, positive and negative factors can be constructed to become a Five-Star Service (Heppell, 2015) by measuring the average per factor. The construction of a five -star service in the District Integrated Administration Service (DIAS) organized by Cibitung District of Bekasi Regency, are shown in Figure 2**.**

The figure shows that the District Integrated Administration Service (DIAS) organized by Cibitung District can be categorized as "Not Yet Star Service". This category is shown from the DIAS Positive Factor average value of 6.80 and the Negative Factor value of 5.02. Five-star service categories, arranged from the highest ordinal score divided by five as the number of categories. Thus, the magnitude of each category is 2, which is obtained from the highest score of 10 divided by the number of categories of 5. To get the Star Service category, the positive factor and the negative factor's sum value must be 10 (Heppell, 2015).

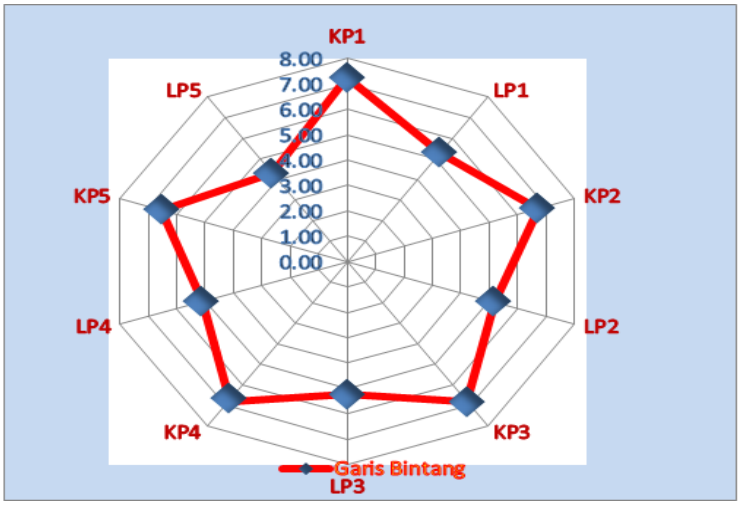

Figure 2. Star Service in the District Integrated Administration Service

Source: Result processed by researcher (2019)

Thus, the District Integrated Administration Service (DIAS) held by Cibitung District has an average positive factor value of 6.80 and a negative factor value of 5.02, when added up it is 11.02, so the District Integrated Administration Service (DIAS) is "Not Yet Service Star". The recapitulation of the average value of positive factors of 6.80 and negative factors of 5.02 held by Cibitung District, Bekasi Regency, then the percentage between positive and negative factors is obtained as shown in the Figure 3**.**

Based on the figure, the District Integrated Administration Service (DIAS) in Cibitung District still has a Negative Factor of 42%. This percentage is contributes to the District Integrated Administration Service (DIAS) of Cibitung District category, which has not yet received Star Service.

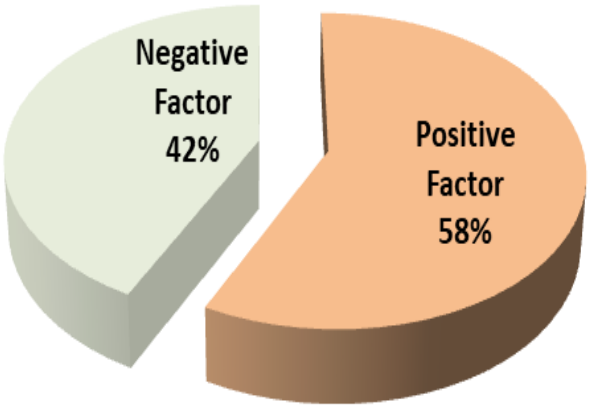

Figure 3. Contribution of Positive and Negative Factors on DIAS

Source: Result processed by researcher (2019)

Manifestation Factors of Integrated District Administration Service (DIAS)

Measurement and analysis of manifestation factors for District Integrated Administration Service (DIAS) Cibitung District used *Structural Equation Model* (SEM) Lisrel (Wijanto, 2008). The factors are grouped into two variables, namely the Strength variable and the Weakness variable. This grouping is in accordance with the positive factors and negative factors that have been discussed previously. Strength variable factors include dimensions 1) Extraordinary Service (KP1); 2) Product Knowledge (KP2); 3) Repeat Sales (KP3)*;* 4) Service Training (KP4); and 5) Public Relations Services (KP5). Next, the weakness variables include dimensions 1) Complaints (LP1); 2) Recurring Problems (LP2); 3) Delays (LP3); 4) System Failure (LP4); and 5) Stress (LP5).

The results of measurements with the *Confirmatory Factor Analysis* (CFA) model in the structural model (*Standardized Solution*) of Strengths and Weakness Variables in Five-Star Service in the District Integrated Administration Service (DIAS) organized by Cibitung District are shown in Figure 4:

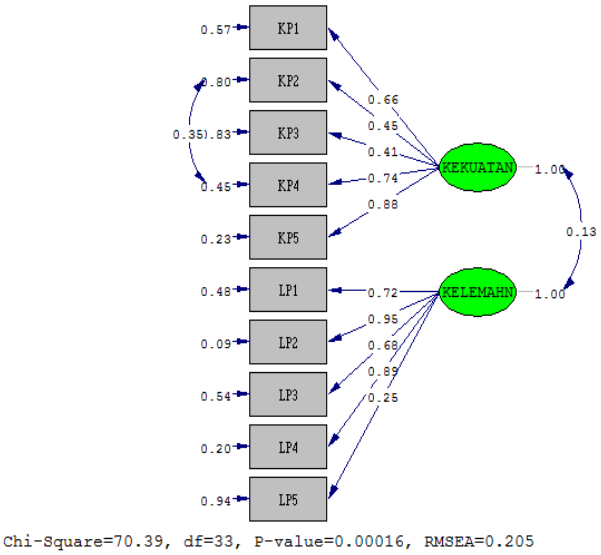

Figure 4. Five-Star Service Variable Structural Model (*Standardized Solution)*

Source: Result processed by researcher (2019)

The results of the measurement model exogenous latent variable of strength is as follows in Table 2:

Table 2. Estimated Coefficient of Validity and Significance of the Measurement Model Exogenous Latent Variable of District Integrated Administration Service Strength Variable

Dimensions/Factors	*Loading*	*cut-off value*	Decision
Streght Variable			
Extraordinary Services (KP1)	0,67	0,50	Significant
Product Knowledge (KP2)	0,46	0,50	Not Signifikan
Repeat Sales (KP3)	0,42	0,50	Not Signifikan
Service Training (KP4)	0,75	0,50	Significant
Public Relations Services (KP5)	0,87	0,50	Significant
Weakness Variable			
Complaint (LP1)	0,73	0,50	Significant
Recurring Problem (LP2)	0,95	0,50	Significant
Delays (LP3)	0,68	0,50	Significant
System Failure (LP4)	0,90	0,50	Significant
Stress (KP5)	0,25	0,50	Not Signifikan

Source: Result processed by researcher (2019)

The results of the measurement model on the table show that the *Loading Factor Value of the* Strength Variable that is greater than the *cut-off value* of 0.50 is declared "Significant" (Wijanto, 2008). The dimensions of the Strength variable that are significant to District Integrated Administration Service (DIAS) include the dimensions of extraordinary service, service training, and public relations services. Furthermore, based on the priority scale of the significant contribution, the strength variable is public relations service (0.87), service training (0.75), and extraordinary service (0.67). Thus, the Strength Variable dimension, which has the most dominant contribution to the District Integrated Administration Service (DIAS) organized by Cibitung District is Public Relations Service (87%).

The amount of this significant contribution determines an alternative strategy for improving District Integrated Administration Services (DIAS) in the Cibitung District to obtain Five-Star Services (Heppell, 2015). This finding shows that the greater the *Loading Factor* value, the greater the contribution to the achievement of District Integrated Administration Service (DIAS) stars. Thus the Public Relations Service is the main strategy to achieve the star of the District Integrated Administration Service (DIAS) organized by Cibitung District. Thus, the Public Relations Service is the main strategy to achieve the star of the District Integrated Administration Service (DIAS) organized by Cibitung District.

The measurement model results in the table show that the *Loading Factor* value of the Weakness Variable greater than the *cut-off value* of 0.50 is declared "Significant" (Wijanto, 2008). Significant weakness variable dimensions in District Integrated Administration Service (DIAS) are the dimension of complaints, recurring problems, delay, and system failures. Furthermore, the priority scale of the contribution to the significant weakness variables are recurring problems (0.95), system failure (0.90), complaints (0.73), and delays (0.68). Thus, the dimensions of the weakness variable that have the most dominant contribution to the District Integrated Administration Service (DIAS) organized by Cibitung District is Recurring Problem (95%).

The amount of this significant contribution determines an alternative strategy for improving District Integrated Administration Service (DIAS) in the Cibitung District to obtain Five-Star Services (Heppell, 2015). This finding shows that the greater the *Loading Factor* value, the greater the contribution to the achievement of District Integrated Administration Service (DIAS) stars. Thus, solving Recurring Problems is the main strategy to achieve the District Integrated Administration Service (DIAS) star organized by Cibitung District.

Figure 3 shows that there is an influence between the strength variable and the weakness variable of 0.13. It means that the weakness variable contributes to the strength variable by 13% in achieving the District Integrated Administration Service (DIAS) star organized by Cibitung District.

The Impact of the Government Revolution 4.0 on District Integrated Administration Service (DIAS)

Measurement and analysis of a qualitative approach were carried out by researchers using an open questionnaire with content analysis, thematic analysis, and framework analysis. All of these stages are based on coding (Goodrick & Rogers, 2015). The impact aspects analyzed in DIAS (Blavatnik School of Government, 2017; Edwards, 2018) include: 1) Regulation Aspects, 2) Budget Aspects, 3) Human Resources (HR) Aspects, 4) Digital Aspects, 5) Facilities Aspects, and 6) Recipient Aspects. The results of the measurement and analysis of the impact of sub aspects are shown in Table 3**.**

The table below shows that the sub-aspects have not maximally impacted DIAS according to the dominant priority scale, namely: 1) Availability of digital services (52%); 2) availability of service facilities (40%); and 3) availability of budget (37.5%). Thus, the three sub-aspects require a solution and had an impact on the DIAS organized by Cibitung District, Bekasi Regency, so that excellent service could be achieved and according to community satisfaction.

The results of the measurement and analysis of the impact aspects on DIAS organized by Cibitung District, Bekasi Regency are shown in Table 4:

Tabel 3. Recapitulation of Government Revolution Sub Aspects

No	Aspect of Services	Sub aspect	Percentage	
			Good	Bad
1.	Regulation	Availability	86.96%	13:04%
		Suitability	86.96%	13:04%
2.	Budget	Availability	62.50%	37.50%
		Allocation	75.00%	25.00%
3.	Human Resources	Availability	76.00%	24.00%
		Competence	84.00%	16:00%
4.	Digital	Availability	48.00%	52.00%
		Sophistication	88.00%	12.00%
5.	Facilities	Availability	60.00%	40.00%
		Comfort	76.00%	24.00%
6.	Recipients	Expectant	76.00%	24.00%
		Satisfaction	80.00%	20.00%
Total			**74.95%**	**25.05 %**

Source: Result processed by researcher (2019)

Table 4. Summary of the Government Revolution Aspects in DIAS

No	Aspect of Services	Percentage	
		Good	Bad
1	Regulation	86.96%	13:04%
2	Budget	68.75%	31.25%
3	Human Resources	80.00%	20.00%
4	Digital	68.00%	32.00%
5	Facilities	68.00%	32.00%
6	Recipients	78.00%	22.00%
	Total	74.83%	25.17%

Source: Result processed by researcher (2019)

The table above shows that the impact aspects of the Government Revolution on DIAS Services can be categorized as good. This category is evidenced by the large percentage value of 74.83%. The percentage shows the magnitude of the impact of the government revolution on DI-AS services. The impact of the government revolution on DIAS services reaches maximum or very good results, so a solution to bad impact aspects of 25.17% is required. Thus, the overall DIAS Service organized by Cibitung District, Bekasi Regency can be categorized as “Good”.

A more detail explanation regarding the impact of the government revolution can be seen in Figure 5:

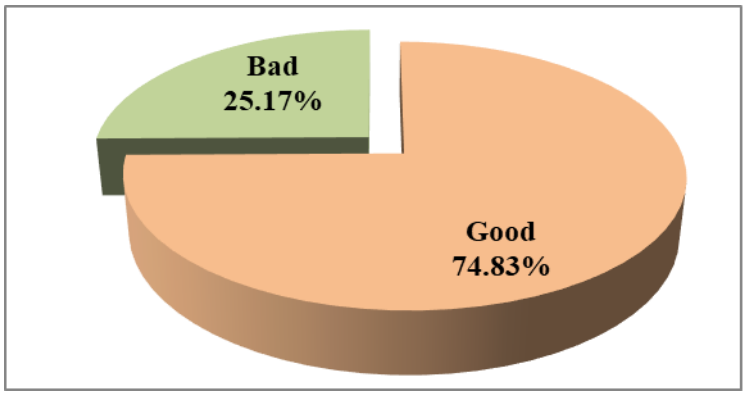

Figure 5. Impact of Government Revolution 4.0 on DIAS

Source: Result processed by researcher (2019)

Furthermore, based on table 4 and Figure 5, the positive impact (Good) of the Government Revolution on DIAS Services organized by Cibitung District is a manifestation of priority aspects based on the percentage. A more detailed explanation of these aspects are shown in Figure 6:

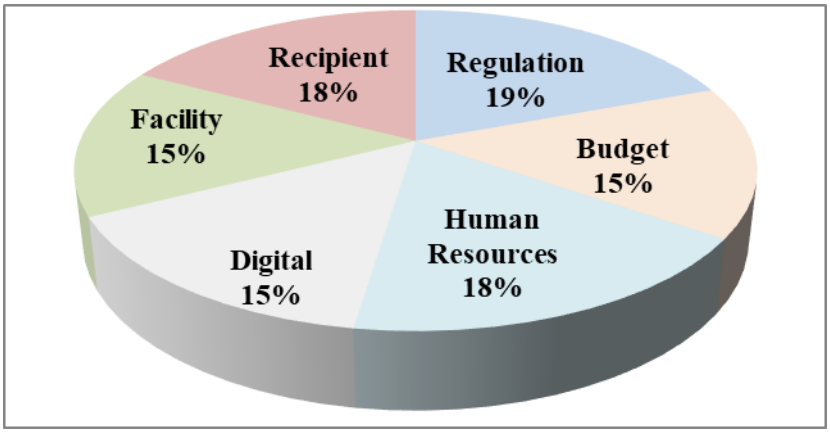

Figure 6. The Positive Impact of the Government Revolution 4.0 on DIAS

Source: Result processed by researcher, 2019

The figure above shows the magnitude of the success manifestations of the aspects of the impact of the government revolution on DIAS organized by Cibitung District, Bekasi Regency. It shows that the greater the percentage of the impact of the government revolution, the greater the strength manifestation in DIAS. Thus, the biggest strength manifestations are 1) Regulation Service aspect by 19%; 2) Human Resources Service aspects of 18%; 3) Recipients Service aspect by 18%; 4) Budget Service aspect by 15%; 5) Digital Service aspect by 15%; and 6) Facility Service aspect by 15%. Therefore, if there is going to be an increase in the government

revolution of DIAS, what needs to be done is starting from the first priority and continuing with the next.

Based on Table 4 and Figure 5, the negative impact (bad) of the Government Revolution on DIAS organized by Cibitung District is a manifestation of priority aspects based on the percentage. A more detailed explanation on these aspects are shown in Figure 7:

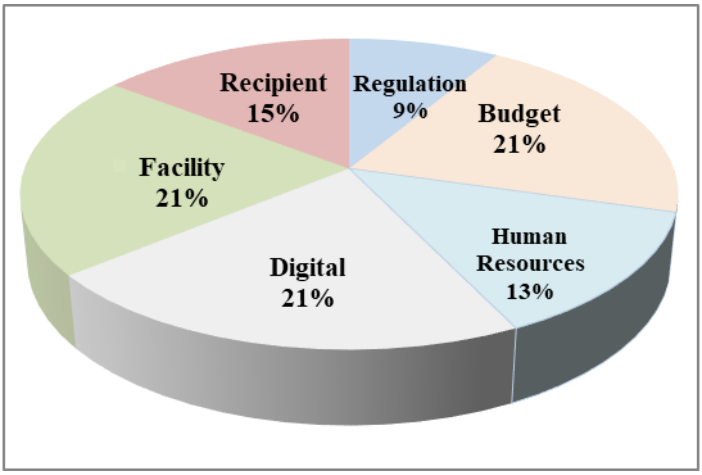

Figure 7. Negative Impact of DIAS in Government Revolution 4.0

Source: Result processed by researcher (2019)

The figure above shows the magnitude of the manifestations of weakness in the aspects of the impact of the government revolution on DIAS organized by Cibitung District, Bekasi Regency. It shows that the greater the percentage of the impact of the government revolution, the greater the weaknesses manifestation in DIAS. Thus, the biggest weakness manifestations are: 1) Facility Service aspect by 21%; 2) Budget Service aspect by 21%; and 3) Digital Service aspect of 21%. 4) Recipient Service aspect by 15%; 5) Human Resources Service aspect by 13%; and Regulation Service aspect by 9%. Therefore, if there is going to be an increase in the government revolution of DIAS, what needs to be done is to overcome the weaknesses starting from the first priority and continuing with the next.

The previous research results, which reinforce DIAS, showed that services need to be supported by funds, infrastructure, and apparatus (Susanti et al., 2018). The results of other similar study related to DIAS have been running well, but the inhibiting factor is the resource and the driving factors are communication, disposition, and bureaucratic structure (Firlena & Ramhan, 2016). Similar results of other research on DIAS include sub-optimal factors, namely infrastructure and equipment; and financial and technological resources (Sukarno, 2017). Different research results for DIAS as inhibiting factors include regulation, socialization, and public awareness (Henny Juliani, Adi Lukman Saputra, 2017).

The research result on DIAS in the perspective of digital government services sociotechnical approach that DG is a dynamic, open system characterized by six dimensions, namely the purpose and role of government, broad societal trends, changing technologies, human elements, and ongoing interaction (Gil-Garcia et al., 2018). Research results that emphasize digital government trust can help government policymakers by understanding the interrelated factors related to trust in the context of digital government services and apply them in effective strategic planning (Janssen et al., 2018). Furthermore, the maturity level for interoperability in digital government with five interoperability levels includes computers, processes, knowledge, values, and goals. It is necessary to meet significantly different requirements and achieve complete coverage of the relevant problem (Janssen et al., 2018). The research results are maturity levels for interoperability in digital government with five levels of interoperability covering computers, processes, knowledge, values, and goals. It is necessary to meet significantly different requirements and achieve complete coverage of the relevant problem (Gottschalk, 2009).

The previous studies, including this research, in essence, found that that the dominant factors of DIAS weakness include seceral service aspects, namely: facilities aspects, budget aspectsand digital aspects. These three aspects are the key on how DIAS can eliminate or reduce complaints and stress from service recipients to achieve the Star Service.,

CONCLUSION

The success of star service in DIAS is determined by the increase in the dominant positive factors, including public relations, training, and extraordinary service. In addition, it is necessary to find solutions to the dominant negative factors, including recurring problems, system failures, complaints, and delays in service. The results of star service in DIAS are due to the determinant aspects of the impact of the government revolution. It is necessary to make fundamental changes related to aspects of facilities service, budget service, and digital services.

This study found a model of “Service Star Revolution”, which is revealed from the dimensions of public relations, training, extraordinary service, facilities, budget, and digital services. All of these dimensions are related to public services. The results of this study are expected to contribute as a solution to negative impacts with aspects such as regulations, budget, human resources, digital, facilities, and recipients services. The results of the research can be used as input for norms, standards, procedures, and standards in the formulation of service policies, especially in DIAS. In the world of academics and practice, the results of this study also contribute to researchers who are concerned with the study of service to the community.

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