

ABSTRACT

The research study titled ‘Examining the Effectiveness of Government Integrated Portal: The Case of Peduli WNI in Western Australia’ measures the effectiveness of the Government Integrated Portal, focusing on the case of Peduli WNI (Overseas Indonesian Concerns) in Western Australia. As governments increasingly embrace digital platforms for service delivery and citizen engagement, assessing the impact of such initiatives becomes imperative. Research regarding this specific portal is very much less; reviews on platforms such as Google, Twitter, etc, have not been available. The research was done through 29 diverse questionnaires consisting of the E-S-QUAL (Efficiency, Fulfillment, System Availability, and Privacy Security) variables, measured by the respondents through 5-Point Likert Scale. The data from the respondents are then analyzed through numerous tests including: Classical Assumption Test, Multiple Linear Regression Test, and Hypothesis Test. All conclude that aside from the 4 main variables, there are still variables that influence the effectiveness of the portal. Due to this, the author encourages further research regarding this portal.

Keywords: Government Portal, Effectiveness, E-Government Public Services, E-S-QUAL