

ABSTRAK

Transformasi digital pada tata kelola pemerintahan menuntut kepercayaan masyarakat sebagai fondasi utama penyelenggaraan *e-government* dan perwujudan *smart government*. Namun, tingkat kepercayaan masyarakat pada pemerintah cenderung menurun sejak tahun 1960-an dan ditambah dengan banyaknya kejadian *cyber-attack* di lini penting pemerintahan di banyak negara, tak terkecuali Indonesia. Penelitian ini bertujuan untuk menilai tingkat *digital trust* masyarakat Lampung terhadap aplikasi *e-government* seperti Peduli Lindungi/Satu Sehat, E-KTP/Identitas Kependudukan Digital (IKD), dan JMO (Jamsostek Mobile). Pendekatan penelitian adalah kuantitatif deskriptif dengan paradigma positivistik. Teknik pengambilan sampel dilakukan secara *purposive sampling*, dengan jumlah responden sebanyak 153 orang yang tersebar di berbagai wilayah Lampung. Penilaian *digital trust* dilakukan melalui tiga variabel utama: tipe *digital trust* (mekanikal dan relasional), teori konfirmasi-ekspektasi (persepsi, ekspektasi, kepuasan), dan *Framework of Trust in Smart Government Services* (aspek teknologi, pemerintah, dan keterlibatan). Hasil penelitian menunjukkan bahwa masyarakat Lampung memiliki tingkat *digital trust* sebesar 78% dan tergolong “percaya” terhadap penyelenggaraan *e-government*, meskipun masih terdapat kekhawatiran terhadap hal hal seperti keamanan data, kualitas sistem informasi, pelayanan optimal, dan pengetahuan masyarakat. Penelitian ini merekomendasikan perlunya peningkatan literasi digital, transparansi informasi, serta optimalisasi keterlibatan publik dalam perancangan dan evaluasi layanan digital pemerintahan.

Kata Kunci: *Digital trust, e-Government, Smart Service*, kepercayaan masyarakat, Lampung

ABSTRACT

Digital transformation in governance demands public trust as the main foundation of e-government implementation and smart government realization. However, the level of public trust in the government has tended to decline since the 1960s and is compounded by the numerous cyber-attacks in key government lines in many countries, including Indonesia. This study aims to assess the level of digital trust of the Lampung community towards e-government applications such as Peduli Lindungi/Satu Sehat, E-KTP/Digital Population Identity (IKD), and JMO (Jamsostek Mobile). The research approach is quantitative descriptive with a positivistic paradigm. The sampling technique used is purposive sampling, with a total of 153 respondents spread across various regions of Lampung. The digital trust assessment is carried out through three main variables: types of digital trust (mechanical and relational), confirmation-expectation theory (perception, expectation, satisfaction), and the Framework of Trust in Smart Government Services (technology, government, and engagement aspects). The research results show that Lampung residents have a digital trust level of 78% and are considered "trusting" in e-government implementation, although concerns remain regarding issues such as data security, information system quality, optimal service delivery, and public knowledge. This study recommends improving digital literacy, information transparency, and optimizing public involvement in the design and evaluation of digital government services.

Keywords: *Digital trust, e-Government, Smart Service, public trust, Lampung*