

## INTISARI

Dewasa ini, pemanfaatan Teknologi Informasi dan Komunikasi (TIK) dalam kegiatan pemerintahan telah banyak diimplementasikan oleh organisasi sektor publik atau oleh pemerintah. Pemerintah Indonesia juga tengah dalam tahap mengembangkan Sistem Pemerintahan Berbasis Elektronik (SPBE) atau e-government menuju kematangan atau pendewasaan *e-government*. Pengembangan menuju kematangan *e-government* terus dilaksanakan. Interoperabilitas *e-government* melalui integrasi antar sistem merupakan poin penting di dalam proses pendewasaan *e-government*. Namun, dalam mencapai interoperabilitas, terdapat berbagai faktor yang dapat menjadi kendala. Salah satu contoh nyata permasalahan mengenai kendala dalam mencapai interoperabilitas e-government terjadi di DIY terkait penggunaan Sistem Informasi Pemerintahan Daerah (SIPD).

Penelitian ini menggunakan metode deskriptif kualitatif. Penentuan narasumber menggunakan teknik *purposive sampling*. Analisis data dilaksanakan dengan alur pengumpulan data melalui wawancara mendalam dan dokumentasi. Lalu, proses reduksi data, penyajian data menggunakan metode triangulasi data, hingga diperoleh kesimpulan akhir yang sesuai dengan keadaan empiris di lapangan.

Hasil penelitian menunjukkan bahwa penyelenggaraan SIPD di DIY terkait proses pengendalian pembangunan daerah mengalami beberapa masalah. Permasalahan yang ditemui oleh Pemda DIY antara lain adalah sistem yang dipandang belum siap, menu yang belum lengkap dan pertukaran data yang belum terjalin dengan baik. Selain itu, interoperabilitas sistem masih memiliki beberapa kendala. Kendala-kendala tersebut merupakan kendala kolaborasi yang telah mengakibatkan interoperabilitas tidak kunjung terjalin. Pertama, kendala kekuasaan dan sumber daya. Kedua, terdapat tantangan komunikasi. Ketiga, belum terdapat kesepakatan mengenai tujuan bersama untuk mengintegrasikan sistem dan terdapat perbedaan kepentingan di balik tujuan masing-masing organisasi. Keempat, terdapat kognisi yang belum optimal.

Kata Kunci: E-Government, Interoperabilitas, Kolaborasi

## ABSTRACT

Today, the use of Information and Communication Technology (ICT) in government activities has been widely implemented by the government. The Indonesian government is also in the stage of developing e-government towards e-government maturity. Interoperability of e-government through integration between systems is an important point in the e-government maturity process. However, in achieving interoperability, there are various factors that can become obstacles. One concrete example of the problem regarding obstacles in achieving e-government interoperability occurred in DIY related to the use of Local Government Information System (SIPD).

This study used descriptive qualitative method. Determination of sources using purposive sampling technique. Data analysis was carried out with the flow of data collection through in-depth interviews and documentation. Then, the data reduction process, data presentation using the data triangulation method, until a final conclusion is obtained that is in accordance with the empirical conditions in the field.

The results showed that the implementation of SIPD in DIY related to the process of controlling regional development experienced several problems. The problems encountered by the DIY Regional Government included a system that was deemed not ready, menus that were not complete and data exchange that was not well established. In addition, the interoperability of the system still has some obstacles. These obstacles are collaboration constraints that have resulted in interoperability not being established. First, the constraints of power and resources. Second, there are communication challenges. Third, there is no agreement on a common goal to integrate the system and there are different interests behind the goals of each organization. Fourth, there is cognition that is not optimal.

**Keywords:** E-Government, Interoperability, Collaboration