

INTISARI

Penelitian ini bertujuan untuk menganalisis peran dan keterlibatan *stakeholders* dalam pengembangan *e-government* di Kabupaten Seram Bagian Barat. Tujuan penelitian ini adalah untuk mengetahui *stakeholders* yang terlibat dan ikut serta dalam proses pengembangan *e-government*, serta bagaimana kepentingan, pengaruh, dan interaksi yang terjalin antar *stakeholders*. Argumen dari penelitian ini adalah bahwa upaya pengembangan program *e-government* sudah dilakukan oleh pemerintah sesuai dengan Instruksi Presiden Nomor 3 Tahun 2003 Tentang Kebijakan dan Strategi Nasional Pengembangan E-Government, dan pembuatan Rencana Pembangunan Daerah (RPD) 2023-2026, meskipun masih terkendala dengan kondisi infrastruktur dan Sumber Daya Manusia (SDM).

Penelitian ini menggunakan metode deskriptif kualitatif. Pengumpulan data dilakukan dengan menggunakan metode pengamatan lapangan, wawancara terbatas yang dilakukan dengan instansi pemerintah melalui beberapa Dinas terkait, serta menggunakan dokumentasi untuk melengkapi data penelitian. *Stakeholders* yang telah diidentifikasi selanjutnya diklasifikasikan berdasarkan tingkat kepentingan dan pengaruh, yang selanjutnya akan dilihat melalui interaksi yang terjalin di antara *stakeholders*. Dengan analisis hubungan antar *stakeholders* tersebut maka akan terlihat *stakeholders* kunci dalam pengembangan program *e-government* di Kabupaten Seram Bagian Barat.

Hasil penelitian menunjukkan, terdapat 13 (tiga belas) *stakeholders* yang terlibat dalam pengembangan program *e-government* di Kabupaten Seram Bagian Barat. Bupati, Sekretaris Daerah, Bappeda, Dinas Kominfo, Dinas Pemerintahan, Dinas Pemberdayaan Masyarakat dan Desa, Dinas BPKSDM (Badan Pemberdayaan Sumber Daya Manusia), Dinas Kependudukan dan Pencatatan Sipil adalah *stakeholders* kunci dalam pengembangan program *e-government* di Kabupaten Seram Bagian Barat. Pola interaksi yang terjalin antar *stakeholders* menggunakan pendekatan komunikasi, kolaborasi, kerjasama, dan koordinasi.

Kata kunci: analisis peran *stakeholders*, pengembangan program *e-government*.

ABSTRACT

This research aims to analyze the role and involvement of stakeholders in e-government development in Kabupaten Seram Bagian Barat. The purpose of this research is to find out the stakeholders involved and participate in the e-government development process, as well as their interests, influences, and interactions intertwined among the stakeholders. The argumentation in this research is that the development of e-government programs that the government has done is in accordance with Presidential Instruction Number 3 of 2003 concerning National Policy and Strategy for E-Government Development and the formulation of Regional Development Plans (RPD) 2023-2026. However, it is still constrained by infrastructure and Human Resources.

This research has been done under the descriptive qualitative method. Field observation methods, limited interviews conducted with some particular related governmental departments, and documentation to support research data have been used in order to collect the data. Stakeholders that have been identified are then classified based on the level of interest and influence, which will then be seen through the interactions between stakeholders. After analyzing the stakeholders' relations and interconnections, the key stakeholders in developing the e-government program in Kabupaten Seram Bagian Barat are identified.

The results of the research show that there are 13 stakeholders involved in the development of e-government programs in Kabupaten Seram Bagian Barat. The Regent, Regency Secretary, Development Planning Department, Communications and Informatics Department, Government Department, Community and Village Empowerment Department, Human Resources Empowerment Department, and Population and Civil Registration Department are the key stakeholders in developing e-government programs in Kabupaten Seram Bagian Barat. The interaction pattern between stakeholders utilizes communication, collaboration, cooperation, and coordination approaches.

Keywords: stakeholder role analysis, e-government program development.