

ABSTRAK

Electronic Government (e-government) dibentuk untuk memudahkan manajemen pemerintahan dan memberikan pelayanan kepada warga yang semakin sering memanfaatkan kecanggihan Teknologi Informasi dan Komunikasi (TIK). Namun, implementasi dari *e-government* ternyata sering mengalami hambatan dan permasalahan baik di pemerintah pusat maupun daerah. Salah satu daerah di Indonesia yang mengalami permasalahan dalam implementasi adalah Kabupaten Wonogiri. Diketahui bahwa pada tahun 2021 aplikasi *e-government* di Kabupaten Wonogiri belum terintegrasi satu sama lain. Padahal, keberhasilan implementasi *e-government* di tingkat daerah penting untuk mencapai keberhasilan di tingkat nasional. Maka dari itu, penelitian ini dilakukan untuk menganalisis keberhasilan implementasi aplikasi *e-government* di Kabupaten Wonogiri menggunakan model kematangan yang diukur dengan tahap perkembangan dan kepuasan warga yang diukur dengan respon warga pada ulasan dan unduhan aplikasi. Hasil dari penelitian ini menyatakan bahwa aplikasi *e-government* belum mencapai keberhasilan. Pertama, dari empat tahap yang perlu dilalui, aplikasi *e-government* di Kabupaten Wonogiri masih didominasi oleh aplikasi yang berada pada tahap kedua, yaitu transaksi. Kedua, respon warga terhadap kualitas layanan aplikasi sudah berada dalam kategori puas. Namun, berdasarkan analisis LDA pada komentar negatif pengguna, ditemukan beberapa masalah yang perlu diperbaiki oleh pemerintah, yaitu sistem presensi *online* (20,8%), pendaftaran akun (9%), loading aplikasi (27,8%), penginstalan aplikasi (21%), dan proses masuk (21,4%). Ketiga, respon warga terhadap penggunaan aplikasi masih rendah. Rendahnya partisipasi warga disebabkan oleh kualitas layanan yang belum maksimal. Hasil penelitian ini memberikan validasi tentang pentingnya mempertimbangkan aspek kepuasan warga, karena sematang apapun *e-government* yang telah dibentuk, apabila warga sebagai salah satu pengguna belum mendapatkan manfaat, maka *e-government* belum bisa dikatakan berhasil.

Kata Kunci: *e-government*, keberhasilan *e-government*, model kematangan, kepuasan warga

ABSTRACT

Electronic Government (e-government) was formed to facilitate government management and provide services to citizens who increasingly use sophisticated Information and Communication Technology (ICT). However, the implementation of e-government often experiences obstacles and problems in both central and regional governments. One area in Indonesia that is experiencing problems in implementation is Wonogiri Regency. It is known that in 2021, e-government applications in Wonogiri Regency have not been integrated with each other. Indeed, successful implementation of e-government at the regional level is important to achieve success at the national level. Therefore, this research was conducted to analyze the success of implementing e-government applications in Wonogiri district using a maturity model as measured by the stage of development and citizen satisfaction as measured by citizen responses to reviews and application downloads. The results of this research state that e-government applications have not achieved success. Firstly, of the four stages that need to be passed, e-government applications in Wonogiri Regency are still dominated by applications that are in the second stage, namely transactions. Secondly, citizen's responses to the quality of application services are in the satisfied category. However, based on LDA's analysis of negative user comments, several problems were found that needed to be fixed by the government, namely the online attendance system (20.8%), account registration (9%), application loading (27.8%), application installation (21%), and login (21.4%). Thirdly, citizen's response to application use is still low. The low level of citizen participation is caused by the quality of services which is not optimal. This research provides validation on the importance of considering citizen satisfaction, because no matter how mature the e-government system is, if citizens, as one of the users, do not benefit from it, the e-government cannot be considered successful.

Keywords: *e-government, e-government success, maturity model, citizen satisfaction*