

ANALISIS PENERAPAN, FAKTOR-FAKTOR PENGHAMBAT DAN *NET BENEFIT E-GOVERNMENT* DI PEMERINTAH KOTA SURAKARTA

oleh

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INTISARI

Penelitian ini bertujuan untuk melakukan analisis penerapan, faktor-faktor penghambat, dan *net benefits e-Government* di pemerintah kota Surakarta. Penelitian ini menggunakan pendekatan *mixed method* sekuensial eksplanatori. Pendekatan kuantitatif dilakukan dengan menguji kualitas sistem, kualitas informasi, dan kualitas pelayanan. Pendekatan kualitatif dilakukan dengan *critical success factors*. Penelitian ini dilakukan di 4 badan/dinas di pemerintah kota Surakarta, meliputi badan perencanaan pembangunan daerah, dinas komunikasi dan informasi, badan pengelolaan keuangan dan aset daerah, dan dinas kependudukan dan pencatatan sipil. Dalam penelitian ini terdapat 82 responden yang terlibat dalam pengisian kuesioner dan 6 partisipan yang terlibat dalam wawancara mendalam. Pengujian data penelitian dilakukan dengan *partial least square* dan teknik pengkodean. Hasil penelitian menunjukkan bahwa 1) penerapan *e-Government* di pemerintah kota Surakarta cukup baik dalam menunjang kinerja pegawai, 2) dalam penelitian ini ditemukan 10 faktor penghambat penerapan *e-Government* di pemerintah kota Surakarta yaitu problem kebijakan, problem aplikasi, problem komunikasi, problem infrastruktur IT, problem kepemimpinan, problem sumber daya manusia, problem perencanaan, problem investasi, problem kelembagaan, dan *non-value added activity*, 3) penerapan *e-Government* memberi keuntungan bersih bagi pemerintah kota Surakarta dalam memberikan pelayanan publik yang ditunjukkan dengan adanya peningkatan kinerja pemerintahan, peningkatan partisipasi masyarakat, dan peningkatan indeks kepuasan masyarakat.

Kata kunci : *e-Government*, sistem informasi, *critical success factors*, *net benefits*, *mixed method*

ANALYSIS OF E-GOVERNMENT IMPLEMENTATION, HINDERING FACTORS, AND NET BENEFITS AT SURAKARTA MUNICIPALITY GOVERNMENT

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ABSTRACT

This research aims to analyze the implementation, hindering factors, and net benefits of e-Government at Surakarta Municipality government. This research used a sequential explanatory mixed method. A quantitative approach was conducted to examine the quality of system, the quality of information, and the quality of service. A qualitative approach was conducted using critical success factors. This research was performed in 4 agencies at Surakarta municipality government, namely the regional development planning agency; the communication and information service agency; the regional financial and assets management agency; and the demographic affairs and civil registration service agency. In this research, there were 82 respondents involved in filling out the questionnaires, and 6 participants were involved in in-depth interviews. Research data testing was conducted using a partial least square and a coding technique. The research results showed that: 1) the implementation of e-Government at Surakarta municipality government is good enough and it supports employees' performance; 2) the research found 10 hindering factors in the implementation of e-Government at Surakarta municipality government, namely policy problem, application problem, communication problem, IT infrastructure problem, leadership problem, human resource problem, planning problem, investment problem, institutional problem, and non value added activities; 3) the implementation of e-Government offers a net profit for the Surakarta municipality government in providing public service, as shown by the increase of government's performance, increase of society participation, and increase of community satisfaction.

Keywords: e-Government, information system, critical success factors, net benefits, mixed method