

ABSTRACT

Tata Naskah Dinas Elektronik (TNDE) is a form of e-government to improve the quality of government administration towards good governance. However, the TNDE implementation in Kabupaten Tegal encountered obstacles where the TNDE trial failed while the TNDE would continue to be implemented after changes were made in several aspects. Because of this, it is necessary to conduct research on the correlation between trial failure and TNDE readiness to determine the failure factors that have been or have not been repaired, the factors that need to be maximized, and their recommendations.

This study uses the ITPOSMO framework to formulate the factors causing the failure of the TNDE trial and the STOPE framework to assess the readiness of TNDE implementation. The results of the assessment of both frameworks were analyzed and concluded recommendations in order to avoid the failure of implementing TNDE in Tegal Regency.

This study resulted in the formulation of the failure factors that affect the readiness of implementing TNDE which is a threat namely motivation, awareness and ICT culture, employee qualifications, ICT competence, service provider infrastructure, education & training management and finance. Factors that do not influence include regulation, user facilities & infrastructure, interoperability & integration, governance and leadership support & commitment. Meanwhile, the factors that need to be maximized include infrastructure, organization and education. In addition, recommendations were formulated through 2 strategies based on the results of the analysis.

Keywords : e-government, TNDE, ITPOSMO, STOPE

INTISARI

Tata Naskah Dinas Elektronik (TNDE) merupakan wujud *e-government* untuk meningkatkan kualitas administrasi pemerintah guna menuju *good governance*. Namun demikian, pelaksanaan TNDE di Kabupaten Tegal menemui hambatan di mana uji coba TNDE mengalami kegagalan sementara TNDE tersebut akan tetap diterapkan setelah dilakukan perubahan pada beberapa aspek. Oleh karena hal tersebut, maka perlu dilakukan penelitian keterkaitan antara kegagalan uji coba dengan kesiapan TNDE untuk mengetahui faktor kegagalan yang sudah maupun belum diperbaiki, faktor yang perlu dimaksimalkan, serta rekomendasinya.

Penelitian ini menggunakan *framework* ITPOSMO untuk merumuskan faktor penyebab kegagalan uji coba TNDE dan *framework* STOPE untuk menilai kesiapan penerapan TNDE. Hasil penilaian kedua *framework* tersebut dilakukan analisis dan disimpulkan rekomendasi guna menghindari kegagalan penerapan TNDE di Kabupaten Tegal.

Penelitian ini menghasilkan rumusan faktor kegagalan yang berpengaruh terhadap kesiapan penerapan TNDE yang menjadi ancaman yaitu motivasi, kesadaran dan budaya TIK, kualifikasi pegawai, kompetensi TIK, infrastruktur penyedia layanan, manajemen pendidikan & pelatihan, serta keuangan. Faktor yang tidak berpengaruh antara lain regulasi, sarana & prasarana pengguna, interoperabilitas & integrasi, tata kelola serta dukungan & komitmen pimpinan. Sementara itu faktor yang perlu dimaksimalkan antara lain infrastruktur, organisasi serta pendidikan. Selain itu dirumuskan pula rekomendasi melalui 2 strategi yang didasarkan dari hasil analisis.

Kata kunci – *e-government*, TNDE, ITPOSMO, STOPE