

ABSTRACT

Blueprint E-Government is a guide to implementing and development of E-Government for government. The application of blueprint e-government can assist the government create a prime quality service for citizen as public service providers. The implementation of Blueprint E-Government in the Government City of Balikpapan perceived has not contributed for development of E-Government as expected.

This research assess of ICT infrastructure and human resources e-readiness in blueprint e-government implementation to improve the quality of public services. The measurement is needed to determine how ready the government city of Balikpapan in E-Government implementation. This e-readiness measurement using a model of an integrated information rich e-readiness assessment tool with addition 4 variabels: individual usage, business usage, government usage and city government policy.

The result of this research prove that all variables in research's model have a positive influence in implementation of Blueprint E-Government. These results can be made as evaluation matter and feedback to improve the quality of public services and to go to the next stage of development and implementation of e-government in city government of Balikpapan.

Keywords : e-readiness, blueprint e-government, public services

INTISARI

Blueprint E-Government merupakan panduan bagi Pemerintah dalam melaksanakan penerapan dan pengembangan *E-Government*. Penerapan *Blueprint E-Government* di lingkungan Pemerintah dapat membantu Pemerintah sebagai penyelenggara pelayanan publik menciptakan pelayanan berkualitas prima kepada masyarakat. Penerapan *Blueprint E-Government* pada Pemerintah Kota Balikpapan dirasakan belum memberikan kontribusi dalam pengembangan E-Government seperti yang diharapkan.

Penelitian ini mengukur kesiapan infrastruktur TIK dan sumber daya manusia dalam penerepan *Blueprint E-Government* guna meningkatkan kualitas pelayanan publik. Pengukuran ini diperlukan guna mengetahui seberapa siap Pemerintah Kota Balikpapan dalam menerapkan *E-Government*. Pengukuran tingkat kesiapan ini menggunakan model *An Integrated Information Rich E-Readiness Assessment Tool* dengan penambahan variabel *Individual Usage, Business Usage, Government Usage* dan *City Government Policy*.

Hasil penelitian ini membuktikan bahwa seluruh variabel yang ada dalam model penelitian memiliki pengaruh yang positif dapat penerapan *Blueprint E-Government* pada Pemerintah Kota Balikpapan. Hasil penelitian ini dapat dijadikan bahan evaluasi dan masukan untuk meningkatkan kualitas pelayanan publik, pengembangan dan pelaksanaan tahapan selanjutnya dalam penerapan *E-Government* pada Pemerintah Kota Balikpapan.

Kata kunci -- *e-readiness, blueprint e-government*, pelayanan publik.