

## Pengaruh Iklim dan nilai-nilai organisasi terhadap Implementasi E-Office pada Direktorat Jenderal Imigrasi = The influence of organization's climate and of e-office values to the effectiveness implementation at General of Directorate Immigration.

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### Abstrak

Tesis ini membahas tentang iklim implementasi e-office dan kesesuaian e-Office dengan: nilai-nilai organisasi keterkaitan dengan keberhasilan implementasi e-office pada Direktorat Jenderal Imigrasi. E-office adalah suatu inovasi dalam bidang keimigrasian pada Direktorat Jenderal Imigrasi. Di antara faktor-faktor yang mempengaruhi keberhasilan implementasi suatu inovasi adalah iklim implementasi dan kesesuaian inovasi dengan nilai-nilai organisasi. Penelitian ini didukung dengan merujuk pada hasil penelitian kualitatif dari Klein & Sorra yang berjudul "The Challenge of Innovation Implementation". Peneliti melakukan penelitian lanjutan menggunakan pendekatan kuantitatif. Hasil penelitian menunjukkan bahwa iklim implementasi e-office dan kesesuaian e-office dengan nilai-nilai organisasi memiliki pengaruh yang signifikan terhadap keberhasilan implementasi e-office pada Direktorat Jenderal Imigrasi dengan koefisien determinasi sebesar 0,574. Artinya kedua faktor tersebut menyumbang sebesar 57,4% terhadap keberhasilan implementasi e-office, Dengan demikian peneliti menyarankan perlu dirancang langkah-langkah atau tahapan pengaplikasian e-office pada Direktorat Jenderal Imigrasi yang di dalamnya terdapat tidak: hanya masalah teknis komputer/teknologi itu sendiri melainkan juga aspek penguatan iklim implementasi e-office dan kesesuaian e-office dengan nilai-nilai organisasi.

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<b>Abstract</b><br>

This study is about the climate for implementation and the fit between e-office and the values of organization as the variables that influence e-office implementation effectiveness at Directorate General of Immigration. E-office is an innovation in immigration services. since it is a new technology that is applied to serve immigration processes. According to Klein and Sarra's qualitative research (The Challenge of Innovation Implementation). the effectiveness of an innovation implementation is the function of two constructs; the climate for implementation and the fit between innovation and organization's values. This study is a quantitative study based on the two constructs from Klein and Sarra's qualitative research. The results of study show that the climate for e-office implementation and the fit between e-office and organization's values give influence to the effectiveness of e-office implementation. at Directorate General of Immigration. The coefficient of determination is 0,574, which means that the two variables contribute 57.4% for the effectiveness of e-office implementation. The researcher suggests that it is important to put the two factors (climate for e-office implementation and the fit between e-office and organization's values) in the grand design of e-office implementation planning at Directorate General of immigration.