

Analisis faktor-faktor keberhasilan implementasi e-government : studi kasus Direktorat Jenderal Perhubungan Darat = Success factors analysis of e-government implementation case : study of Directorate General of Land Transportation

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Abstrak

Implementasi e-Government di banyak negara berkembang tidak sesuai dengan harapan. Salah satu studi yang dilakukan oleh Heeks (2003), menunjukkan bahwa 35 persen dari proyek-proyek e-Government di negara - negara berkembang mengalami kegagalan, 50 persen adalah kegagalan parsial, dan hanya 15 persen yang dianggap berhasil. Ada banyak faktor yang berkontribusi terhadap keberhasilan penerapan e-Government pada suatu organisasi. Dalam penelitian ini akan dibahas faktor – faktor apa saja yang berpengaruh terhadap keberhasilan implementasi e-Government di lingkungan Direktorat Jenderal Perhubungan Darat.

Penelitian ini menggunakan pendekatan kuantitatif dalam analisa faktor-faktor yang mempengaruhi keberhasilan e-Government. Dalam penelitian ini diuji 14 faktor yang dapat mempengaruhi keberhasilan implementasi e-Government yang dikelompokkan dalam dimensi organisasi dan dimensi teknologi. Dari dimensi organisasi adalah Perencanaan, Kultur Organisasi, Struktur Organisasi, Kebijakan, SDM, Kepemimpinan, Komunikasi, Koordinasi dan Kolaborasi, Effective Project Management, Change Management, dan Awareness, sedangkan dari dimensi teknologi adalah Infrastruktur TI, Aplikasi, Standar TI, dan Keamanan Informasi (Security).

Dari hasil uji statistik 12 faktor yang mempengaruhi terhadap keberhasilan implementasi e-Government yaitu Perencanaan, Struktur Organisasi, Kebijakan, SDM, Kepemimpinan, Komunikasi, Koordinasi dan Kolaborasi, Effective Project Management, Awareness, Infrastruktur TI, Aplikasi, Standar TI, dan Keamanan Informasi (Security). Sedangkan 2 faktor yaitu kultur organisasi dan change management tidak berpengaruh. Dari 12 faktor yang berpengaruh, faktor yang paling dominan mempengaruhi keberhasilan implementasi e-Government adalah perencanaan dan keamanan informasi.

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Implementation of e-Government in many development countries are not in line with expectations. A study conducted by Heeks (2003) shows, that 35 percent of e-Government projects in the development countries failed, 50 percent were partial failed, and only 15 percent were considered to be successful. There are many factors that contribute to the success of e-Government implementation in an organization. This reasearch discuss the factors that influence the successful of e-Government implementation in the Directorate General of Land Transportation.

This study uses a quantitative approach to analyze the factors that influence the success of e-Government. It also examines 14 factors that can affect to the success of e-Government implementation which are grouped in organizational dimension and technological dimension, The organizational dimension are Planning, Organizational Culture, Organizational Structure, Policy, Human Resources, Leadership, Communication, Coordination and Collaboration, Effective Project Management, Change Management, and Awareness, whereas from the technological dimension are IT Infrastructure, Applications, IT Standard, and Information

Security.

From the results of statistical tests, there are only 12 factors that affect the success of e-Government implementation are Planning, Organizational Structure, Policies, Human Resources, Leadership, Communication, Coordination and Collaboration, Effective Project Management, Awareness, IT Infrastructure, Applications, IT Standards, and security Information (security). While the 2 factors, organizational culture and change management have no effect. From the 12 factors above, the most dominant factors affecting the success of e- Government implementation are planning and information security.