

# Strategi pemanfaatan teknologi informasi untuk menunjang implementasi Undang-Undang Keterbukaan Informasi Publik : Studi kasus pemerintah Kota Depok = Information technology utilization strategies to support Implementation Of Act On Public Information Openness: A case study on Depok City government

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## Abstrak

[Undang Undang Keterbukaan Informasi Publik merupakan pedoman hukum bagi setiap badan publik untuk menghindari terjadinya pelanggaran hak masyarakat atas informasi sekaligus menjadi jaminan agar keterbukaan tidak merugikan kepentingan pihak lain Sasaran Pemkot Depok dalam menjalankan amanat UU KIP adalah tercapainya 100 layanan informasi publik dan menjadi badan publik terbaik dalam implementasi UU KIP Namun sayangnya pelayanan informasi publik yang dilakukan oleh Pemkot Depok saat ini belum optimal Hal ini ditunjukkan antara lain dengan belum terpenuhinya penyediaan informasi publik sesuai ketentuan dan belum maksimalnya penanganan permohonan informasi serta pengaduan dari masyarakat Kendala yang dihadapi seperti keterbatasan SDM keterbatasan penguasaan informasi dan kendala koordinasi internal dan lintas unit organisasi menyebabkan belum tercapainya sasaran yang telah ditetapkan Penelitian ini akan fokus pada bagaimana teknologi informasi dapat dimanfaatkan untuk menyelesaikan permasalahan terkait pelayanan informasi publik sehingga Pemkot Depok dapat meraih tujuan strategisnya Penelitian ini menggunakan matriks IFE EFE dan analisis PEST untuk menganalisis lingkungan internal dan eksternal matriks SWOT untuk perumusan alternatif strategi dan QSPM untuk pemilihan prioritas strategi Analisis terhadap faktor faktor internal dan eksternal menghasilkan 10 strategi pemanfaatan TI untuk membantu Pemkot Depok meraih sasaran dalam pelayanan informasi publik dengan meningkatkan kualitas informasi publik meningkatkan kualitas pelayanan dan mempermudah serta mempercepat akses informasi publik.

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Act on Public Information Openness is a legal guidelines for every public institution to avoid violations of people's right to information as well as a guarantee that the openness does not harm the interests of other parties Depok City Government's target in implementing this act is to achieve 100 public information services and become the best public agency in the implementation of this act Unfortunately public information services by Depok City Government has not conducted optimally This is shown among others by the fulfillment of obligation to provide public informations that has not been in accordance with the provision and public information requests and complaints from the public that haven't been handled maximally Constraints faced such as limited human resources limited mastery of information and constraints in internal and cross organizational coordination become obstacles for achieving the targets This study will focus on how information technology can be used to solve problems related to public information services so Depok City Government can achieve its strategic objectives This study uses matrix IFE EFE and PEST analysis to analyze the internal and external environment SWOT matrix for the formulation of strategic alternatives and QSPM for selection of priority strategies Analysis of the internal factors and external generates 10 IT utilization strategy to help Depok City Government achieve the goal in public information services by improving the quality of public information improving service quality and simplify and speed up

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