

## Analisis Faktor Penghambat Implementasi E-Government Di Kementerian Pariwisata = Obstacle Factors Analysis of E-Government Implementation at The Ministry of Tourism

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### Abstrak

Pemerintahan elektronik E-Government dilakukan untuk memenuhi tata pemerintahan yang baik. Kementerian Pariwisata Kemenpar telah menerapkan E-Government, meskipun belum sesuai harapan karena capaian nilai Peningkatan E-Government Indonesia PeGI menurun dan berpredikat Kurang. Nilai PeGI Kemenpar 2014 adalah 2.47, menurun di 2015 menjadi 2.04. Penurunan ini memengaruhi tata laksana pemerintahan dan kualitas layanan publik. Hal ini menunjukkan Kemenpar menghadapi hambatan dalam implementasi E-Government. Penelitian ini bertujuan untuk menemukan faktor yang menghambat implementasi tersebut. Pendekatan kuantitatif dengan kuisioner dan analisis regresi linier dilakukan untuk menemukan faktor penghambat. Hasil penelitian ini menunjukkan bahwa faktor penghambat implementasi E-Government di Kemenpar meliputi belum terdapat tujuan dan strategi untuk implementasi, kolaborasi dan koordinasi di dalam internal Kemenpar yang belum baik, teknologi belum terintegrasi, portal layanan tidak tersedia sehingga keinginan menggunakan layanan rendah, tingkat kepercayaan terhadap informasi digital yang masih rendah, serta kegagalan penggunaan portal layanan sehingga menyebabkan tingkat keamanan penyimpanan data rendah.

.....Electronic Government E Government was implemented in order to achieve the good governance. The Ministry of Tourism Kemenpar has implemented E Government, even though its implementation does not meet the expectation yet because the performance value of PeGI The ranking of E Government of Indonesia has declined and ranged as Low category. Kemenpar s PeGI in 2014 was 2.47, and has decreased to 2.04 in 2015. This declining value affects the governance and the quality of public service. This shows that, there were obstacles encountered by Kemenpar in order to implement E Government. The purpose of this study is to find factors which were inhibit the implementation of E Government. Quantitative approach with questionnaire and linear regression analysis will be conducted in order to find the factors. The results find that factors inhibited the implementation of E Government in Kemenpar include lack of objectives and strategies for implementation, lack of collaboration and coordination within Kemenpar, the technology has not integrated, the E Government service frequently unavailable and resulted to low levels of intention to use, lack of confidence in digital information, and the failure when using the service resulted to low levels of data storage security.