

## Analisis Faktor-Faktor Pendorong E-Government Berkelanjutan (Studi Kasus di Kementerian Sekretariat Negara) = Analysis of the Driving Factors for Sustainable E-Government (Case Study at the Ministry of State Secretariat)

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### Abstrak

Kementerian Sekretariat Negara mengimplementasikan e-Government untuk menunjang produktivitas pekerjaan agar target tugas dan fungsi dapat tercapai dengan efektif dan efisien. Selain itu, kualitas layanan dapat meningkat dan dirasakan oleh para pemangku kepentingan. Untuk itu, inisiatif e-Government harus berkelanjutan. Penelitian ini memeriksa implementasi e-Government berkelanjutan di Kementerian Sekretariat Negara melalui faktor-faktornya pendorongnya. Penelitian ini merupakan penelitian post-positivisme dengan strategi pengumpulan data melalui wawancara mendalam dan studi literatur dokumen yang diterbitkan Kemsetneg maupun dokumen lain terkait sustainability e-Government. Hasil studi menunjukkan faktor yang berpengaruh penerapan e-Government berkelanjutan yakni kapasitas pemimpin dalam mengarahkan penerapan e-Government, dan dikomitmenkan dengan peningkatan kapasitas anggaran, dan TIK serta pengembangan kapasitas SDM yang terarah. Selain itu, diiringi dengan faktor penyematan (embedding) baik perubahan struktur organisasi, regulasi yang terbit dan perubahan budaya kerja. Namun, orientasi penerapan e-Government tersebut pada para pengguna dalam faktor utilitas, seperti keandalan, performance, dan fleksibilitas memenuhi penggunaan perlu ditingkatkan. Faktor tersebut memerlukan adaptasi (adaptation) dan penyesuaian (appropriation) dalam kebijakan e-Government melalui manajemen proses dan hasil pemantauan dan evaluasi yang perlu lebih terukur dan sistematis.

.....Ministry of State Secretariat implements e-Government to support work productivity so that task and function targets can be achieved effectively and efficiently. In addition, service quality can be improved and perceived by stakeholders. For this reason, e-Government initiatives must be sustainable. This study examines the implementation of e-Government sustainability in the Ministry of State Secretariat through its driving factors. This research is a post-positivism research with data collection strategies through in-depth interviews and literature studies of documents published by the Ministry of State Secretariat and other documents related to sustainable e-Government. The results of the study show that the factors that influence the implementation of sustainable e-Government are the capacity of leaders in directing the implementation of e-Government, and are committed to increasing budgetary capacity, and ICT and targeted human resource capacity development. In addition, it is accompanied by embedding factors, both changes in organizational structure, published regulations and changes in work culture. However, the orientation of the implementation of e-Government on users in terms of utility, such as reliability, performance, and flexibility to meet usage needs to be improved. These factors require adaptation and appropriation in e-Government policies through process management and monitoring and evaluation results that need to be more measurable and systematic.