

# Analisis Penerapan E-Government melalui Aplikasi Sistem Informasi Online Layanan Administrasi di Kementerian Dalam Negeri Menggunakan Model DeLone dan McLean = Analysis of E-Government Implementation Through Online Information System Applications for Administrative Services at the Ministry of Home Affairs Using the DeLone and McLean Models

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## Abstrak

Penelitian ini fokus pada analisis penerapan e-government melalui aplikasi Sistem Informasi Online Layanan Administrasi (SIOLA) di Kementerian Dalam Negeri (Kemendagri). Tujuan dari keberadaan aplikasi ini adalah untuk meningkatkan kualitas pelayanan dan menciptakan pelayanan yang efektif, efisien, cepat, mudah, serta semua pelayanan dapat diproses secara online tanpa ada lagi pelayanan secara manual. Pada penerapannya aplikasi ini masih mengalami beberapa kendala yaitu seperti masih ditemui pelayanan yang belum sepenuhnya dilakukan secara online dan ada beberapa layanan yang tidak aktif digunakan. Dengan menggunakan pendekatan post positivisme, peneliti melakukan analisis terhadap penerapan e-government melalui sistem informasi online layanan administrasi untuk mengetahui sejauh mana peran sistem informasi ini dalam menunjang proses pelayanan di Kemendagri. Menggunakan Teknik pengumpulan data melalui wawancara dan studi dokumentasi serta studi literatur dengan menggunakan teori IS Success Model oleh DeLone dan McLean (2003) yang terdiri dari 6 (enam) variabel yaitu system quality, information quality, service quality, intention to use/use, user satisfication dan net benefit, peneliti mendapatkan data sebagai dasar penilaian penerapan e-government melalui aplikasi SIOLA. Hasil penelitian menunjukkan bahwa penerapan e-government melalui aplikasi SIOLA di Kemendagri belum berjalan dengan baik. Masih terdapat sejumlah indikator penunjang kesuksesan sistem informasi yang dinilai belum memadai.

.....This study focuses on analyzing the implementation of e-government through the application of the Online Service Administration Information System (SIOLA) at the Ministry of Home Affairs (Kemendagri). The purpose of this application is to improve service quality and create services that are effective, efficient, fast, easy, and all services can be processed online without manual service. In its application, this application still experiences several problems, namely services that have not been fully carried out online and some services that are not actively used. Using a post-positivism approach, researchers conducted an analysis of the implementation of e-government through an online information system for administrative services to determine the extent of the role of this information system in supporting the service process at the Ministry of Home Affairs. Using data collection techniques through interviews and documentation studies as well as literature studies using the IS Success Model theory by DeLone and McLean (2003) which consists of 6 (six) variables namely system quality, information quality, service quality, intention to use/use, user satisfication and net benefit, researchers obtain data as a basis for evaluating the implementation of e-government through the SIOLA application. The results of the study show that the application of e-government through the SIOLA application at the Ministry of Home Affairs has not gone well. There are still a number of indicators supporting the success of information systems that are considered inadequate.