

## Analisis Faktor-Faktor yang Mempengaruhi Implementasi E-office Layanan Persuratan di Kementerian Sekretariat Negara = Analysis of Factors Influencing the Implementation of E-office Mailing Services at the Ministry of State Secretariat

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### Abstrak

Tesis ini membahas mengenai faktor-faktor yang mempengaruhi implementasi e-office layanan persuratan di Kementerian Sekretariat Negara. Penelitian ini berangkat dari permasalahan dimana Kementerian Sekretariat Negara telah menggunakan e-office layanan persuratan sejak tahun 2009 namun penerapan e-office layanan persuratan belum sepenuhnya terlaksana di Kementerian Sekretariat Negara. Penelitian ini bertujuan untuk menganalisis faktor-faktor yang mempengaruhi implementasi e-office layanan persuratan di Kementerian Sekretariat Negara berdasarkan teori Harvard JFK School of Government (2006). Penelitian ini menggunakan pendekatan kualitatif dengan pengumpulan data melalui wawancara secara mendalam. Hasil penelitian menunjukkan terdapat 3 faktor yang mempengaruhi e-office yaitu elemen support didukung dengan landasan hukum, Standart Operating Prosedure serta perencanaan dalam tahapan pelaksanaan e-office, elemen capacity didukung oleh ketersediaan sumber daya finansial, ketersediaan infrastruktur teknologi dan ketersediaan dan kualitas sumber daya manusia dan elemen value yang menunjukkan nilai dalam pelayanan publik berbasis online dan kebermanfaatannya untuk pemerintah dan masyarakat.

.....This thesis discusses the factors that influence the implementation of e-office mailing services at the Ministry of State Secretariat. This research departs from the problem where the Ministry of State Secretariat has been using e-office mail services since 2009 but the implementation of e-office mail services has not been fully implemented at the Ministry of State Secretariat. This study aims to analyze the factors that influence the implementation of e-office mail services at the Ministry of State Secretariat based on the theory of Harvard JFK School of Government (2006). This study used a qualitative approach by collecting data through in-depth interviews. The results of the study show that there are 3 factors that affect e-office, namely element support supported by legal basis, Standard Operating Procedures and planning in the stages of implementing e-office, element capacity is supported by the availability of financial resources, availability of technological infrastructure and availability and quality of human resources and value elements that show value in online-based public services and benefits for government and society.