

ABSTRAK

SHAHIB RASYIDI, NPM : 2022440, Judul “IMPLEMENTASI ASPEK TEKNOLOGI INFORMASI DAN KOMUNIKASI SISTEM PEMERINTAHAN BERBASIS ELEKTRONIK DI HULU SUNGAI UTARA (STUDI KASUS DINAS KOMUNIKASI INFORMASI DAN PERSANDIAN)” di bawah bimbingan Bapak **SUGIANOR, S.Sos., M.AP** sebagai Pembimbing I dan Bapak **SELAMAT RIADI, S.Sos., M.AP** sebagai Pembimbing II.

Penelitian ini didasari karena temuan fenomena masalah pada implementasi aspek teknologi informasi dan komunikasi sistem pemerintahan berbasis elektronik di Dinas Kominfo Kabupaten Hulu Sungai Utara, yaitu tidak semua pelaksanaan SPBE di beberapa SKPD yang berkoordinasi dengan Dinas Kominfo Kabupaten Hulu Sungai Utara. Kurangnya dukungan infrastruktur seperti server, jaringan, dan sistem penghubung layanan. Terbatasnya Sumber Daya Manusia (SDM) Tenaga Ahli di Bidang E-Government. Oleh karena itu, penelitian ini bertujuan untuk mengetahui implementasi aspek teknologi informasi dan komunikasi sistem pemerintahan berbasis elektronik Kabupaten Hulu Sungai Utara (Studi Kasus Dinas Komunikasi Informatika dan Persandian) serta faktor-faktor yang mempengaruhi implementasi.

Pendekatan kualitatif bertipe deskriptif digunakan dalam penelitian ini. Proses pengumpulan data ditempuh melalui observasi, wawancara dan dokumentasi mendalam terhadap 9 informan yang berasal dari Diskominfo, Bappeda, dan BKPSDM. Proses analisis data berpijak pada model interaktif Miles dan Huberman yang meliputi tahapan reduksi data, penyajian data, serta penarikan simpulan. Uji kredibilitas data meliputi perpanjangan pengamatan, meningkatkan ketekunan, triangulasi, dan mengadakan *membercheck*.

Berdasarkan hasil penelitian tersebut bahwa implementasi SPBE cukup baik dilihat dari empat variabel George C. Edward III. Faktor penghambat meliputi, konsisten masih kurang baik karena akan ada perubahan kebijakan yang menyebabkan perubahan dalam instruksinya. Kurangnya sumber daya manusia seperti tenaga ahli SPBE sehingga beban kerja tidak merata sehingga implementasi berjalan kurang baik. Fasilitas yang digunakan untuk mendukung pelaksanaan SPBE masih kurang baik karena kendala keterbatasan server dan jaringan intra yang belum terhubung ke seluruh SKPD serta terkendala integrasi dan sinkronisasi data antar aplikasi. Faktor pendukung yaitu, pertama, penyebaran informasi sudah baik kepada SKPD. Informasi tentang program SPBE berkoordinasi dengan SKPD terkait sudah cukup baik. Wewenang sudah baik karena berlandaskan dasar hukum PerPres dan PerBup. Efek disposisi sudah baik karena adanya komitmen tinggi dari pegawai dalam meningkatkan nilai indeks kabupaten. Adanya SOPs dalam pelaksanaan SPBE, walaupun beberapa SOP masih proses pembuatan sehingga berjalan cukup baik. Melaksanakan Fragmentasi sudah cukup baik, adanya pembagian tugas yang jelas.

Disarankan agar Kepala Dinas Kominfo Kabupaten Hulu Sungai Utara lebih meningkatkan koordinasi dengan seluruh SKPD, melakukan rekrutmen tenaga ahli dan pelatihan serta peningkatan kualitas dan pemerataan infrastruktur. Kepada pegawai atau staf Dinas Kominfo Kabupaten Hulu Sungai Utara diharapkan terus meningkatkan kemampuan di bidang teknologi informasi. Kepada SKPD di Kabupaten Hulu Sungai Utara diharapkan dapat meningkatkan koordinasi dengan Dinas Komunikasi Informatika dan Persandian dalam pelaksanaan SPBE. Dengan langkah-langkah tersebut diharapkan penyelenggaraan SPBE di Kabupaten Hulu Sungai Utara dapat berlangsung secara lebih efektif, efisien, terintegrasi, transparan, dan akuntabel sehingga mampu meningkatkan kualitas pelayanan publik

ABSTRACT

SHAHIB RASYIDI, NPM : 2022440, Title “IMPLEMENTATION OF THE INFORMATION AND COMMUNICATION TECHNOLOGY ASPECTS OF THE ELECTRONIC-BASED GOVERNMENT SYSTEM IN HULU SUNGAI UTARA REGENCY (A CASE STUDY OF THE DEPARTMENT OF COMMUNICATION, INFORMATICS, AND CRYPTOGRAPHY)”, under the guidance of Mr. Sugianor, S.Sos, M.AP as Advisor I and Mr. Selamat Riadi , S.Sos, M.AP as Advisor II.

The digital transformation of public administration has become a strategic priority for improving the quality, efficiency, and accountability of public services through the implementation of Electronic-Based Government Systems (SPBE). However, the implementation of SPBE at the local government level continues to encounter various institutional, technical, and organizational challenges. This study was conducted to examine the implementation of the Information and Communication Technology (ICT) aspect of SPBE in Hulu Sungai Utara Regency, Indonesia, with a particular focus on the Department of Communication, Informatics, and Encryption (DiskominfoSandi). The study also identifies the factors influencing the implementation process.

A descriptive qualitative approach was employed. Data were collected through observations, in-depth interviews, and document analysis involving nine informants from the Department of Communication, Informatics, and Encryption (DiskominfoSandi), the Regional Development Planning, Research and Innovation Agency (Bapperida), and the Regional Civil Service and Human Resources Development Agency (BKPSDM). Data were analyzed using the interactive model of Miles and Huberman, comprising data reduction, data display, and conclusion drawing. The credibility of the findings was ensured through prolonged engagement, persistent observation, triangulation, and member checking.

The findings indicate that the implementation of SPBE has generally been satisfactory when evaluated using George C. Edward III's policy implementation framework, which consists of communication, resources, disposition, and bureaucratic structure. Nevertheless, several challenges continue to impede effective implementation. Communication remains inconsistent due to frequent policy changes that require continuous adjustments to implementation directives. Resource limitations, particularly the shortage of ICT professionals and SPBE specialists, have resulted in an uneven distribution of workloads and reduced implementation effectiveness. In addition, inadequate technological infrastructure—including limited server capacity, incomplete intranet connectivity across Regional Government Agencies (SKPD), and insufficient integration and synchronization among information systems—has constrained the performance of SPBE. Conversely, several enabling factors have contributed positively to implementation. Information dissemination and inter-agency coordination have been carried out effectively, implementation authority is supported by clear legal frameworks through Presidential and Regent Regulations, government employees demonstrate strong commitment to improving the regional SPBE index, and organizational responsibilities have been clearly defined. Although several Standard Operating Procedures (SOPs) remain under development, the existing bureaucratic structure has generally facilitated policy implementation.

This study recommends strengthening inter-agency coordination, expanding the recruitment and capacity development of ICT professionals, and improving the quality and distribution of digital infrastructure. Furthermore, Regional Government Agencies should enhance collaboration with DiskominfoSandi to support integrated SPBE implementation. These efforts are expected to promote a more effective, efficient, integrated, transparent, and accountable digital government system, ultimately contributing to improved public service delivery in Hulu Sungai Utara Regency.