

# Penerapan e-Government dalam pelayanan elektronik akta kelahiran e-Akta pada suku Dinas Kependudukan dan Pencatatan Sipil Kota Administrasi Jakarta Pusat = Implementation of e-Government in services of electronic excerpt of birth certificate e-Akta at office of Population and Civil Registration Administration City of Jakarta Pusat

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## Abstrak

Skripsi ini membahas mengenai Penerapan e-Government Dalam Pelayanan Elektronik Akta Kelahiran (e-Akta) Pada Suku Dinas Kependudukan dan Pencatatan Sipil Kota Administrasi Jakarta Pusat. Penelitian ini menggunakan pendekatan positivis. Teknik analisis menggunakan konsep perubahan paradigma e-Government yang dikemukakan oleh Haedler dan Peliici (2001) antara lain dilihat dari faktor Orientation, Process Organization, Management Principle, Leadership Style, Internal Communication, External Communication, Mode of Service Delivery, dan Principle of Service Delivery.

Hasil penelitian menunjukkan bahwa program e-Akta dinilai masih kurang baik, hal ini dikarenakan terdapat beberapa permasalahan yang menjadi isu utama di dalam pelaksanaan program e-Akta diantaranya ketersediaan sumber daya manusia, kemampuan warga DKI Jakarta dalam mengatasi isu digital divide, serta dari faktor keamanan data kependudukan yang tersimpan pada aplikasi program e-Akta. Melihat kondisi tersebut, diperlukan kerja keras oleh semua pihak yang terkait dengan program e-Akta ini terutama pada proses rekrutmen staf pelaksana yang sesuai dengan latar belakang pendidikan yang dibutuhkan, pemberian pelatihan rutin baik itu kepada pihak internal maupun eksternal guna menambah pengetahuan di dalam cara penggunaan e-Akta, serta perlunya diberlakukan prosedur operasi standar yang harus disesuaikan dengan kondisi yang ada saat ini.

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This thesis discusses the Implementation of e-Government in Services of Electronic Excerpt of Birth Certificate (e-Akta) at Office of Population and Civil Registration Administration City of Jakarta Pusat. This study uses positivism approach. Analysis techniques using the concept of e-Government paradigm shift proposed by Haedler and Peliici (2001), among others, viewed from the factors of Orientation, Process Organization, Management Principle, Leadership Style, Internal Communication, External Communication, Modes of Service Delivery, and Principle of Service Delivery.

The result of the research shows that the e-Akta program has not yet well-succeeded, there are still some problems to be the main issue in the implementation of e-Akta program including the availability of human resources, the ability of Jakarta's people in tackling the issue of the digital divide, as well as the security factor of population data that stored on e-Akta application program. Respond these conditions, it takes hard work by all parties associated with the e-Akta program is mainly on the process of implementing recruitment of staff in accordance with the educational background required, giving regular training to both internal and external parties in order to increase knowledge in how to use e-Akta, and the need for standard operating procedures that apply must be adapted to the conditions that exist today.