

E-KELURAHAN AS DIGITAL BASED SERVICE IN PANCORAN MAS

Nida Handayani

Public Administration, Faculty of Social and Political Science, University Muhammadiyah og Jakarta

nidakrw@gmail.com

Abstract

Depok City Government as one of the 10 Cities, in 2017 received awards with the best national performance from the 542 Autonomous Regions to continue to develop e-Government, one of which is through the e-Kelurahan program, which is a system that can process all licensing in the kelurahan. The licensing process in the kelurahan can also be directly connected to the Kecamatan. With reports coming into the District, it can avoid cheating. Because based on information from the District Head quoted from the Depok News page (<https://www.depok.go.id/09/01/2017/01-berita-depok/> uploaded March 7, 2018: 20.43 WIB), before the use of the system e-Kelurahan, there are illegal levies in the licensing service process by rogue employees, where employees cheat by agreeing to the licensing process without the conditions for completing licensing service procedures. Before the application of e-Kelurahan is the lack of human resources in administrative services in the Kelurahan, so services tend to be long and lack of information that can be conveyed to the community. this study aims to look at the implementation of e-Kelurahan in Pancoran Mas, Depok and see the supporting and inhibiting factors. The method used is a Qualitative Approach with Descriptive Analytical Research Type. The results of this study were seen using e-government implementation indicators put forward by Richardus Eko Indrajit, namely: 1) the condition of the infrastructure data on the application of e-Village is internet-based which provides services for more than 30 letter templates that are carried out online, and even document documents through scans and citizen data are automatically stored in the Kelurahan archive. 2) Availability of legal basis, the implementation of e-Kelurahan is part of the implementation of the Depok City smart city, and the application in Kelurahan is supported by standard operational procedures, which in principle are SOPs that are derived in service with online systems. 3) Coordination between agencies, e-Kelurahan is the result of collaboration between Disdukcapil and Telkom, which is implemented in Pancoran Mas Sub-District and 6 Kelurahans, so that the system is integrated between the Sub-District and Kelurahan under the Pancoran mas Sub-District. 4) The availability of the apparatus, HR is an important part in the application of e-Kelurahan, but Pancoran Mas Kelurahan has not done a lot of HR update in the application of e-Kelurahan. 5) Availability of technological facilities, the system used is sufficient to represent quality services for the community, but due to socialization that has not been optimally carried out, so this service technology has not been implemented properly. 6) Strategy thinking of e-Kelurahan leaders is one of e-Government products in addition to citizen applications (e-residents) and e-Kecamatan.

Keywords: e-Government, e-Kelurahan

Introduction

Utilization of Information, Communication and Technology (ICT) has changed in human activities in various sectors, as well as in the public service sector by the government. The tasks of the government that have been regulated in Law No. 25 of 2009 concerning Public Services in Article 1, namely providing services to its citizens with quality standards of service, fast, easy, affordable and measurable. Developing electronic based government administration or often called Electronic Government (e-Government) is a way to improve the quality of public services. Some e-Government related programs developed in Depok City are part of the Smart City Program.

Depok City Government continues to develop e Government programs as part of improving performance in providing services to the community. In 2017, the City of Depok became one of the cities that won the Satyalancana Karyabhakti Praja Nugraha award which is an award for the best

National performance status. This assessment is based on the 2016 Performance Evaluation of Local Government Administration (EKPPD). The results of the evaluation of the performance of regional government administration are given to 3 provinces, 10 Regencies and 10 cities, while the list of Provinces, Cities and Regencies, namely:

Table 1. List of the highest performing provinces

| No | Province | Score |
|----|------------------|---------|
| 1. | Jawa Timur | 3,1802 |
| 2. | Provinsi Jawa | 3,1760 |
| 3. | Kalimantan Timur | 3,1469. |

Source: www.kemendagri.go.id/news/2017 downloaded 03-07-2018: 22.23

Table 2. List of Regencies / Cities performing well National

| No | Regencies / Cities | Province |
|-----|--------------------|------------------|
| 1. | Kab. Sidoarjo | Jawa Timur |
| 2. | Kab. Karanganyar | Jawa Tengah |
| 3. | Kab. Kudus | Jawa Tengah |
| 4. | Kab. Lamongan | Jawa Timur |
| 5. | Kab. Pinrang | Sulawesi Selatan |
| 6. | Kab. Banyuwangi | Jawa Timur |
| 7. | Kab. Bantul | DI Yogyakarta |
| 8. | Kab. Probolinggo | Jawa Timur |
| 9. | Kab. Kuningan | Jawa Barat |
| 10. | Kab. Pati | Jawa Tengah |
| 11. | Kota Makasar | Sulawesi Selatan |
| 12. | Kota Surabaya | Jawa Timur |
| 13. | Kota Samarinda | Kalimantan Timur |
| 14. | Kota Mojokerto | Jawa Timur |
| 15. | Kota Gorontalo | Gorontalo |
| 16. | Kota Bandung | Jawa Barat |
| 17. | Kota Depok | Jawa Barat |
| 18. | Kota Banjar | Jawa Barat |
| 19. | Kota Bontang | Kalimantan Timur |
| 20. | Kota Sukabumi | Jawa Barat |

Source: www.kemendagri.go.id/news/2017 downloaded 03-07-2018: 22.23

Based on the data above, Depok is one of the City Governments with good national performance from 542 other Autonomous Regions. This is an achievement as well as homework that Depok City needs to continuously improve its performance and services to the community. One indicator of improving the performance of the City of Depok is through the development of e-Government that continues to be promoted by the Depok City Government, which is also currently formulating a regulation on the implementation of e-Government to strengthen its implementation and application.

E-Kelurahan is part of e-Government, which is ICT-based services in managing population data administration to facilitate the public in obtaining online services or long distance services between the Kelurahan and the community.

E - Kelurahan is a continuation of the improvement and development of the PATEN (one-stop integrated service) policy which is strengthened by an internet network that has been and has partnered with PT Telkom Sigma. Substantially, there are adjustments to the SOP based on the

description of the new institutional tasks in 2017 and to facilitate the administration of services to the community to be more controlled, effective and accountable. The main objectives of e-kelurahan are:

- a) Facilitate all matters of service in the sub-district and / or sub-district and community members in accordance with the institutional authority of the sub-district, with the support of high connectivity in the use of technology.
- b) To improve the quality and effectiveness of services in sub-districts and districts.
- c) Encouraging performance improvement, especially in terms of efficiency and internal control.

Pancoranmas Subdistrict Depok City developed Electronic Village (e-Services), e-Kelurahan remained based on standard operational procedures and tupoksi of Kecamatan and Kelurahan. The development of the e-Kelurahan service system is a solution to the limitations of the state civil apparatus and to prevent illegal payments. Depok City has 11 Subdistricts which consist of Beji, Bojogsari, Cilodong, Cimanggis, Cinere, Cipayung, Limo, Pancoran Mas, Sawangan, Sukmajaya and Tapos Districts.

Of the 11 Subdistricts in Depok City, Pancoran Mas Subdistrict is the only Subdistrict that implements E-Kelurahan with 6 (six) Kelurahan already connected with Subdistricts consisting of Depok, Depok Jaya, Pancoran Mas, Mampang, Rangkap Jaya and Duplicate Jaya Baru. Pancoran Mas sub-district has had a one-stop service pattern since 2013, and in 2017 precisely in April implemented e-Kelurahan.

The e-Kelurahan application is a system that can process all permits in the kelurahan. These include business domicile, residence permit, moving certificate and certificate of poverty. Residents just come and enter data in the village, then all citizens' files will be scanned with the e-Kelurahan system, after the requirements are complete, the agreement can be seen via mobile phone. The licensing process in the kelurahan can also be directly connected to the Kecamatan. With reports coming into the District, it can avoid cheating. Because based on information from the District Head quoted from the Depok News page (<https://www.depok.go.id/09/01/2017/01-berita-depok/> uploaded March 7, 2018: 20.43 WIB), that before the use of the system e-Kelurahan, there are illegal levies in the licensing service process by rogue employees, where employees cheat by agreeing to the licensing process without the conditions for completing licensing service procedures. Besides other problems before the application of e-Kelurahan is the lack of human resources in administrative services in the Kelurahan, so services tend to be long and lack of information that can be conveyed to the community.

1. Theory Study

This study uses e-government theory from Richardus Eko Indrajit who uses 6 approaches in assessing the application of e-Kelurahan, including:

- a) data infrastructure conditions, including system management, documentation, and work processes in place to provide the quantity and quality of data
- b) Availability of legal basis in the Implementation of e-Kelurahan
- c) Coordination between agencies in the policy of Implementing e-Kelurahan
- d) Availability of the apparatus in the Implementation of e-Village
- e) Availability of technological facilities
- f) Leaders thinking strategies in the policy of Implementing e-Kelurahan

2. Research Methods

This study uses a Qualitative Approach with Analytical Descriptive Research Type, to see an overview of the implementation of e-Kelurahan application in Pancoran Mas Kelurahan by describing and searching for in-depth information data through interviews with designated informants based on specified criteria, and direct observation in Kelurahan and documentation that supports research data and information.

3. Results and Discussion

In accordance with the development of an increasingly rapid era, which is accompanied by the development of increasingly sophisticated technology, and increasingly modern community life, so the need for a government service that can respond to these developments and progress. Providing infrastructure that can accommodate the aspirations and needs of the community in accordance with the development of technology used by humans.

E-kelurahan is a development of the service system that has been implemented so far in the Kecamatan or Kelurahan. Kelurahan services are still based on standard operational procedures and main tasks and functions that are applied in the Kecamatan and Kelurahan. The sub-district itself has owned a one-stop service patent since 2013, all that's left is to develop its online system or technology-based service system. E-kelurahan is one of the products of e-Government to continue to develop the implementation of e-government, in addition to that there are e-Districts and citizen applications.

The results of this study are intended to look at online development by the District or the application of technology-based services developed by the District through its use by the Pancoran Mas Village called e-Kelurahan. In analyzing the application of e-Kelurahan in Pancoran Mas, using the following indicators of e-Government implementation, stated by Richardus Eko Indrajit, are as follows:

3.1. Condition of Infrastructure

DataTechnology-based service implementation must be supported by a data base to be able to access all services, both the community data base and the operational standard of service procedures contained in the e-Kelurahan technology system. In a system, the data will be processed into information to make a decision that can later become a service product for the community as a system-based service or commonly known as e-government.

E-Kelurahan is a website-based application system that can be used to process community documents. The e-Kelurahan application has various functions and objectives, including:

- a) Make a Certificate / Service automatically, more than 30 letter templates and types and types can be selected.
- b) The process of making a letter can be done anywhere online
- c) All services and documents can be monitored online
- d) The approval process can be done via application or e-mail
- e) Easily create reports (Daily, Weekly and Month) automatically and online, to the sub-district or related institutions.
- f) All documents are stored and archived safely in Data Center Server – Cloud
- g) Receive citizen reports and requests online
- h) Verification and Update of data related to document authenticity and validation of data data (multiple, fake, status, etc.)
- i) Monitor and evaluate the receipt of government subsidies for citizens
- j) Integrated online services with the District
- k) Internal letter writing (Official Note, Outgoing Letter, SPPD)
- l) Preparation of Agenda, Work Schedule and Act to related kelurahan, kecamatan and SKPD officials
- m) Making an integrated database; staffing, taxes, land, planning & budget, inventory etc.

On the basis of the functions and objectives of the e-Keluraha application, the features made are based on these functions and on the basis of the standard operational procedures of the Sub-District and Kelurahan. The features in the e-Kelurahan application include:

- 1) Dashboard
- 2) Create a Letter
- 3) Citizens' Requests
- 4) Incoming Letter
- 5) Letter Data
- 6) Approval of the Letter
- 7) Approval by e-Mail

- 8) Citizen Data
- 9) Upload Citizen Data
- 10) Data Filter
- 11) Print on WEB
- 12) E-mail notification
- 13) Regional Potential
- 14) Tax
- 15) Job Setup
- 16) Letter Setup
- 17) Setup Letterhead
- 18) Setup Variable Letters
- 19) Setup Variable Data for Citizens
- 20) Setup of Letter Categories
- 21) KPI Setup
- 22) Financial User Setup
- 23) Work Schedule
- 24) Activity Monitoring
- 25) Musrenbang

The features in the e-Kelurahan application work on the basis of a stored database or incoming data such as citizen data, incoming and outgoing mail data, and other information data, so that the e-Kelurahan system works optimally.

E-Kelurahan in Pancoran Mas Kelurahan began to be implemented in April 2017, so that in its implementation many people did not understand the e-Kelurahan application. This means that the socialization carried out is also not optimal enough so that people cannot use the e-Kelurahan application as a whole. However, Pancoran Mas Village continues to make efforts to socialize with the community.

3.2. Availability of Legal Basis

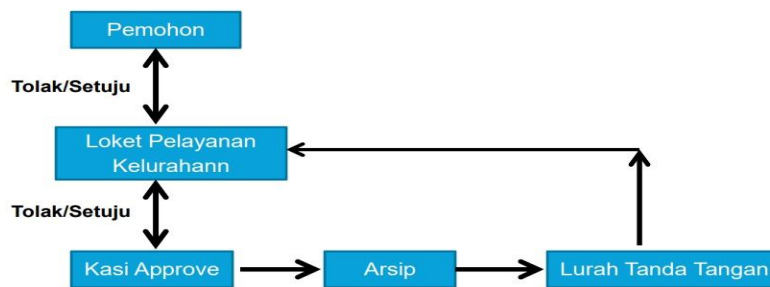
The implementation of e-Kelurahan in Pancoran Mas Kelurahan is part of Presidential Instruction No. 3/2003 concerning National Policies and Strategies for e-Government Development, where institutions that provide services to the public through digital-based management. In addition to the Presidential Instruction, the application of e-government in the City of Depok is shaded through the legal basis of the Mayor's Regulation Depok No. 46 of 2017 concerning Electronic Government Guidelines in the Implementation of the Depok City Government. Actually the e-Kelurahan application is an application developed by Pancoran Mas Sub-District which is implemented by Kelurahan under Pancoran Mas Sub-District, one of which is Pancoran Mas Sub-District.

In addition to the legal basis governing e-government activities, the Sub-District and Kelurahan also implement e-Kelurahan based on technical guidelines or commonly referred to as standard operational procedures that govern more detail in the implementation of e-Kelurahan. The SOP is compiled based on the technical implementation of administrative services in the Sub-District and Kelurahan which are then outlined in a system-based service, which system or service flow is the same principle as a manual service, only technology-based more to provide convenience and speed and accuracy in the service process.

3.3. Interagency Coordination

E-kelurahan functions as an administrative service that takes place automatically, such as the making of certificates, population data collection, regional potential, and archives, as well as the permit process that can be known by the public without coming to the Kelurahan. With the existence of e-kelurahan, the community will get certainty about the stages of the process of public service in the kelurahan. E-kelurahan can also be used as a benchmark for the performance of village officials in serving the community. The following are the stages of the service process in Pancoran Mas Village: Figure 1. Service Process in the Kelurahan

PROSES PELAYANAN DI KELURAHAN



Based on the above stages, it can be explained that the community makes a request for the desired service, which will then be recorded by the ticket window clerk through the e-kelurahan application by filling in a variety of community data in accordance with the service desired by the community. After the data is complete and approved, then proceed to the cation in accordance with community requests. In the e-Kelurahan application, the features of Kasi are available according to their duties and functions, so that the system will directly scan the community's request according to the competent section. After Kasi approves the application, an archive or letter will be needed by the applicant / community which will then be verified and endorsed by the signature of the leader in this case the Lurah. After the Lurah is signed, the letter/archive will return to the counter and is available as a service product for the community.

The above stages can be seen as standard operational procedures for services in the Kelurahan that are used both manually and system-based. The principle of service in the Kelurahan service is the same, only the tools used are different and the way of working and speed and accuracy are more favored in service-based systems.

In connection with the existing system integration in e-Kelurahan applications, the principle of e-Kelurahan applications is the product of collaboration between Disdukcapil Kota Depok and Telkom, but until now the implementation of the new e-Kelurahan application has been carried out in Pancoran Mas Subdistrict which applies E-Kelurahan with 6 (six) kelurahans that have been connected with subdistricts consisting of Kelurahan Depok, Depok Jaya, Pancoran Mas, Mampang, Rangkap Jaya and Rangkap Jaya Baru. Among the 11 Subdistricts owned by Depok City, Pancoran Mas Subdistrict that applies e-Kelurahan with the reason that Pancoran Mas Subdistrict has had a one-stop service pattern since 2013, so that the service pattern has been integrated. The following is the approval service process in the Sub-District which shows the system integration between the Sub-District and Kelurahan through the e-Kelurahan application:

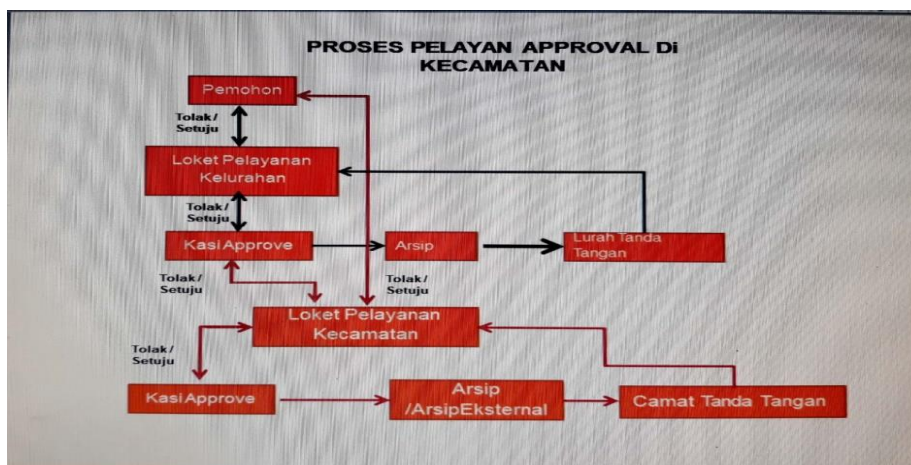


Figure 2: Approval Service Process in the District

Based on the picture of the approval service process in the District above, the principle is the same procedure as the SOP of services in the Kelurahan, only a few services or permits require the approval of the Subdistrict leader in this case the Camat, so that the archive / letter requires verification or endorsement by the Sub-district, so that the request made in the Kelurahan it will be continued from the Kasi Kelurahan to the District level service or from the applicant directly to the Subdistrict directly through the Sub-District concerned concerned to obtain authorization from the Camat. The e-Kelurahan application has provided features or facilities for integrating the service system between the Kelurahan and Kecamatan, through the report feature on the e-Kelurahan dashboard.

3.4. Availability of Government Employees

The Kelurahan is led directly by the Lurah and oversees several sections or fields to assist the Lurah's task in providing services to the community. The fields or sections in Pancoran Mas Sub-District include the population registration section, the Head of Economic and Development Section, the Head of Community and Services, the Head of Government and Order, the Secretariat Section, and the Heir Services Section.

These sections are contained in the e-Kelurahan application through their respective features, so that officers and the public can easily find the duties and functions of each section in providing services to the community. The desired service objectives can be seen in the features / sections contained in the e-Kelurahan application which can be seen in the image below:



Figure 3: Display of e-Kelurahan Home

The duties and functions of each section / section are as follows:

- a. Population registration service in the Kelurahan
 - ✓ KK Registration
 - ✓ KTP registration
 - ✓ Moving Registration Comeb.
- b. Type of service at Head of Economic and Development in Kelurahan
 - ✓ Business Certificate
 - ✓ Cover Letter IMB
 - ✓ Certificate of Business Domicilec.
- c. Types of services in Community Services and Services in the Village
 - ✓ Decree does not have a house yet
 - ✓ SK Not Married
 - ✓ SKTM
 - ✓ Cover Letter of Passenger Agreement (NA)d.
- d. Type of service in Head of Government and Order in Kelurahan

- ✓ SK Same Person / Different name
 - ✓ Certificate of Widow / Widower
 - ✓ SK Domicile of the Organization
 - ✓ Death Decree More than 1 Year
 - ✓ Death SK Less than (1 year)
 - ✓ Certificate of Widow / Widower
 - ✓ Cover Letter for SKCK
 - ✓ Register Heir
 - ✓ SK Domicile of Hajj
 - ✓ SK Domicile of Residence
 - ✓ SK Move Out (alone)
 - ✓ Domicile Decree (FOREIGNERS)
 - ✓ SK Domicile Foundation
 - ✓ SK Move Out (5 Followers)
 - ✓ Cover Letter for Crowd Permit
 - ✓ SK Move Out (10 Followers)
 - ✓ Birth Certificate
 - ✓ Income Statement
 - ✓ General Certificate
 - ✓ Declaration of No Dispute
 - ✓ Aged birth certificate
 - ✓ Magical Lettere.
- e. Type of letter to the Kelurahan Secretariat
- ✓ Cover letter
 - ✓ Citizen's Eye Report Report
 - ✓ Invitation
 - ✓ Citizen Report Letter
 - ✓ Letter of Assignmentf.
- f. Type of service in the Services of Heirs in the Village
- ✓ Declaration of Heirs List (2)
 - ✓ Declaration of Heirs List (3)
 - ✓ Declaration of Heirs List (1)
 - ✓ Minutes of Heirs (10)
 - ✓ Minutes of Heirs (5)
 - ✓ Declaration of Heirs List (5)
 - ✓ Declaration of Heirs List (4)
 - ✓ Declaration of Heirs List (6)
 - ✓ Declaration of Heirs List (7)
 - ✓ Declaration of Heirs Not Married
 - ✓ Minutes of Heirs (1)
 - ✓ Minutes of Heirs (2)
 - ✓ Minutes of Heirs (3)
 - ✓ Minutes of Heirs (4)
 - ✓ Minutes of Heirs (6)
 - ✓ Minutes of Heirs (7)
 - ✓ Statement of Wife's Heirs 2

Based on the existing parts of the Pancoran Mas Kelurahan, indeed the available employees are old employees without any additional new employees in the application of e-Kelurahan, thus requiring quite intense training in the operation of e-Kelurahan and the need to update employees who more competent in operating the system.

3.5. Availability of Technology Facilities

E-Kelurahan is a website based application that works automatically and helps the workings of both the Kecamatan and Kelurahan. E-Kelurahan can be accessed through <http://e-pemerintah.com/kelurahanpancoranmas> which will then appear as follows:



In the above display, requires a login process that requires a username and password, and needs to rewrite the code listed. After the process, it will enter the home feature which displays several features of Section / Section in accordance with the existing task section of the Village. The following is an example of managing a business domicile certificate that is processed in the Head of Economic and Development, the steps are as follows:

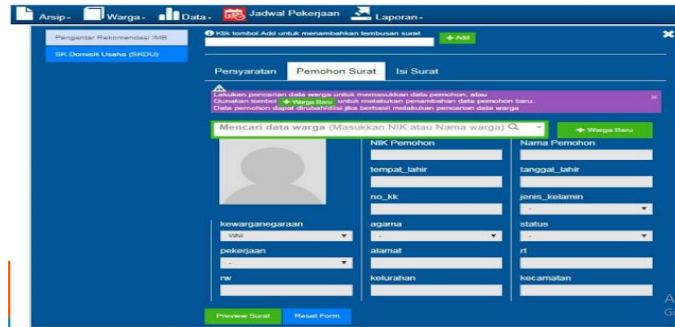
1. Enter through the address <http://e-pemerintah.com/kelurahanpancoranmas>
2. Login
3. Click the Kasi Economy and Development feature
4. Click Business Domicile Certificate
5. Requirements menu for letter applicants appears as follows:



The requirements menu also needs to be completed with the required documents of business domicile by scanning documents and uploading them in the available column.

6. Then click the letter applicant, the letter entry menu will appear as follows:

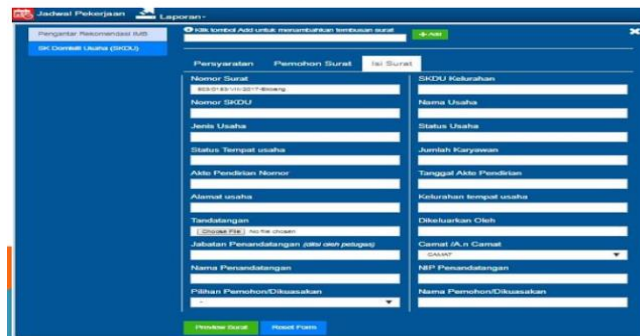
MENU ISIAN PEMOHON



In this entry menu, if the citizen data already exists, the system only needs to search for data automatically, but if there is no recorded data on new residents or residents, then it is necessary to fill in according to the question column.

- Then click the contents of the letter, a letter filling menu appears as follows:

MENU PENGISIAN SURAT



The letter filling menu here is intended to fill in data related to business, business status, business deed, business location, and signature of the scanned business owner, etc. The data is intended to be listed in a business domicile statement that will be issued by the Kelurahan / Kecamatan.

- After all the processes have been completed, a certificate as a product of the Kelurahan / Kecamatan service can be issued, such as the following example:



Using the e-Kelurahan application in the Kecamatan and Kelurahan the steps are the same, for the same output, but the difference is the output letter and barcode on the letter.

In addition to service interactions with the community, the e-Kelurahan application can also display performance reports for each Kasi / sector integrated with the Kecamatan, so that the Kecamatan can monitor how many proposals / requests for services from the community are completed or delayed through the monthly monitoring dashboard menu. On the approve dashboard menu, you can also see the process of publishing a letter.

On the dashboard menu there are also other menus such as citizen requests, citizen complaints, incoming mailboxes, and upcoming activities. In addition there is an archive menu as data letter / product output from the Village, as well as a population data menu which is population data obtained from each service letter input in each village.

3.6. Leader Thought Strategy

The e-Kelurahan application is part of e-Government as a form of digitizing services to provide quality services to the community, so as to produce principles of accountability and transparency. In addition to e-Kelurahan, another product of e-Government is the application of citizens (e-residents) and e-Kecamatan, which in principle makes it easy for the community.

The policy of applying technology to service is a thought strategy produced by leaders who have a concentration in terms of providing quality service to the community. In this case the Depok City Government implements smart city in accordance with the laws and regulations and Regional Regulations, through Disdukcapil Kota Depok which collaborates with Telkom in realizing technology-based services and is applied to the Sub-District and Kelurahan.

In addition, the Kecamatan and Kelurahan that implement e-Kelurahan compile standard operating procedures which are derived from SOPs of the kelurahan services manually to support technical implementation so that the implementation of e-Kelurahan is more planned and well-structured. The e-Kelurahan program can be said to be something new for the Pancoran Mas community, but there are still many residents who do not know about this program, meaning that socialization has not been carried out optimally. So we need a strategy so that e-Kelurahan can be felt by all parties.

4. Conclusions

The implementation of e-government is an effort to improve services that want to be presented to the community, so it needs to be applied from the top to the bottom, so that quality services can touch all levels of society. E-Kelurahan is presented as a technology-based service at the Kelurahan level with the hope of creating principles of accountability and transparency and can answer various problems in the field of service for the community. Depok City through e-Kelurahan as one of the ways in implementing smart city, and can integrate various services in Depok City based on system.

The importance of a system-based service is supported by various infrastructures needed, starting from the system equipment that is an important attribute of the implementation of e-service which is also supported by an adequate budget in the procurement of these devices. And no less important is competent human resources or ready to operate the workings of the system, so that the paradigm change in the way of working or methods of providing services to the community is carried out optimally because of the support of the infrastructure.

The successful implementation of e-Kelurahan will be fully successful not only from the service provider, but also requires support from the community as the user of the service, but the weakness in the application of e-Kelurahan in Pancoran Mas is the lack of socialization done to the community, so the use of e-service it has not been implemented optimally. So that from the start of April 2017 the implementation of e-Kelurahan is quite slow to achieve progressiveness in the quality of system-based services.

5. Suggestions

- 1) Questioning the lack of information about e-Kelurahan for the community, so that the need for accurate socialization strategies that need to be done Kelurahan mainly through policies or

decisions of the leadership (Lurah) in the application of e-Kelurahan, continuous socialization and closer to the community.

- 2) The need to increase the capacity of employees, so that employees both old and new can update the development of methods / methods based on the system, through training and the addition of more competent and agile human resources in the application of system-based services that are demanded to be faster, more precise and accurate.

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