

PROGRAM EVALUATION OF E-GOVERNMENT
(Evaluative Research Based on Stake's Countenance Model
In Depok City)

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ABSTRACT

This study aims to determine the effectiveness of e-government programs in the Office of Communication and Information Office Depok City Office using Stake Countenance Model. Data obtained from the Head of Statistics and Persandian and Head of Information Management Section at the Office of Communications and Informatics (DISKOMINFO) and interviews Technical Executives, All Information and Data Processing Operators in each OPD and Depok community. The evaluation stages include: evaluation of antecedents (inputs) consisting of program background, and IT management capability of E-Government, evaluation of transactions (process) ie e-Government implementation process in website and Infrastructure, and outcomes evaluation (result) that is result of satisfaction community in the implementation of e-government. The process of taking data / information using the instrument: questionnaires, interviews, observation, and documentation. The result of the research shows that there is a legal umbrella and guidance of implementation in the implementation of e-government in Depok City, while the ICT of e-government executor in general from the questionnaire shows medium category with average 2.75 or percentage 54.92%. The process of implementation of e-government based on the results of the questionnaire in general whether it is seen from the average achievement of 3.92 with a percentage of 78.35%. In general, the overall implementation of e-government in the city government of Depok runs well, although there are some shortcomings in certain aspects.

Keywords: Program Evaluation, Stake Countenance Model, E-government

EVALUASI PROGRAM *E-GOVERNMENT*
(Penelitian Evaluatif Berdasarkan *Stake's Countenance Model*
Pada Pemerintah Depok)

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ABSTRAK

Penelitian ini bertujuan untuk mengetahui efektifitas program *e-government* di Dinas komunikasi dan Informatika Kantor Pemerintah Kota Depok dengan menggunakan *Stake Countenance Model*. Data diperoleh dari Kepala Bidang Statistik dan Persandian dan Kepala Seksi Pengelolaan Informasi pada Dinas Komunikasi dan Informatika (DISKOMINFO) serta wawancara Pelaksana Teknis, Semua Operator Pengelola informasi dan Data di setiap OPD serta masyarakat Depok. Adapun tahapan evaluasi meliputi: evaluasi *antecedents* (input) yang terdiri dari latar belakang program, dan kemampuan IT pengelola *E-Government*, evaluasi *transactions* (proses) yakni Proses pelaksanaan *e-government* dalam website dan Sarana Prasarana, serta evaluasi *outcomes* (hasil) yaitu hasil kepuasan masyarakat dalam pelaksanaan *e-government*. Adapun proses pengambilan data/ informasi menggunakan instrumen: kuesioner, wawancara, observasi, dan dokumentasi. Hasil penelitian menunjukkan bahwa telah terdapat payung hukum dan pedoman pelaksanaan / juknis dalam pelaksanaan *e-government* di Kota Depok, sedangkan kemampuan TIK pelaksana *e-government* secara umum dari hasil kuesioner menunjukkan kategori sedang dengan rata-rata 2.75 atau persentase 54.92%. Adapun proses pelaksanaan *e-government* berdasarkan hasil kuesioner secara umum baik itu terlihat dari capaian rata-rata 3.92 dengan persentase 78.35%. Secara umum keseluruhan pelaksanaan *e-government* di pemerintah Kota Depok berjalan baik, walau ada beberapa kekurangan pada aspek-aspek tertentu.

Katakunci: Evaluasi Program, *Stake Countenance Model*, *E-government*