

ABSTRAK

IMPLEMENTASI SISTEM PEMERINTAHAN BERBASIS ELEKTRONIK (SPBE) TERHADAP PENINGKATAN PELAYANAN PUBLIK DI KOTA BANDAR LAMPUNG

**Oleh:
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Penelitian ini bertujuan untuk menganalisis implementasi Sistem Pemerintahan Berbasis Elektronik (SPBE) terhadap peningkatan pelayanan publik di Kota Bandar Lampung, serta mengidentifikasi faktor-faktor penghambat dalam penerapannya. Pendekatan penelitian yang digunakan adalah kualitatif dengan metode deskriptif analitis. Fokus penelitian mencakup aspek Dukungan (*support*), Kapasitas (*capacity*), Nilai (*value*), efisiensi, reliabilitas, dan Kepercayaan (*trust*) dalam pelaksanaan SPBE. Data diperoleh melalui wawancara dengan informan dari Dinas Komunikasi dan Informatika, Dinas Kependudukan dan Pencatatan Sipil, serta Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kota Bandar Lampung, serta dari studi dokumentasi. Hasil penelitian menunjukkan bahwa implementasi SPBE di Kota Bandar Lampung telah membawa sejumlah perbaikan dalam penyediaan layanan publik berbasis digital, seperti integrasi aplikasi pelayanan, penyederhanaan prosedur administrasi, serta peningkatan aksesibilitas layanan. Namun demikian, penerapan SPBE masih menghadapi berbagai kendala, di antaranya keterbatasan sumber daya manusia yang kompeten, keterbatasan anggaran, belum optimalnya integrasi antar Organisasi Perangkat Daerah (OPD), serta gangguan teknis pada infrastruktur teknologi informasi. Saran yang diajukan dalam penelitian ini antara lain adalah perlunya peningkatan kapasitas sumber daya manusia melalui pelatihan berbasis teknologi informasi, penyusunan peraturan daerah khusus terkait SPBE, penguatan sinergi antar-OPD, serta optimalisasi infrastruktur teknologi untuk menunjang layanan publik berbasis elektronik yang efektif, efisien, dan terpercaya.

**Kata Kunci: Sistem Pemerintahan Berbasis Elektronik, Pelayanan Publik, Kota
Bandar Lampung**

ABSTRACT

IMPLEMENTATION OF ELECTRONIC-BASED GOVERNMENT SYSTEM (SPBE) TOWARDS IMPROVING PUBLIC SERVICES IN BANDAR LAMPUNG CITY

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This study aims to analyze the implementation of the Electronic-Based Government System (SPBE) in improving public services in Bandar Lampung City, as well as to identify the inhibiting factors in its implementation. The research uses a qualitative approach with a descriptive-analytical method. The focus of the study includes aspects of support, capacity, value, efficiency, reliability, and trust in the implementation of SPBE. Data were collected through interviews with informants from the Communication and Informatics Office, the Population and Civil Registration Office, and the Investment and One-Stop Integrated Service Office of Bandar Lampung City, as well as through document studies. The results show that the implementation of SPBE in Bandar Lampung City has brought several improvements in the provision of digital-based public services, such as service application integration, administrative procedure simplification, and enhanced service accessibility. However, the implementation still faces several challenges, including the limited availability of competent human resources, budget constraints, the suboptimal integration between government agencies, and technical disruptions in information technology infrastructure. The recommendations proposed in this study include enhancing human resource capacity through IT-based training, formulating local regulations specifically governing SPBE, strengthening inter-agency coordination, and optimizing technological infrastructure to support effective, efficient, and trustworthy electronic-based public services.

**Keywords: Electronic-Based Government System, Public Service, Bandar
Lampung City**