

## **ABSTRAK**

### **PERAN KEPEMIMPINAN DIGITAL DALAM PEMANFAATAN APLIKASI SRIKANDI SEBAGAI BAGIAN DARI IMPLEMENTASI *E- GOVERNMENT***

**(Studi di Badan Pengembangan Sumber Daya Manusia Provinsi Lampung)**

**Oleh**

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Peraturan Presiden Nomor 95 Tahun 2018 tentang Sistem Pemerintahan Berbasis Elektronik (SPBE) mewajibkan instansi pemerintah menerapkan sistem administrasi berbasis digital, termasuk melalui aplikasi SRIKANDI. Namun, implementasinya di BPSDM Provinsi Lampung belum optimal karena masih terdapat kombinasi sistem manual dan digital dalam pengelolaan persuratan. Penelitian ini bertujuan menganalisis peran kepemimpinan digital dalam pemanfaatan aplikasi SRIKANDI. Penelitian ini menggunakan teori digital leadership oleh George Westerman yang meliputi digital vision, digital competence, digital transformation management, dan employee engagement, dengan metode deskriptif kualitatif melalui wawancara, observasi, dan dokumentasi. Hasil penelitian menunjukkan bahwa kepemimpinan telah mendorong pemanfaatan aplikasi SRIKANDI melalui kebijakan formal dan pendampingan teknis. Digital vision sudah berjalan karena pimpinan telah memasukkan agenda digitalisasi ke dalam Renstra serta mendukung implementasi SRIKANDI melalui kebijakan dan arahan organisasi. Digital transformation management juga telah berjalan melalui pengaturan sistem kerja berupa penunjukan pengelola aplikasi, serta pelaksanaan pendampingan teknis. Namun, digital competence belum optimal karena keterbatasan kemampuan teknis pegawai, dan employee engagement masih rendah akibat kurangnya keterlibatan pegawai. Dengan demikian, pemimpin digital dalam pemanfaatan aplikasi SRIKANDI di BPSDM Provinsi Lampung sudah berjalan, namun belum optimal. .

**Kata Kunci:** Peran Kepemimpinan Digital, Pemanfaatan SRIKANDI, SPBE, *E-Government*, BPSDM Provinsi Lampung.

## **ABSTRACT**

### ***THE ROLE OF DIGITAL LEADERSHIP IN UTILIZING THE SRIKANDI APPLICATION AS PART OF E-GOVERNMENT IMPLEMENTATION (Study at the Lampung Province Human Resources Development Agency)***

**By**

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*Presidential Regulation Number 95 of 2018 concerning the Electronic-Based Government System (SPBE) requires government institutions to implement digital-based administrative systems, including through the SRIKANDI application. However, its implementation at the Human Resource Development Agency (BPSDM) of Lampung Province has not been optimal, as there is still a combination of manual and digital systems in managing correspondence. This study aims to analyze the role of digital leadership in the utilization of the SRIKANDI application. This research employs the digital leadership theory proposed by George Westerman, which includes digital vision, digital competence, digital transformation management, and employee engagement, using a descriptive qualitative method through interviews, observations, and documentation. The results show that leadership has encouraged the use of the SRIKANDI application through formal policies and technical assistance. Digital vision has been implemented, as leaders have incorporated digitalization into the strategic plan and supported the implementation of SRIKANDI through organizational policies and directives. Digital transformation management has also been implemented through the structuring of work systems, including the appointment of application administrators, and the provision of technical assistance. However, digital competence remains suboptimal due to limited technical capabilities of employees, and employee engagement is still low due to the lack of employee involvement. Therefore, digital leadership in the utilization of the SRIKANDI application at BPSDM Lampung Province can be considered to have been implemented, but not yet optimal.*

*Keywords: Role of Digital Leadership, SRIKANDI Utilization, SPBE, E-Government, Human Resource Development Agency of Lampung Province.*