ABSTRACT

POLICY IMPLEMENTATION OF INFORMATION BILLING SYSTEM IN PDAM TIRTA RANGGA OF SUBANG REGENCY

The relationship between government and communities need a communication which should going well and open end. Application of information technology in government agencies can facilitate access between the public and the government so the services can be provided more effectively and efficiently. In the practice, policy implementation, information systems especially billing system in PDAM TirtaRangga of Subang Regency, at this moment there are still many shortcomings that need to be repaired. Installation of Billing system application has been started since 2005 can not be said to be effective, one cause is the policy of billing information system implementation requires large costs due to the limitations of the budget specifically to manage it.

The theory that applied in this research, is Implementing Policy of Edward III in the book Implementing Public Policy. Based on the theory of policy implementation is divided into four elements, namely Communication, Resources, dispositions, and Bureaucratic Structure.

The method that used in this study,is descriptive research method, to describe and analyze the data which done by collecting data based on real circumstances. Techniques of data collection is doing by the literature study and field study (non participant observation and interviews). Determination informan technique using techniques purposive informant (informant based retrieval purposes).The technique of determining who the informant is to be taken as a member of the informant handed over to the consideration of the data collector in accordance with the aims and objectives of the study.

Based on the result of research, communication in policy implementation of information billing system PDAM Tirta Rangga Subang lack,at. Resources in policy implementation of information billing system Tirta Rangga Subang lack,at. Dispositions in policy implementation of information billing system in PDAM Tirta Rangga of Subang regency be said to be good and Bureaucratic Structure in policy implementation billing system in PDAM Tirta Rangga Subang can also be said fairly well too, Policy implementation of information billing system in PDAM Tirta Rangga of Subang regency is generally good, and has helped PDAM in providing community changes services, this is as a result of the use of e-Government which working to create change in the service from the government to the community.

Keywords:Implementing Policy, Billing System, PDAM