ABSTRACT

PUBLIC SERVICES THROUGH http://ristek.go.id WEBSITE MINISTRY OF RESEARCH AND TECHNOLOGY REPUBLIC OF INDONESIA THROUGH THE BUREAU OF LEGAL AND PUBLIC RELATIONS

Rapid technological developments are causing enormous impact on all areas of public service at a government agency. Ministry of Research and Technology Republic of Indonesia through the Bureau of Legal and Public Relations to provide maximum service to the community as well as in implementing e-Government policy of making public services through http://ristek.go.id website which aims to create transparency, create accountability, and creating a participatory to the public.

The theory in this research is the theory of public service from Sinambela. The theory of public service viewed from the six indicators, namely transparency, accountability, conditional, participation, equality of rights and obligations and the balance of rights and obligations. The method in this research is descriptive method by using a qualitative approach. Data collection techniques in this research is literature study, field studies and non-participant observation and by conducting interviews and documentation. Informasn in this study, is a unit of Legal and Public Relations at the Ministry of Research and Technology Republic of Indonesia by using purposive and society by using purposive.

The results of this research are showed that the application of public services through the website http://ristek.go.id quite transparent. Implementation of public services through the website http://ristek.go.id enough to be accountable. Society is quite effective and efficient in the presence of public services through the website http://ristek.go.id. Community participatory enough in public services through the website http://ristek.go.id. Public services through the website http://ristek.go.id quite fair for the community. Obstacles faced is still a lack of human resources to utilize available information technology tools to support the implementation of information technology services through the website http://ristek.go.id public elations Bureau at the Ministry of Research and Technology Republic of Indonesia. Faced with these constraints, the Bureau of Legal and Public Relations of the Ministry of Research and Technology Republic of Indonesia should look for and filter out experts who can use technology tools, especially in the field of computerization.