ABSTRACT

THE EFFECT OF IMPLEMENTATION OF E-GOVERNMENT POLICY ABOUT THE USING OF THE DISCUSSION OF DEVELOPMENT PLANNING (MUSRENBANG) INFORMATION SYSTEM ON THE QUALITY OF BAPPEDA BANDUNG APPARATUS SERVICE

On this globalization era, demands a system that can support various activities of Government apparatus in performing their duties and functions. The implementation of policies about the using of Musrenbang information system form the policy to support the implementation of Musrenbang that held by Bappeda Bandung. This is so that the job can be run more transparently and can improve the service quality in the implementation of Musrenbang it self.

The theory used in this research is the implementation of policies by George C. Edwards III in his book, Implementing Public Policy that consists of four dimensions, they are communication, resources, or dispotitions Attitudes, and bureaucratic structure as X variable. The theory about the service according to Ratminto in his book Service Management that consists of three dimensions, they are service system in the public interest, especially service user, service culture in the organization of service provider, and human resource that oriented on service as Y variable.

The research method used is descriptive method with quantitative approach. The number of samples in this research as many as 77 participants Musrenbang Bandung City. Data collection techniques performed in this research is through observation, distributing questionnaires, study library, and documentation. Statistical test in this research are supported by using IBM SPSS Statistics 19 software, included in the analysis the rank spearman correlation coefficient to determine the level of the relations between the both variables.

The results showed the X variable got a percentage of 83.47% of which included on the good criteria. Variable Y got a percentage of 85.59% of which included on the excellent criteria. Correlation coefficient of 0.665 found in the level of a strong relationship. The results of the calculation of the determination coefficient get the percentage results of 44.22% and the rest is 55.78% which is a factor not examined in this research.

Key Word: Implementation of e-Government Policy, Service Quality