

## ABSTRAK

**Hariandi, 2024. Nur Wahid, Ahmad Harakan, 2024. Pelayanan Administrasi Berbasis e-Government Dinas Kependudukan dan Pencatatan Sipil Kabupaten Takalar.**

Penelitian ini dilakukan untuk mengetahui elemen sukses dalam penerapan/ implementasi e-Government Pelayanan Administrasi Berbasis e-Government Dinas Kependudukan dan Pencatatan Sipil Kabupaten Takalar. Penelitian menggunakan pendekatan kualitatif dengan jenis penelitian deksriptif. Teknik pengumpulan data menggunakan metode observasi, wawancara, dan studi dokumen. Hasil penelitian menunjukkan bahwa elemen : (1) *support*, pelayanan administrasi berbasis e-government yaitu Sistem Informasi Administrasi Kependudukan (SIAK) dapat diakses dengan mudah, dapat mengurangi biaya, meningkatkan transparansi dan akuntabilitas serta peningkatan pelayanan publik menjadi efektif dan efisien; (2) *capacity*, operator pelayanan online (e-Government) sudah sesuai dengan kompetensi dan proses pelayanan dapat dilakukan dengan sigap. Sarana dan prasarana serta fasilitas pelayanan informasi sudah memadai; (3) *value*, dengan adanya pelayanan administrasi SIAK, Dinas Kependudukan dan Pencatatan Sipil Kabupaten Takalar yaitu dapat mengurangi kepadatan antrian dan proses pelayanan dapat berjalan dengan normal dan kemudahan pelayanan bagi masyarakat.

**Kata Kunci:** electronic government, pelayanan

## **ABSTRACT**

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*This research was conducted to determine the elements of success in the application/implementation of e-government Administrative Services Based on the e-government Department of Population and Civil Registration of Takalar Regency. The research uses a qualitative approach with descriptive research type. Data collection techniques use observation, interviews and document study methods. The research results show that the elements: (1) support, e-government based administrative services, namely the Population Administration Information System (SIAC), can be accessed easily, can reduce costs, increase transparency and accountability and improve public services to be effective and efficient; (2) capacity, online service operators (e-government) are competent and the service process can be carried out swiftly. Facilities and infrastructure as well as information service facilities are adequate; (3) value, with the existence of SIAC administration services, the Population and Civil Registration Service of Takalar Regency, namely that it can reduce queue density and the service process can run normally and provide easier service for the community.*

**Keywords:** *electronic government, service*

