

## ABSTRAK

**Rasmita Amelia, Rosdianti Razak, Andriana, 2026 “Efektivitas Penerapan *E-Government* Dalam Meningkatkan Pelayanan Publik Di Kantor Gubernur Provinsi Sulawesi Selatan”**

Tujuan penelitian untuk mengetahui efektivitas penerapan e-government dalam meningkatkan pelayanan publik di Kantor Gubernur Provinsi Sulawesi Selatan dengan fokus pada indikator dukungan (*support*), kapasitas (*capacity*), dan nilai (*value*). Penelitian menggunakan pendekatan kualitatif deskriptif dengan teknik pengumpulan data melalui observasi, wawancara dan dokumentasi, sumber data berasal dari informan yang ditetapkan dengan cara proporsional sampling, teknik pengabsahan data melalui triangulasi sumber, triangulasi teknik, triangulasi waktu sedangkan analisis data melalui reduksi data, penyajian data, penarikan kesimpulan dan verifikasi.

Hasil penelitian menunjukkan bahwa penerapan e-government di Kantor Gubernur Provinsi Sulawesi Selatan melalui aplikasi Baruga Sulsel, Smart Office, dan Satu Data Sulsel efektif dan menunjukkan perkembangan yang signifikan dalam meningkatkan kualitas pelayanan publik. Dari dimensi *support*, terdapat komitmen pimpinan dan dukungan kebijakan dalam mendorong penggunaan sistem digital, meskipun sosialisasi dan pelatihan formal belum merata. Pada dimensi *capacity*, pegawai dan masyarakat umumnya mampu mengoperasikan layanan digital, walaupun masih terdapat perbedaan literasi digital serta kendala teknis seperti jaringan yang tidak stabil dan sistem yang kadang error. Sementara itu, dari dimensi *value*, layanan e-government memberikan manfaat nyata berupa peningkatan efisiensi, kemudahan akses, transparansi, serta penghematan waktu dan biaya bagi pengguna.

**Kata Kunci :** E-Govermenet, Pelanan Publik, Efektivitas

## ABSTRACT

**Rasmita Amelia, Rosdianti Razak, Andriana, 2026 "The Effectiveness of the Implementation of E-Government in Improving Public Services in the Governor's Office of South Sulawesi Province"**

*The purpose of the study was to determine the effectiveness of the implementation of e-government in improving public services in the South Sulawesi Provincial Governor's Office by focusing on support, capacity, and value indicators. The research uses a descriptive qualitative approach with data collection techniques through observation, interviews and documentation, data sources come from informants determined by proportional sampling, data validation techniques through source triangulation, triangulation techniques, time triangulation while data analysis through data reduction, data presentation, conclusion drawing and verification.*

*The results of the study indicate that the implementation of e-government at the South Sulawesi Provincial Governor's Office through the Baruga Sulsel, Smart Office, and Satu Data Sulsel applications is effective and shows significant progress in improving the quality of public services. From the support dimension, there is leadership commitment and policy support in encouraging the use of digital systems, although socialization and formal training are not yet evenly distributed. From the capacity dimension, employees and the public are generally able to operate digital services, although there are still differences in digital literacy and technical obstacles such as unstable networks and occasional system errors. Meanwhile, from the value dimension, e-government services provide tangible benefits in the form of increased efficiency, ease of access, transparency, and time and cost savings for users.*

**Keywords:** E-Government, Public Planning, Effectiveness