

ABSTRAK

Khuriatul Aulia Azzahra, 2025, dibimbing oleh Prof. Dr. H. Lukman Hakim, M.Si. dan Iswadi Amiruddin, S.Sos., M.Ap. Implementasi E-Government dalam Mendukung Kualitas Pelayanan Administratif Pengadaan Barang dan Jasa di Kantor Gubernur Sulawesi Selatan.

Tujuan dari penelitian ini adalah untuk mengetahui dan menganalisis implementasi E-Government dalam mendukung kualitas pelayanan administratif pengadaan barang dan jasa di Kantor Gubernur Sulawesi Selatan, dengan menggunakan indikator dukungan (*support*), kapasitas (*capacity*), dan manfaat (*value*). Penelitian ini menggunakan metode kualitatif dengan pendekatan deskriptif. Teknik pengumpulan data dilakukan melalui observasi, wawancara, dan dokumentasi. Informan dalam penelitian ini berjumlah tujuh orang, terdiri atas pimpinan dan aparatur di Biro Pengadaan Barang/Jasa serta masyarakat pengguna layanan (penyedia barang/jasa). Keabsahan data diuji melalui triangulasi sumber, triangulasi teknik, dan triangulasi waktu, sedangkan analisis data dilakukan melalui tahapan reduksi data, penyajian data, serta penarikan kesimpulan dan verifikasi.

Hasil penelitian menunjukkan bahwa (a) aspek dukungan (*support*) telah berjalan cukup baik yang ditandai dengan adanya komitmen pimpinan serta dukungan regulasi dalam penerapan E-Government, (b) aspek kapasitas (*capacity*) masih menghadapi kendala, terutama pada kesiapan sumber daya manusia dan pemahaman teknologi digital, meskipun infrastruktur dasar telah tersedia, dan (c) aspek manfaat (*value*) dirasakan cukup signifikan, terutama dalam meningkatkan efisiensi, transparansi, serta kemudahan akses pelayanan pengadaan barang dan jasa bagi penyedia. Namun demikian, implementasi E-Government di Kantor Gubernur Sulawesi Selatan masih perlu ditingkatkan agar dapat berjalan lebih optimal dan merata.

Kata kunci: Implementasi E-Government, Pelayanan Administratif, Pengadaan Barang dan Jasa, Kantor Gubernur Sulawesi Selatan.

ABSTRACT

Khuriatul Aulia Azzahra, 2025, supervised by Prof. Dr. H. Lukman Hakim, M.Si. and Iswadi Amiruddin, S.Sos., M.Ap. The Implementation of E-Government in Supporting the Quality of Administrative Services for Goods and Services Procurement at the Office of the Governor of South Sulawesi.

This study aims to examine and analyze the implementation of E-Government in supporting the quality of administrative services for goods and services procurement at the Office of the Governor of South Sulawesi by focusing on the indicators of support, capacity, and value. This research employs a qualitative method with a descriptive approach. Data were collected through observation, interviews, and documentation. The informants consisted of seven individuals, including officials of the Procurement Bureau and users of procurement services (goods and services providers). Data validity was ensured through source triangulation, technique triangulation, and time triangulation, while data analysis was conducted through data reduction, data presentation, and conclusion drawing and verification.

The results of the study indicate that (a) the support aspect has been implemented quite well, as reflected in the commitment of leadership and the existence of regulatory support for E-Government implementation; (b) the capacity aspect still faces several challenges, particularly related to human resource readiness and digital literacy, although basic technological infrastructure is already available; and (c) the value aspect has provided significant benefits, especially in improving efficiency, transparency, and accessibility of procurement services for goods and services providers. However, the implementation of E-Government at the Office of the Governor of South Sulawesi still needs to be further optimized to ensure more effective and equitable service delivery.

Keywords: *E-Government Implementation, Administrative Services, Goods and Services Procurement, Office of the Governor of South Sulawesi.*