

ABSTRAK

Astria artika, Abdul kadir adys, Hafiz Elfiansya Parawu, 2026, Implementasi E-Government Dalam Pelayanan Sensus Penduduk Berbasis Online Di Badan Pusat Statistik Kabupaten Gowa.

Penelitian ini bertujuan untuk mengkaji implementasi e-government dalam pelayanan sensus penduduk 2020 berbasis online di bps kabupaten gowa melalui tiga indikator keberhasilan menurut teori richardus eko indrajit: support (dukungan), capacity (kapasitas), dan value (nilai). metode penelitian yang digunakan adalah kualitatif deskriptif. pengumpulan data dilakukan melalui observasi, dokumentasi, dan wawancara mendalam terhadap pegawai bps, petugas lapangan, serta masyarakat.

Hasil penelitian menunjukkan bahwa: (1) aspek support berjalan sangat efektif melalui kebijakan yang responsif terhadap pandemi covid-19 dan adanya komitmen pimpinan (political will) yang kuat; (2) aspek capacity belum sepenuhnya optimal akibat adanya disparitas infrastruktur internet (kesenjangan digital) antara wilayah dataran rendah dan dataran tinggi (blank spot), namun hambatan ini berhasil diatasi melalui kapasitas adaptasi sdm petugas lapangan; (3) aspek value memberikan manfaat signifikan berupa akurasi data kependudukan yang lebih presisi dan capaian partisipasi sebesar 18,12%, yang melampaui target nasional sebesar 16,66%. penelitian ini menyimpulkan bahwa kunci sukses transformasi digital di daerah dengan topografi ekstrem terletak pada sinergi antara teknologi dan pelayanan humanis petugas lapangan.

kata kunci: E-Government, Sensus Penduduk Online, Support, Capacity, Value, Bps Gowa.

ABSTRACT

Astria artika, Abdul kadir adys, Hafiz elfiansya parawu, 2026, Implementation of E-Government in Online-Based Population Census Services at the Central Bureau of Statistics of Gowa Regency.

This study aims to examine the implementation of E-Government in the 2020 Online Population Census services at the Central Bureau of Statistics (BPS) of Gowa Regency, analyzed through three success indicators based on Richardus Eko Indrajit's theory: Support, Capacity, and Value. The research employed a descriptive qualitative method. Data were collected through observation, documentation, and in-depth interviews with BPS employees, field officers, and the community.

The results of the study indicate that: (1) The Support aspect operated very effectively through responsive policies during the Covid-19 pandemic and strong leadership commitment (political will); (2) The Capacity aspect was not yet fully optimal due to disparities in internet infrastructure (the digital divide) between lowland and highland areas (blank spots), yet these obstacles were successfully overcome through the adaptive capacity of field officers' human resources; (3) The Value aspect provided significant benefits in the form of more precise de facto population data and a participation rate of 18.12%, which exceeded the national target of 16.66%. This study concludes that the key to successful digital transformation in regions with extreme topography lies in the synergy between technology and the humanistic service provided by field officers.

Keywords: *E-Government, Online Population Census, Support, Capacity, Value, BPS Gowa.*