EVALUASI KESUKSESAN PENERAPAN APLIKASI E-SURAT TOP (TABANAN OFFICE PARTNER) MENGGUNAKAN METODE *(HUMAN ORGANIZATION TECHNOLOGY)* HOT-FIT DAN IPA *(IMPORTANCE PERFORMANCE ANALYSIS)* PADA PEMERINTAHAN KABUPATEN TABANAN

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ABSTRAK

Perkembangan teknologi informasi telah mengubah berbagai aspek kehidupan, termasuk pemerintahan. Pemerintah Kabupaten Tabanan, Bali, menghadapi tantangan dalam menerapkan e-government, terutama terkait manajemen korespondensi antar OPD. Untuk mengatasi masalah ini, Dinas Komunikasi dan Informatika Kabupaten Tabanan mengembangkan aplikasi E-surat TOP (Tabanan Office Partner) untuk mengelola surat secara digital. Penelitian ini bertujuan untuk mengevaluasi kesuksesan dan faktor-faktor yang mempengaruhi penerapan aplikasi ini. Metode HOT-FIT digunakan untuk mengukur kesuksesan implementasi. Temuan menunjukkan tingkat kesuksesan implementasi sebesar 82,88%, kategorinya "Sangat Sukses". Analisis juga menunjukkan pengaruh signifikan beberapa faktor, termasuk kualitas informasi, kualitas layanan, dan manfaat bersih, terhadap kesuksesan implementasi. Rekomendasi prioritas perbaikan diberikan berdasarkan analisis IPA, dengan fokus pada aspek-aspek seperti fleksibilitas sistem, kepuasan pengguna, dan manfaat bersih.

Kata Kunci: Human Organization Technology (Hot-Fit)*, Importance Performance Analysis* (IPA), Evaluasi, Kesuksesan Sistem, E-Surat Top (Tabanan Office Partner)

EVALUATION OF THE SUCCESS OF IMPLEMENTING THE TOP E-MAIL APPLICATION (TABANAN OFFICE PARTNER) USING THE HOT-FIT (HUMAN ORGANIZATION TECHNOLOGY) AND IPA (IMPORTANCE PERFORMANCE ANALYSIS) METHOD IN THE TABANAN DISTRICT GOVERNMENT

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The development of information technology has changed various aspects of life, including government. The Tabanan Regency Government, Bali, faces challenges in implementing e-government, especially regarding the management of correspondence between OPD. To overcome this problem, the Tabanan Regency Communication and Information Office developed the TOP (Tabanan Office Partner) E-mail application to manage letters digitally. This research aims to evaluate the success and factors influencing the implementation of this application. The HOT-FIT method is used to measure implementation success. The findings show an implementation success rate of 82.88%, the category is "Very Successful". The analysis also shows the significant influence of several factors, including information quality, service quality, and net benefits, on implementation success. Improvement priority recommendations are provided based on the IPA analysis, focusing on aspects such as system flexibility, user satisfaction, and net benefits.

Keywords: Human Organization Technology (Hot-Fit), Importance Performance Analysis (IPA), Evaluation, System Success, Top E-Mail (Tabanan Office Partner)