EVALUASI TINGKAT KESIAPAN PELAYANAN PUBLIK DIGITAL PEMERINTAH DESA MENGGUNAKAN *E-GOVERNMENT READINESS FRAMEWORK*: STUDI KASUS DI DESA TAMBLANG

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ABSTRAK

Penelitian ini menggunakan *E-government Readiness Framework* untuk menilai kesiapan layanan publik digital di Desa Tamblang. Kerangka kerja ini mencakup empat komponen utama: infrastruktur TI, kebijakan, keterampilan SDM, dan partisipan masyarakat. Data dikumpulkan melalui observasi, wawancara, kuesioner dan dianalisis secara statistik deskriptif. Berdasarkan skala Aydin dan Tasci, rata-rata kondisi layanan publik digital di Desa Tamblang termasuk dalam kategori "tidak siap" dan membutuhkan sedikit peningkatan dengan nilai rata-rata pengukuran sebesar 3,31. Komponen infrastruktur TI berada dalam kategori tidak siap dan membutuhkan sedikit peningkatan mendapat rata-rata sebesar 3,2, komponen kebijakan dan Keterampilan SDM berada pada kategori siap namun membutuhkan sedikit peningkatan mendapat rata-rata 3,82 dan 3,81, komponen partisipan masyarakat berada dalam kategori tidak siap dan membutuhkan banyak peningkatan mendapat nilai rata-rata 2,41. Hasil rekomendasi utama menggunakan analisis SWOT yaitu Pemerintah melakukan kolaborasi dengan Universitas dalam bidang TI dalam penerapan pelatihan perangkat desa dan melakukan sosialisasi pelayanan publik digital kepada masyarakat.

Kata Kunci: Kesiapan Pelayanan Publik Digital, E-Readiness, Desa Tamblang

EVALUATION OF THE LEVEL OF READINESS OF PUBLIC SERVICES DIGITAL VILLAGE GOVERNMENT USES E-GOVERNMENT READINESS FRAMEWORK: CASE STUDY IN TAMBLANG VILLAGE

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ABSTRACT

This study uses the E-government Readiness Framework to assess the readiness of digital public services in Tamblang Village. The framework includes four main components: IT infrastructure, policy, HR skills, and community participation. Data were collected through observation, interviews, questionnaires and analyzed descriptive statistics. Based on the Aydin and Tasci scale, the average condition of digital public services in Tamblang Village is included in the category of "not ready" and needs a slight improvement with an average measurement value of 3.31. The IT infrastructure component is in the category of not ready and needs a little improvement with an average score of 3.2, the policy component and HR Skills are in the ready category but needs a little improvement with an average of 3.82 and 3.81, the community participant component is in the category of not ready and needs a lot of improvement with an average score of 2.41. The main recommendation using SWOT analysis is that the Government collaborates with universities in the field of IT in the implementation of village apparatus training and socialization of digital public services to the community.

Keywords: Digital Public Service Readiness, E-Readiness, Tamblang Village