

ABSTRACT

E-Government is the used of ICT by the government to the public for improving the quality of service. Some programs related to e-Government developed in the city of Bandung are Bandung 1 Data Program, GovNet Bandung Program, Bandung e-Gov System Program, and Support Smart Government Program. Such programs will be integrated into one, as a public service to the community facilities.

In this regard, the mayor of Bandung explained that Bandung is the first city to implement the use of online administration services residents in the village (e-Kelurahan). The use of e-Kelurahan aims to facilitate the public in the process of publishing a letter with no more than 5 minutes.

After doing an early survey by the employees at the Village Office Sadang Serang which is the first district office applying the e-Kelurahan to find out how effective the service, two of five employees stated the e-Village is not effective because the reason of internet connection, short circuit/power failure and the ability to use technology.

The focus of this research is to measure the effectiveness of e-Kelurahan in the Village Office Coblong Sadang Serang District of Bandung. This study use sample consist of 100 respondents with non-probability sampling technique that is incidental sampling type. The analysis technique researcher use is descriptive statistics. The variables researcher use is effectiveness with three dimensions, namely production, efficiency and satisfaction.

A total of 51,625% of respondents expressed an effective in the production dimension, 54,687% of respondents stated an effective in the dimensions of efficiency, and 53,861% said an effective in the dimension of satisfaction the implementation of e-village.

Keywords: Effectiveness; E-Kelurahan; Smart City