

ABSTRACT

The city of Bandung is in the province with the most internet users in Indonesia, with that Bandung becoming one of the earliest pioneering cities of Electronic Procurement. Since 2011 in the context of E-Government, Bandung started pioneering planning and budgeting integrated with IT. The Online Citizen's Aspirations and Complaints Services (LAPOR!) is the first social media application in Indonesia involving public participation with two-way system launched by the presidential staff office, then launched in Bandung in 2013. Incoming report data in Bandung shows a drastic drop between 2014 and 2016 compared to Semarang and Surabaya, then there is a report from the PIRAC Team stating that the performance responsiveness of LAPOR! overall under 50%

The research was conducted to find out the e-government service quality found on the LAPOR!'s website according to its users. This study uses the method of measuring customer satisfaction index and importance performance analysis. Sample in this research is user of LAPOR! by using purposive sampling to as many as 385 respondents.

The results of this study obtained data on the level of consumer satisfaction index of LAPOR!'s service with an average of 78.75%. The satisfaction index of 78.75% indicates that the satisfaction level is almost satisfied while on the importance performance analysis, there are 7 attributes that must be increased priority, among others are: site-map, give consent before input important data, authorize users and administrator before submitting data, correct transactions ,an ability to perform promised service accurately, in time service delivery, and system suitability website with the user's browser.

Keywords: *Importance Performance Analysis, Customer Satisfaction, E-Government Service Quality,*