ABSTRACT

Utilization of e-Government Information System Semarang City Government on public service is intended to produce public services, especially at the office of BPPT Semarang. Implementation of e-government is a description of the results achieved by the system through public services and information generated. But in reality there are still many problems that occur when the implementation of e-government in the city of Semarang. Infrastructure such as hardware and software in the city administration that has not been support to operate the system. The e-government system at Semarang BPPT office will be the object of this research to know the factors that influence the success of e-government implementation.

Through this research will be measured assessment of the variables HR government apparatus, ICT infrastructure, and implementation of e-government. In addition, this study evaluates the effect of human resources of government apparatus and ICT infrastructure on the implementation of e-government in Semarang BPPT office.

Data collection method was done through spreading questionnaires to employees of BPPT Semarang using e-government system with a sample of 50 respondents. Of the 50 questionnaires distributed, all were declared valid. Data processing is done by using SPSS v.22 for Windows.

Based on the results of data processing, it can be seen that the assessment of respondents to the variables HR government apparatus, ICT infrastructure, and implementation of e-government shows a good category, it means showing a good perception on these variables. While based on the evaluation of the influence of HR variables government apparatus and ICT infrastructure proved to have a significant positive effect on the implementation of e-government at the office BPPT Semarang city.

Based on the results of the research, it is suggested that the office of BPPT Semarang City to improve the aspects of its ICT infrastructure, which is in the form of additional hardware and repair errors that often occur on the software so that e-government implementation can be achieved according to the purpose and the community can feel it.

Keywords: *Implementation of E-government, ICT Infrastructure, Human Resources of Government Apparatus*