

ABSTRACT

The presence of Presidential Regulation Number 95, 2018, concerning Electronic Based Government Systems (SPBE) is a new chapter for governance in Indonesia, especially in the province of West Java. The West Java government has a desire to accelerate the implementation of e-government because it refers to four theories, namely government 3.0, phentahelix, eight budget doors and digitalisai government.

This study aims to provide an assessment of e-government maturity models using best practices on 27 district and city government websites that are implemented in West Java, Indonesia. Furthermore, this is done by observing the website and then building a government website maturity model by identifying the best practices that have been provided and providing improvements for each City and Regency in West Java.

The research method uses a quantitative approach and content analysis with four stages of data analysis processed using SPSS and Ms Excel, then evaluated to provide improvements in the portal of city and district government in West Java.

The results of this study were 27 city and district government websites in West Java were observed through this study. There are 15 cities and districts classified in stage 1 (presence) of the maturity model, while 9 cities and districts are classified in stage 2 (interaction) and 3 cities are not included in any stage, then the overall results for portals in West Java are in stage 1 (presence)

Future studies can evaluate e-government practices not only from the perspective of government without the perspective of citizens or website users and measure the maturity level of citizens in using e-government and then compare it with the maturity level of e-government websites. The measurement does not simply assume that all portals can be considered mature e-government websites when they reach the integration stage.

Keywords: E-government, best practices, maturity model, government website, West Java e-government, SPBE