

ABSTRACT

The spirit of bureaucratic reform in Indonesia provides a great opportunity for the development of e-government which plays a role in improving the quality of public services effectively. The implementation of an Electronic-Based Government System (SPBE) is one of the efforts made by the government in providing transparent and measurable digital services. In the implementation of the SPBE, the SPBE evaluation is a guideline for assessment, implementation and reporting as regulated in the Ministerial Regulation of Empowerment State Apparatus And Bureaucratic Reforms Number 59 of 2020. The SPBE evaluation focuses on assessing the maturity level in terms of the process so that the results of the SPBE evaluation will produce an index of domains, aspects and maturity level of indicators which obtained through a review of the latest supporting data. Through a process of self-observation and self-assessment of the supporting data, the measurement of the maturity level for each aspect within the SPBE Governance domain can be carried out effectively based on the assessment guidelines of the Ministerial Regulation of Empowerment State Apparatus And Bureaucratic Reforms Number 59 of 2020. The evaluation of the maturity level carried out at the Diskominfo of North Sumatra Province resulted in exposure related to current conditions and recommendations for further development or improvement. The evaluation that has been carried out has resulted in an SPBE Governance domain index of 3.1 with a coverage of 3 domain aspects, namely SPBE Strategic Planning, Information and Communication Technology, SPBE Operators and with a total of 10 indicators which are the main focus of the evaluation. To maintain the quality of the SPBE implementation within the agency, there are a number of suggestions and inputs intended to maintain the quality and improve the SPBE index for the continuity of the SPBE implementation of the Diskominfo of North Sumatra Province.

Keywords—*E-Government, SPBE, Ministerial Regulation of Empowerment State Apparatus And Bureaucratic Reforms Number 59 of 2020*