

ABSTRAK

The government must be better prepared to provide, handle and fulfill the information needs of the public. So that in providing and disseminating information, you can use a system that will help the process of disseminating information, namely Electronic Government (E-Government). With the use of E-Government, the West Java Communication and Information Service (Diskominfo Jabar) can more easily disseminate information. However, people with disabilities still have difficulty in accessing information. Therefore, the application of the Voice Over Blind Information System (SI VOTUN) was made so that it can be easily searched for information. The purpose of this study was to find out the use of E-Government through the SI VOTUN application in disseminating information as a PR management process carried out by the West Java Diskominfo. The results of this study explain that the use of E-Government and the PR management process carried out by Diskominfo in providing information through the SI VOTUN application so that people with visual impairments have equal rights in obtaining information.

Keywords: E-Government, Public Relations Management Process, SI VOTUN