

ABSTRACT

The implementation of E-Government in Indonesia is expected to assist the government in providing services and changing relations with citizens, businesses, and other government agencies. Obstacles and challenges to implementing E-Government in Indonesia are related to issues of standardization, human resources, infrastructure, community literacy, leadership, and organizational culture. To support the implementation of E-Government, one of the things that can be proposed is the determination of public value in public services. Public value can be defined as the value created by the government for citizens through the delivery of public services. E-Government is implemented in almost all offices, both city and district governments, in Indonesia. One of the agencies that plays an active role and is closely related to the implementation of E-Government, is the Office of Communication and Informatics. Jombang Regency, as one of the districts that are strategic in terms of location and have a strong cultural history, pays special attention to the development of SPBE to provide public services. In implementing the SPBE performance targets at the Jombang Regency Communication and Informatics Service, problems were found, including, the Regional Apparatus Organization (OPD) was still building its applications without coordinating with the Jombang Communication and Informatics Office, there were still many OPD applications that could not be integrated with other applications from the central or regional levels, there is still a lack of competent human resources for information technology staff in each OPD, and it is still difficult to fulfil sectoral data in OPD, thus affecting the public value obtained by the people in Jombang Regency. There are 3 dimensions of public value, namely the Improved Public Services Dimension, the Improved Administration Dimension, and the Improved Social Value Dimension. The results of the SiRinduNona website evaluation have almost all the values in the three dimensions except the dialogue within public organization criteria and the OSS website evaluation has almost all the values in the three dimensions except the error reduction criteria.

Keywords: *public value, E-Government, maturity framework, SPBE*