ABSTRAK

Wiwiek Widyastuty (11180906), Pengukuran Kesuksesan *Website E-Government* pada Sistem Seleksi CPNS Nasional (SSCN) Menggunakan Model DeLone McLean

E-Government merupakan suatu upaya untuk memanfaatkan teknologi informasi dan komunikasi yang dimaksudkan untuk meningkatkan efisiensi, efektivitas, transparansi dan akuntabilitas penyelenggaraan pemerintah dan pelayanan publik. Pengembangan *E-Government* di Indonesia semakin bergulir dan berjalan seperti penerapan *E-Budgeting*, *E-Procurement*, *E-Audit*, *E-Catalog*, *E-Payment*, *E-Controlling* bahkan hingga *E-Health*. Kini proses rekrutmen Aparatur Sipil Negara (ASN) pun bisa dilakukan melalui *online* untuk memudahkan proses pendaftaran dan memilih instansi. Sejauh ini, masih terdapat beberapa kendala yang dialami para pelamar CPNS dalam penggunaan *website* SSCN. Oleh karena itu, untuk mengetahui tingkat kesuksesan *website* SSCN dimata pengguna, maka perlu dilakukan pengukuran kesuksesan *website* dengan menggunakan model DeLone dan McLean (2003). Data yang didapat kemudian diolah dan didapatkan 201 responden dengan data valid. Diperoleh hasil yang menunjukkan terdapat beberapa variabel berpengaruh signifikan, diantaranya *service quality* dan *use* memiliki nilai *t-value* sebesar 2.29 dan estimasi positif sebanyak 0.71; *service quality* dan *user satisfaction* dengan nilai *t-value* 2.57 dan nilai estimasi 0.82; dan juga *user satisfaction* memiliki *t-value* sebanyak 8.98 dan signifikansi sebesar 1.17 terhadap *net benefit*.

Kata Kunci: *E-Government,* SSCN, Model DeLone McLean

ABSTRACT

Wiwiek Widyastuty (11180906), Measurement of the Success of E-Government Websites on the National CPNS Selection System (SSCN) Using the DeLone McLean Models

E-Government is an effort to utilize information and communication technology that is intended to improve efficiency, effectiveness, transparency and accountability in the administration of government and public services. The development of E-Government in Indonesia is increasingly rolling and running as is the implementation of E-Budgeting, E-Procurement, E-Audit, E-Catalog, E-Payment, E-Controlling and even E-Health. Now the recruitment process of the State Civil Apparatus (ASN) can also be done online to facilitate the registration process and select agencies. So far, there are still some obstacles experienced by CPNS applicants in using the SSCN website. Therefore, to determine the level of success of the SSCN website in the eyes of users, it is necessary to measure the success of the website using the DeLone and McLean (2003) models. The data obtained is then processed and obtained 201 respondents with valid data. Obtained results that indicate there are several variables that have a significant effect, including service quality and use has a t-value of 2.29 and a positive estimate of 0.71; service quality and user satisfaction with a t-value of 2.57 and an estimated value of 0.82; and also user satisfaction has a t-value of 8.98 and a significance of 1.17 on net benefits.

Keywords: E-Government, SSCN, DeLone McLean Models