ABSTRACT

ELIS H. YUSUP. D02416254. The Role of Apparatuses in Implementation of *Electronic Government* in the Digital Era at Tibawa Sub-District Office of Gorontalo Regency. Supervised by TRISUSANTI LAMANGIDA as supervisor I and SRI LESTARI H. GINTULANGI as Supervisor II.

The objective of research was to determine and analyze the role of apparatuses in implementation of *Electronic Government* in the Digital Era at Tibawa Sub-District Office. the research used qualitative approach. Data collection was done by observation, interviews and documentation. Analysis data used the formulation of Milles Huberman and Saudana on 2014; collection date, reduction date, display date, verification. The result concluded that apparatus' roles is not effective, it seen in human resources are still a contract/Honorary employees and not professional in administration service of on computer peace as well as internet systems which are obstacles in service. Therefore expected to the government to optimizing the services by organizing education and training on computer operation and increasing supervision/control and having to do more socialization because there are still many ordinary people who do not understand how to do the administration service.

PUSAT BAHASA GORONTALO

Keywords: Apparatus, E-Government, Community.

ABSTRAK

ELIS H. YUSUP. D02416254. Peran Aparatur Dalam Penerapan *Electronic Government* Era Digital Di Kantor Camat Tibawa Kabupaten Gorontalo. Dibimbing oleh TRISUSANTI LAMANGIDA sebagai pembimbing I dan SRI LESTARI H. GINTULANGI sebagai pembimbing II.

Penelitian ini bertujuan untuk mengetahui dan menganalisis Peran Aparatur dalam Penerapan *Electronic Government* Era Digital di Kantor Camat Tibawa Kabupaten Gorontalo. Penelitian ini menggunakan pendekatan kualitatif. Teknik pengumpulan data dilakukan dengan observasi wawancara dan dokumentasi. Analisis data menggunakan formulasi Milles Huberman dan Saudana 2014; *collection date, reduction date, display date, verifikasication.* Hasil penelitian disimpulkan bahwa Peran Aparatur Dalam Penerapan *Electronic Government* Era Digital Di Kantor Camat Tibawa Kabupaten Gorontalo belum efektif dilihat dari sumber daya manusia yang masih kontrak/honor dan belum profesional dalam pelayanan surat menyurat pada tenaga komputer, serta sistem internet yang menjadi kendala dalam pelayanan. Maka diharapkan kepada pemerintah mengoptimalkan pelaksanaan pelayanan dengan mengadakan pendidikan dan pelatihan tentang pengoprasian komputer serta meningkatkan pengawasan/ pengontrolan dan harus lebih melakukan sosialisasi karena masih banyak masyarakat awam yang belum paham cara pengisian.

Kata Kunci: Aparatur, *E-government*, Masyarakat.