

SUMMARY

Indonesia as a Democratic country in Government activity progress which have responsibility for society in every activity of Government did. One of which is transparency public information. Regulation number 14 of 2008 is about Transparency Public Information (KIP Regulation), Government is required to provide information regularly, announce immediately, available at anytime, and based on demand. Not every information can be transparency, but there is a few information is in exception like state secret, personal secret, and secret of business. KIP Regulation's appear, push Indonesia to initiate the information of movements of Open Government Partnership (OGP) with another seven state, that is Brazil, Mexico, Norway, Phillipine, South Africa, England, and United State of America in September 20, 2011. The purpose of OGP movement is to get concrete commitment from the Government to promote the transparency, Society Resource, fighting corruption, and utilize Technology of Information and Communication to strengthen Governance. In the activity, this movement do collaboration with another sector, Attorney General's Office and supervised by some Steering Committee from Civil Society Organization and Government.

Then, Indonesia move fast to respond the movement of OGP which make Open Government Indonesia (OGI) in 2012. OGI is together movement between Government and Society, and Non Government Organization (NGO) to run the program and Action Planning in every year. The purpose of the movement is to strengthen the Open Government based on transparency, participation, and innovation. The Commitment of Government to implement the Open Government be continue in region sector and involving five Local Government by Renaksi (Action Planning) of OGI 2016-2017. Five Local Government which mean is, (1) DKI Jakarta Province Government, (2) Bandung city Government, (3) Semarang city Government, (4) Banda Aceh city Government, and (5) Bojonegoro Regency Government. From that five Local Government, Bojonegoro Regency Government is one of successful choosen to be Indonesia's delegation in Pilot Program Open Local Government. This program has started in 2016 and to be the first time be implemented since partnership of OGP have formed. Bojonegoro Regency Government has choosen because have transparency public information which complete and strong, and also high public participation. as the choosen regency Bojonegoro Regency Government makes a few Local Action Planning, One of that is realize the transparency in Village Government Sector. There was also target to be achieved on that Local Action Planning is the Open of Village Revenue and Expenditure Budget, Accountability Report of Village Government by billboard, village assets by billboard and village website. It means, Bojonegoro Regency Government emphasize on Village Government that in implementation the Open Government should be put TIK (e-Government) utilization to be priority.

In Preident Regulation Number 3 of 2003 has explained that website is the first step e-Government implementation. The website becomes a strategic tool to run the Government Progress which one of the benefit is to be Online Public Relation, because website is effective communication tool to deliver information to wide society by internet network. So that transparency public information can

give maximum information access to Village Society, then the minimum contents of the website should be scoop the profile, Governance, Geography, Area map, resource, regulation, and guest book. In Bojonegoro Regency, one of village which successfully implementing the transparency public information based on website is Pejambon Village Government, for the example, success for reach the 1st winner category website in Information Management Official Nomination and Documentation Awards of 2017. Next in 2018, Pejambon Village Government for the second time can reach the same Nomination of Awards of East Java Province with the highest score, that is 87,31. Because of that achievement, Pejambon Village Government have been trusted to be delegate of East Java Province in National Level which held by Village Ministry. In this Awards, Pejambon Village Government success to be the 1st winner of Informative and Transparency Village in National Level in 2018. There also Indicator which used by that competition, that was initiative regulation in Information service and Public Transparency, media used, information quality which cover at completely data, the accuration of data, and Creativity Information Service.

The successful of Pejambon Village Government in Public Transparency Information Implementation based on website must be appreciated and can be an example for other village. If we saw the website condition, Pejambon have been successfully develop e-Government until the interaction step. There are still few Local Government, Regency/City, and Village which success in this step, most websites are developed still in emerging and enhanced step, only a little percentage made it to interactive step. It means, Pejambon Village Government was success to provide the quality website, then cause the interaction between Government and society. The main factor which causes the society to be willing to do interaction with Government by website, because of that website have a good contents. This indicates that great service website quality was not only based on a point of view or service provider perception. But also based on a point of view and public perception. Then measurement of website quality based on perception and the expectation of users need to maintain the existence and own successfully website. The quality website can be an important factor which must be considered of organization, including for the Government because the legal website is organization description in social media.

Website quality in this research be measure with Webqual 4,0 which consists of quality uses (usability), information quality, service interaction quality. Usability is quality which relate with site design or websites and focus on the point of view how the reception and user interaction to website. Information quality is quality of contents in website. Service interaction quality is service interactions felt by users when learning more about the websites visited. Then, formulation of the problem in this research is how about the website quality in Transparency Public Information Policy in Pejambon Village? This research is descriptive with quantitative approach. Data collection is carried out by a questionnaire using the Likert Scale. Likert Scale is Scale which using for measure attitude, opinion, perception of person or team person about a social phenomenon or phenomenon. While analyzing the data in this research is using the descriptive statistic. Descriptive statistic analyzing, statistic which using for analyze data with describe data without intending to make a conclusions that are

applicable to the public. It means, this data analyze only in the form of basic accumulation data in description.

From the research results in the research location can be known that website quality of Pejambon Village Government based on usability dimension in the high category (51%). then it can be said that society was satisfied with the site design. Next, based on usability information dimension is also in the high category (44%). It means, according to the society that information quality which provide in website is already up to date, the information is easy to understand, the information can be trusted, get new knowledge when access the website because the information which provide is various and detail, and also the website can be access at anytime. Based on service interaction quality dimension, Pejambon Village Government websites also in the high category (51%). This indicates that website has already specified the contact person, E-mail, Social Media to facilitating the society who wants to give an advice/suggestion/critics, and service request to the Government, give an answer and service them well. Other than that, website is also provide the form and document uploading features, Link which can connect with an Institution, and website has a good reputation as proven by achievements that they ever reached in Regency, Province, and also National. In general, the quality of the website government of Pejambon is in high category, but for the dimension of quality information needs to be improved because it is still low compared to the other two dimensions.

ABSTRAK

Penelitian ini bertujuan untuk mengukur kualitas website dalam kebijakan keterbukaan informasi publik di Desa Pejambon. Dalam UU KIP, pemerintah diwajibkan menyediakan informasi secara berkala, diumumkan serta merta, tersedia setiap saat, dan berdasarkan permintaan. Informasi ini dapat disediakan melalui website. Pemanfaatan website dalam proses penyelenggaraan pemerintahan merupakan langkah awal penerapan *e-Government* (Inpres Nomor 3 Tahun 2003).

Di Kabupaten Bojonegoro, Pemerintah Desa Pejambon merupakan salah satu desa yang berhasil melaksanakan keterbukaan informasi publik berbasis website. Desa yang terletak di Kecamatan Sumberrejo ini telah mendapatkan banyak penghargaan, baik di tingkat kabupaten, provinsi, dan nasional. Hal ini menandakan bahwa Pemerintah Desa Pejambon memiliki website yang berkualitas. Maka dari itu, perlu dilakukan pengukuran kualitas website, agar dapat dijadikan contoh bagi pemerintah desa yang lainnya.

Pengukuran kualitas layanan website tidak hanya berdasarkan pada sudut pandang atau persepsi pihak penyedia layanan, tetapi juga berdasarkan pada sudut pandang atau persepsi masyarakat. Karena kepuasan masyarakat merupakan salah satu faktor atau ukuran keberhasilan bagi setiap pengembangan sistem informasi, seperti website. Selain itu, masyarakat yang menikmati layanan adalah masyarakat yang dapat menentukan kualitas layanan. *Webqual 4.0* berdasarkan persepsi masyarakat atau pengguna merupakan metode yang digunakan untuk mengetahui kualitas website. Metode *webqual 4.0* memiliki tiga dimensi, yaitu *usability*, *information quality*, dan *service interaction quality*. Penelitian ini bersifat deskriptif dengan pendekatan kuantitatif.

Hasil penelitian menunjukkan bahwa kualitas website Pemerintah Desa Pejambon berdasarkan dimensi *usability*, *information usability*, dan *service interaction quality* masuk kategori tinggi. Adapun nilai dari ketiga dimensi tersebut, adalah *usability* (51%), *information usability* (44%), dan *service interaction quality* (51%). Secara umum kualitas website Pemerintah Desa Pejambon masuk kategori tinggi, akan tetapi untuk dimensi kualitas informasi (*information quality*) perlu ditingkatkan karena masih rendah dibandingkan kedua dimensi lainnya.

Kata kunci: Keterbukaan Informasi Publik, *e-Government*, website, desa