

## **ABSTRACT**

*The use of information and communication technology is a must. Whether it's for private organizations and government require the use of this technology in order to encourage better service to the community. In government organizations, use of information technology is closely linked to the concept of e-government is considered capable of creating better government through transparency; accountability and public participation are maximized. It is also a marker of increased expectation of a public sector reform program. Through this way, the application of e-government is actually able to assist the government in an effort to restore confidence in public institutions to improve transparency, cost efficiency, effectiveness, and political participation. Therefore, the increase of government information to the public can help the public perception of bias and influence the expectations of trust by narrowing the information gap between citizens and government. But to achieve that goal, the need for readiness of the government in implementing electronic-based government in this regard through the internet website. Availability of human resources, as well as the commitment of government officials to be somethings that should be prepared carefully. Unfortunately, until now the preparation and management of the website, which is one of the core public administration reform seems not fully utilized. In fact, the value of investments supporting the preparation of e-government is not a little. Thus important to evaluate government websites in terms of quality and effectiveness*

*Through this qualitative descriptive study researchers tried to find the root causes of what is a major cause of the condition. The data obtained from in-depth interviews with a number of speakers at the County Government Bangkalan most responsible for the implementation of e-government. Then these results will be compared with number of theories of public policy. The hope, the theory can be a tool to analyze and map the problems faced around the implementation of e-government in Bangkalan.*

*Keywords : e-government, transparency, political participation, accountability.*