

RINGKASAN

Komisi Pemilihan Umum (KPU) Kabupaten Banyumas meluncurkan Sistem Informasi Anggota KPU dan Badan Adhoc (SIAKBA) sebagai aplikasi pendaftaran Anggota KPU dan Badan Adhoc pada 20 Oktober 2022. Aplikasi ini diharapkan dapat memudahkan proses pendaftaran anggota KPU dan Badan Adhoc. Namun sayangnya, dalam penggunaannya ditemukan beberapa kendala diantaranya kurangnya fitur aplikasi, *server* yang lemah, dan pengguna yang belum menguasai aplikasi sehingga penggunaan aplikasi tersebut belum maksimal. Merujuk pada permasalahan tersebut, maka penelitian ini akan mengkaji “*E-Government* dalam pendaftaran KPPS Pilkada 2024 melalui Aplikasi SIAKBA”.

Penelitian dilakukan di KPU Kabupaten Banyumas. Jenis penelitian adalah kualitatif menggunakan aspek *E-Government* menurut Indrajit (2006), yaitu *Support*, *Capacity*, *Value*. Teknik pemilihan informan menggunakan *purposive sampling* dengan total sembilan informan yang terdiri dari anggota KPU Kabupaten Banyumas Divisi Perencanaan Data dan Informasi, Kasubbag Partisipasi Masyarakat dan SDM, *Staff* Partisipasi Masyarakat, serta KPPS. Metode pengumpulan data yang digunakan ada tiga, yaitu wawancara, observasi, dan dokumentasi. Metode analisis data menggunakan metode analisis data interaktif menurut Miles dan Huberman. Teknik Validitas dan Reabilitas menggunakan Triangulasi data. Dalam aspek *support*, KPU Kabupaten Banyumas mendukung pelaksanaan SIAKBA. Aplikasi ini mudah untuk diakses, tetapi masih terdapat kendala yang dihadapi seperti lupa *password*, akses masuk yang sulit karena pengguna masuk secara bersamaan, dan lamanya aplikasi dalam memuat data. Meskipun begitu, Operator responsif dan cepat dalam menyelesaikan kendala. KPU Kabupaten Banyumas melaksanakan sosialisasi penggunaan aplikasi melalui *zoom*, *whatsapp*, dan *offline* di Balai Desa. Pada aspek *capacity*, KPU Kabupaten Banyumas memiliki satu operator dengan memberikan fasilitas berupa laptop, jaringan *wifi*, meja, dan kursi kepada operator. KPPS mengungkapkan SIAKBA memberikan manfaat dalam pendaftaran KPPS Pilkada 2024. Manfaatnya antara lain, pendaftaran menjadi lebih cepat, kemudahan akses dan efisien waktu.

Kesimpulan hasil penelitian mengungkapkan aspek *support* sudah baik namun belum optimal. Aspek *Capacity* sudah sesuai, KPU Kabupaten Banyumas menyediakan operator yang handal dan infrastruktur berupa laptop, jaringan *wifi*, meja, dan kursi yang memadai. Aspek *Value* sudah memberikan manfaat bagi KPPS pendaftar. Implikasi praktisnya perlu adanya penambahan kapasitas *server*, Perlu adanya sistem pelaporan kendala yang terhubung dari KPPS ke KPU Kabupaten Banyumas untuk mempercepat penanganan kendala teknis, dan *update* berkala mengenai fitur-fitur dalam aplikasi tersebut.

Kata Kunci : *Elektronik Government*, Pilkada, Pendaftaran KPPS, Sistem Informasi Anggota KPU dan Badan Adhoc.

SUMMARY

The General Election Commission (KPU) of Banyumas Regency launched *Sistem Informasi Anggota KPU dan Badan Adhoc* (SIAKBA) as an application for registering KPU members and Adhoc on October 20, 2022. SIAKBA is expected to facilitate the registration process for KPU members and Adhoc. However, unfortunately, several challenges were encountered during its use, including limited application features, weak server capacity, and users who were not yet proficient with the application, resulting in suboptimal utilization of SIAKBA. Referring to these issues, this research will examine “E-Government dalam pendaftaran KPPS Pilkada 2024 melalui Aplikasi SIAKBA”.

The research was conducted at the KPU of Banyumas Regency. This study using qualitative, applies Indrajit's (2006) focusing on three key aspects: Support, Capacity, and Value. The informant selection technique used purposive sampling. Nine informants were selected, including members of the Banyumas Regency KPU Division of Planning, Data, and Information, the Head of Community Participation and Human Resources Subdivision, Community Participation Staff, and KPPS members. The data sources used consisted of two main sources and additional sources. Data was collected through interviews, observations, and documentation, and analyzed using Miles and Huberman's interactive data analysis method, with data triangulation ensuring validity and reliability. In the aspect of support, the KPU of Banyumas Regency supports the implementation of SIAKBA as the application for KPPS registration for the 2024 Regional Elections. The SIAKBA application is easily accessible, both for KPPS members and the KPU. However, there are still challenges faced by KPPS members, such as forgotten passwords, difficulty accessing the system due to simultaneous logins, and slow data loading times. Nevertheless, the KPU of Banyumas Regency is responsive and quick in resolving these issues. The KPU of Banyumas Regency conducted socialization of SIAKBA through Zoom, WhatsApp, and offline sessions at village halls. In the aspect of capacity, the KPU of Banyumas Regency has one SIAKBA operator. The KPU provides the operator with facilities such as a laptop, WiFi network, desk, and chair. KPPS members stated that SIAKBA provides benefits in the registration process for the 2024 Regional Elections, including faster registration, ease of access, and time efficiency. KPPS members are satisfied with SIAKBA.

While the support aspect is commendable, it is not yet fully optimized. The capacity aspect is well-implemented, with competent personnel and adequate infrastructure. The value aspect has positively impacted users, yet further improvements are necessary. To enhance SIAKBA's effectiveness, increasing server capacity, developing a real-time issue reporting system, and regularly updating application features are crucial. These improvements will ensure smoother operations and greater efficiency in the digital registration process, ultimately strengthening the role of E-Government in electoral services.

Keywords: Electronic Government, *Pilkada*, KPPS Registration, *Sistem Informasi Anggota KPU dan Badan Adhoc*