

## RINGKASAN

Pemilihan umum (Pemilu) 2024 di Kabupaten Banyumas dihadapkan dengan kompleksitas yang tinggi, khususnya pada tahapan rekapitulasi suara berbasis elektronik yang disertai rekapitulasi manual. Dengan jumlah pemilih tetap dan tingkat partisipasi pemilih yang tinggi, rekapitulasi suara menuntut ketelitian dan kecepatan dari penyelenggara. Penggunaan SIREKAP, baik SIREKAP Mobile maupun SIREKAP Web dihadapkan dengan berbagai kendala teknis. Penelitian ini bertujuan untuk mendeskripsikan penerapan *e-government* melalui sistem rekapitulasi berbasis elektronik pada Pemilu 2024 di KPU Kabupaten Banyumas melalui teori elemen sukses *e-government* Indrajit (2006), yaitu dukungan (*support*), kapasitas (*capacity*), dan nilai (*value*).

Penelitian ini menggunakan metode kualitatif deskriptif dengan *purposive sampling* serta pengumpulan data melalui wawancara, observasi, dan dokumentasi. Hasilnya menunjukkan bahwa aspek dukungan telah berjalan melalui saluran informasi dan komunikasi (*helpdesk*, media sosial, WhatsApp, dan Telegram) serta bimbingan teknis berjenjang, meskipun bimbingan teknis formal di tingkat KPPS belum sepenuhnya kondusif. Pada aspek kapasitas, anggaran dinilai cukup namun perlu perbaikan untuk bimbingan teknis operator SIREKAP di tingkat TPS. Jaringan internet dan perangkat keras (ponsel dan laptop) relatif memadai, tetapi masih terdapat kendala teknis pada SIREKAP. Selain itu, meskipun rekrutmen telah mempertimbangkan kemampuan TI, namun masih ada KPPS dengan pendidikan yang belum memenuhi persyaratan. Sementara itu, pada aspek nilai, keterbukaan dan efisiensi belum maksimal, namun kemudahan monitoring telah dirasakan oleh penyelenggara.

Kesimpulan dari penelitian ini menunjukkan bahwa penerapan *e-government* melalui sistem rekapitulasi berbasis elektronik (SIREKAP) pada Pemilu 2024 di KPU Kabupaten Banyumas sudah cukup baik namun belum sepenuhnya optimal. Pada aspek dukungan (*support*), saluran informasi dan komunikasi dan bimbingan teknis telah berjalan aktif dan intensif meskipun belum sepenuhnya kondusif pada bimbingan formal di tingkat KPPS. Pada aspek kapasitas (*capacity*) masih terdapat kendala pada kualitas SIREKAP, alokasi anggaran bimbingan yang belum spesifik, serta rekrutmen KPPS yang belum sepenuhnya sesuai persyaratan, meskipun jaringan internet dan perangkat memadai. Pada aspek nilai (*value*), manfaat keterbukaan informasi dan efisiensi belum sepenuhnya tercapai, namun kemudahan monitoring dan hasil rekapitulasi suara *real time* telah dirasakan.

**Kata Kunci:** Penerapan *e-government*, SIREKAP, Pemilu

## SUMMARY

The 2024 General Election (Pemilu) in Banyumas Regency is faced with high complexity, especially at the stage of electronic-based vote recapitulation accompanied by manual recapitulation. With a fixed number of voters and a high level of voter turnout, the recapitulation of votes demanded precision and speed from the organizers. The use of SIREKAP, both SIREKAP Mobile and SIREKAP Web faced with various technical obstacles. This study aims to describe the application of e-government through an electronic-based recapitulation system in the 2024 election at the Banyumas Regency KPU through the theory of successful elements of e-government application Indrajit (2006), namely support, capacity, and value.

This study uses descriptive qualitative methods with purposive sampling and data collection through interviews, observations, and documentation. The results show that the support aspect has been running through active communication channels (helpdesk, social media, WhatsApp, and Telegram) and tiered technical guidance, although formal technical guidance at the KPPS level is not yet fully conducive. In the aspect of capacity, the budget is considered sufficient but needs improvement for the technical guidance of SIREKAP operators at the TPS level. Internet network and hardware (mobile phones and laptops) are relatively adequate, but there are still technical constraints on SIREKAP. In addition, although recruitment has considered IT capabilities, there are still KPPS with education that do not meet the requirements. Meanwhile, in the aspect of value, Openness and efficiency have not been maximized, but the ease of monitoring has been felt by the organizers.

The conclusion of this study shows that the application of e-government through the electronic-based recapitulation system (SIREKAP) in the 2024 election at the Banyumas Regency KPU is good enough but not fully optimal. In the aspect of support, information and communication channels and technical guidance have been running actively and intensively although not yet fully conducive to formal guidance at the KPPS level. In the aspect of capacity, there are still constraints on the quality of SIREKAP, guidance budget allocation that has not been specific, and KPPs recruitment that is not fully in accordance with the requirements, even though the internet network and devices are adequate. In the value aspect, the benefits of information disclosure and efficiency have not been fully achieved, but the ease of monitoring and real-time voice recapitulation results have been felt.

**Keywords:** implementation of e-government, SIREKAP, election