# ABSTRAK

Perkembangan teknologi informasi telah mendorong pemerintah untuk menerapkan kebijakan *E-Government* guna meningkatkan kualitas pelayanan publik yang cepat, transparan, dan efisien. Namun, penerapan kebijakan tersebut masih menghadapi berbagai kendala di tingkat daerah. Penelitian ini bertujuan untuk menganalisis implementasi kebijakan *E-Government* dalam upaya peningkatan pelayanan publik di Dinas Kependudukan dan Pencatatan Sipil (Disdukcapil) Kota Lhokseumawe. Penelitian ini menggunakan pendekatan kualitatif dengan metode deskriptif. Data diperoleh melalui wawancara, observasi, dan dokumentasi terhadap pegawai Disdukcapil serta masyarakat pengguna layanan. Analisis dilakukan berdasarkan teori implementasi kebijakan George C. Edward III yang menekankan pada empat variabel utama, yaitu komunikasi, sumber daya, disposisi, dan struktur birokrasi. Hasil penelitian menunjukkan bahwa implementasi kebijakan *E-Government* di Disdukcapil Kota Lhokseumawe masih berada pada tahap awal. Website resmi yang disediakan baru berfungsi sebagai media informasi statis mengenai prosedur dan persyaratan administrasi, tanpa adanya fitur interaktif seperti pengajuan dokumen atau pengambilan nomor antrean secara daring. Hambatan utama terdapat pada aspek komunikasi dan sumber daya. Sosialisasi yang dilakukan melalui media sosial dan tatap muka belum sepenuhnya menjangkau masyarakat, terutama kelompok yang kurang melek teknologi. Selain itu, meskipun operator telah mendapatkan pelatihan, sebagian admin belum memiliki kompetensi teknis yang memadai. Kesimpulannya, implementasi kebijakan *E-Government* di Disdukcapil Kota Lhokseumawe belum berjalan optimal. Diperlukan pengembangan sistem layanan daring yang terintegrasi berbasis G2G, G2B, dan G2C, peningkatan kapasitas sumber daya manusia, serta penguatan infrastruktur dan komunikasi dua arah agar pelayanan publik menjadi lebih efektif, efisien, dan responsif.



**Kata kunci:** *E-Government*, Disdukcapil, Pelayanan Publik, Komunikasi, Sumber Daya.

## *ABSTRACT*

*The development of information technology has encouraged governments to implement E-Government policies in order to improve the quality of public services that are fast, transparent, and efficient. However, the implementation of such policies still faces various challenges at the regional level. This study aims to analyze the implementation of E-Government policies in improving public services at the Department of Population and Civil Registration (Disdukcapil) of Lhokseumawe City.This research employs a qualitative approach with a descriptive method. Data were collected through interviews, observations, and documentation involving Disdukcapil employees and community members who use the services. The analysis is based on George C. Edward III's policy implementation theory, which emphasizes four main variables: communication, resources, disposition, and bureaucratic structure. The findings indicate that the implementation of E-Government at Disdukcapil Lhokseumawe is still at an early stage. The official website currently functions only as a static information platform providing administrative procedures and requirements, without offering interactive features such as online document submission or queue number registration. The main obstacles are found in the aspects of communication and resources. Socialization efforts through social media and direct meetings have not fully reached all community groups, especially those with limited technological literacy. In addition, although some operators have received training, several administrators still lack adequate technical competence. In conclusion, the implementation of E-Government at Disdukcapil Lhokseumawe has not been fully optimized. It is necessary to develop an integrated online service system based on G2G, G2B, and G2C interactions, enhance human resource capacity, and strengthen technological infrastructure and two-way communication channels to achieve public services that are more effective, efficient, and responsive.*