

ABSTRACT

The development of information and communication technologies have an impact on every aspect of life, especially in government service. Magelang city is a city that became the city experiment in the development of e-government systems at the local level. This study aims to determine how is the implementation of e-government in the city of Magelang through *Magelang Cerdas* application.

The method used in this research is descriptive qualitative with collecting data through in-depth interviews and document data. There are two aspects to be a reference to researcher, namely e-government (support, capacity, and value) and the type of data in study which are formulated based on primary and secondary data sources.

The results showed that Magelang city government support the development of e-government system as written in mayor regulation. Magelang City Government successfully developed e-government systems which has excellent views of the integration between regional organization. *Magelang Cerdas* application can improve the performance of public services. It can be seen from the stage of completion of the license application and the resolved public complaints. *Magelang Cerdas* application can facilitate the public in dealing with related licensing administration as seen from the increase in users of the application.

Keywords: E-Government, *Magelang Cerdas* Application, Magelang City.