APPENDIX

INTERVIEW GUIDE

Informants Data   :

Name   : Wikan Kanugroho, SE., M.Ec.Dev

Position   : Chief of Technology Informatic Division

Gender   : Male

Age   : 54

Date   : 3 february 2020

1. What is the background of integrated e-government development in Magelang?

2. How to stage an integrated e-government development in Magelang based on Presidential Decree 3 of 2003 on National Policy and Strategy Development of E-Government include:

   Stages of level 1 - Preparation;

   Stages level 2 - Maturation;

   Stages level 3 - Consolidation; and

   Stages level 4 - Utilization?

3. Support

   a. Does the integrated development of E-government have the full support of the City of Magelang?

   b. Is there any a legal basis in the implementation of integrated e-government within the government of Magelang?

   c. How does Magelang city Government socialize their integrated e-government development so that people know and enjoy their services based on *Magelang Cerdas* application?

   d. Since when *Magelang Cerdas* application made? Moreover, how to spark ideas make?

e. Where is only regional organization that is only focused on the integration of *Magelang Cerdas* application-based services?

Informants Data :

Name   : <u>Noki Rachmanto, S. Kom, MM</u>

Position   : <u>Chief of Technology Informatics and Data Development</u>

Gender   : <u>Male</u>

Age   : <u>37</u>

Date   : <u>3 February 2020</u>

1. Capacity

   a. How is the procurement budgets in order to implement an integrated e-government through the application of *Magelang Cerdas* in Magelang?

   b. How is the provision of infrastructure as well as means of infrastructures in the framework of the implementation of integrated e-government through the application of *Magelang Cerdas* in Magelang?

   c. How the procurement of human resources in order to implement integrated e-government through the application of *Magelang Cerdas* in Magelang?

2. Value

   a. Any benefits received by Magelang city government with the implementation of e-government integrated when associated with their service, *Magelang Cerdas*?

   b. Are there any barriers that occur when operating the *Magelang Cerdas* application?

   c. Have *Magelang Cerdas* application services been widely used by many people in Magelang?

3. Can people of Magelang city give a complaint in addition to using the Magelang Cerdas application channel?

4. What are the advantages of using *Magelang Cerdas* applications compared to other complaint channels? 5

5. How to increase the operational implementation of government in providing services to the public and stakeholders?

Informants Data :

Name : <u>Haafiz Fachrisyah Widyarix, A.Md.</u>

Position : <u>Programmer Technical Staff</u>

Gender : <u>Male</u>

Age : <u>29</u>

Date : <u>3 February 2020</u>

1. Timeliness and Accuracy Services

   a. Is *Magelang Cerdas* application using people do not take much time in the service file complaints?

   b. How far is the follow-up of reports/complaints that came to Magelang Intelligent application?

2. Courtesy and Hospitality in Providing Services

   a. How administrators who are responsible for services application *Magelang Cerdas* respond to the public?

   b. What level of *Magelang Cerdas* application speed response to the citizens?

3. Ease of Getting Service and Support Facility Number

   a. Is apart through android phones, for the future, the application can also be used for mobile phone users in addition to android?

   b. What is the procedure of the application use for Magelang city government?

   c. In addition to using an android smartphone, whether the use of the service can also be accessed through the web site?How to screen on a service application?