

**THE IMPLEMENTATION OF E-GOVERNMENT AT LOCAL
GOVERNMENT IN MAGELANG CITY 2017
(Case Study: *Magelang Cerdas* Application)**

UNDERGRADUATE THESIS

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for the Degree of Bachelor in Government Studies

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DECLARATION PAGE

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Declaring that this undergraduate thesis is my original work. I never submit this thesis to gain a Bachelor Degree in any universities and any publications. I had followed the scientific rules and cited all sources in this thesis. Therefore, this thesis is free from plagiarism. If someday there are certain parties complain and protest to this thesis, I will be responsible and overcome all consequences.

Yogyakarta, 15 May 2020

Bagus Aji Ilman Sesar H

MOTTO

**“As much wealth as anything is sure to be exhausted,
while any little knowledge will not be used up”**

DEDICATION PAGE

Bismillahirrohmanirrohim all praise belongs to Allah SWT for all his bless and guidance that have been given to the author in finishing this undergraduate thesis. This undergraduate thesis would never been done without the support from my family, friends and other parties. It is my genuine gratefulness and warmest regard that I dedicate this work to everyone who has been give their support, time, energy, criticism and suggestions during the process of completing this undergraduate thesis. I could not mention one by one, but I greatly appreciate the assistance you have provided me.

PREFACE

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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.*

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