

ABSTRACT

With the growth of information and communication technology (ICT) which continues to increase rapidly, the use of ICT in government administration is important for changing the quality of government services to the public. This is utilized by the Fifty Cities Regency government in order to realize good governance, increase community participation in development implementation, and improve the quality of public services, which indirectly support the implementation of the Electronic-Based Government System (SPBE). As for assessing the extent to which SPBE has been implemented in central agencies and local governments, SPBE monitoring and evaluation is carried out by measuring the maturity level which is represented in the form of SPBE indicator values. This study aims to find out the priority indicators that need to be improved and to find out the gap between performance and importance in each indicator of the SPBE maturity level based on Permenpan RB Number 59 of 2020. The Importance-Performance Analysis (IPA) and Gap Analysis as an analysis on this research. In the IPA method, the results of the quadrant analysis in this study are that the service domain and governance domain are in quadrant II so that they must be maintained, while the domain that needs to be improved is the management and policy domain which are in quadrant III. Overall the value of the gap (gap) between performance and expectations has a negative value with an average gap value of (-0.71) which indicates the value of the gap between performance is still far from expectations. The result of the total suitability level is 80.14% which indicates that the implementation of SPBE in Fifty Cities District is not satisfactory.

Keywords: *Electronic-Based Government System, Importance-Performance Analysis, Gap Analysis, District of Fifty Cities, E-Government*