

## **ABSTRACT**

### **IMPORTANCE PERFORMANCE ANALYSIS IMPLEMENTATION AT MATURITY LEVEL OF ELECTRONIC-BASED GOVERNMENT SYSTEM BASED ON MINISTER OF PANRB REGULATION NUMBER 59 YEAR 2020**

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*The PANRB Ministry conducted the 2021 SPBE Evaluation of 517 ministries and local governments utilizing the evaluation system outlined in PANRB Ministerial Regulation Number 59 of 2020, which includes four domains, eight elements, and 47 indicators. The SPBE Meranti Islands Regency received an index of 1,19, according to the evaluation findings in the PANRB Ministerial Decree Number 1503 of 2021. This index is still lower than the Ministry of PANRB's target index of 2.6, indicating that the SPBE implementation still needs improvement. IPA is required to enhance the index in future SPBE evaluations based on the position of the indicators in the IPA diagram. IPA compares user-felt service performance to user expectations. IPA analyzes importance and performance values. This research uses Ministry of PANRB performance criteria and Meranti Islands Regency Government important criteria from the 2021 SPBE Evaluation. This research generates priority indicators in quadrants I and II and policy suggestions for the Meranti Islands Regency Government for future SPBE evaluation. The results revealed that the suitability level between existing SPBE circumstances and user expectations was 87.19%, and the gap level was -0.98, suggesting that some aspects of SPBE still did not meet user expectations. In quadrant I, indicators 5 and 13 must be prioritized for performance enhancement. Indicators 16, 17, 19, 32, 33, 34, 35, 36, 40, 43, 44, 45, 46, and 47 in quadrant II must maintain their performance.*

**Keywords:** *Electronic-Based Government System, Evaluation of Electronic-Based Government System, Importance Performance Analysis, Maturity Level, Meranti Islands Regency.*