

ABSTRACT

One component of Smart City is E-Government, where E-Government is a matter that can be used by citizens to interact with public authorities, as well as transparency that allows citizens to access official documents in a simple way and take part in a useful decision process. Indonesia is ranked 107 out of 193 countries in terms of the E-Government Development Index and is in sixth position out of a total of 11 countries in Southeast Asia and in Indonesia, West Java Province is a pilot province of E-Government applications for 17 other provinces and The capital city of West Java, namely the City of Bandung through the mayor's regulation advocates the implementation of E-Government in Bandung City and the Bandung First Class Immigration Office which became the first immigration office in West Java that has implemented E-Government but the level of community satisfaction with the E-Government strategy in Bandung First Class Immigration Office is very low in the period January - July 2018 with an average value of 1.09%, so it is closely related to the factors behind it that affect the implementation of E-Government strategies in Bandung First Class Immigration Office so that later it can be known how much influence factors affecting the implementation of E-Government strategy includes of Infrastructure, Policy, Security and Social Factor. The research method used quantitative descriptive method by distributing questionnaires to 111 employees of Bandung First Class Immigration Office and using descriptive statistical data analysis techniques, multiple linear regression analysis and path analysis. From this study the results obtained where the infrastructure variables, policies and security have a direct influence and indirect influence on the implementation of E-Government where the total effect is 0.990.

Keyword: Smart City, E-Government, Strategic, Implementation, Immigration, Path Analysis