ABSTRACT

Human resource whether as developers, managers, or the users of egovernment is a factor that determines its success in implementation and development. Inequality of the human resource's IT skill is called digital divide. Government employees are the one who administer the e-government should have enough e-literacy in order to give a digital based public service. Innovation Deputy of Lembaga Administrasi Negara (LAN), Dr. Tri Widodo Utomo revealed that IT literacy among the bureaucrats is still not equal. The older state civil apparatuses are still lacking in e-literacy. The subject of this research is the state civil apparatus in the province of DKI Jakarta, this is due to its IP-TIK being the highest among other provinces in Indonesia. This research is trying to find out is there still digital divide influenced by generational differences. The generations chose in this research are generation X and generation Y. This research uses descriptive quantitative approach. According to the data collection technique, this research is a survey. The sub-variables measured on 100 respondents are Internet Usage Behavior, The Advantage of Internet, Usage Divide, and Quality of Use Divide. Data analysis technique of this research is the Mann Whitney Test to find out the ratio of the digital divide value between those two subject groups. The result shows there is a digital divide between gen X and gen Y, with the value of 17.92. The value of digital index of generation X is 74.294%, while the digital index of generation Y is 79.747%. The digital index values in the two generations are considered low. The highest gap among the four sub-variables is the Usage Divide, with the value of 27.86.

Keywords: E-Government, Digital Divide, Generation X, Generation Y, State Civil Apparatus