

ABSTRACT

With the rapid advancement of technology, changes are constantly taking place. Advances in technology allow humans to continue to create new things that can benefit humanity. The term digitalization is now a common thing for the community. People have been innovating a lot to shorten as much as possible the time needed to complete a job effectively and efficiently. The era of digitalization is slowly spreading in all directions, making the lives of many people more practical.

Just like the others, the government is slowly shifting towards digitization. Not only is the result of the Covid-19 pandemic that has forced government activities to be shifted online, but other factors have also taken part in encouraging the Indonesian government to use more modern methods, one of which is because people are entering the technological era.

By digitizing government activities, for instance in aspiration taking or online aspiration, the government can improve public services and serve the community easily, openly and quickly. Digital transformation is broader than just changing services to online but how to integrate all service areas so as to produce changes in business processes and be able to create value that gives satisfaction to service users.

By using qualitative methods, this research will get results from observation and interview techniques. Observations were made by the author directly in the field, and followed a series of activities by members of the DPRD. One of these activities is taking aspirations individually or with groups. The resource persons who are willing to provide information on the topic in question are people who have been in the government for a long time, so that the information obtained from interviews with the informants is accurate information.

The results of this study are expected to inspire prospective researchers to further research the same topic so that the research does not stop here. Prospective researchers are expected to be able to get more data that can support the research results. The results of this study are also expected to help the Secretariat of the DPRD of West Java Province to improve the current aspiration-taking system in order to increase the effectiveness and optimization of the system.

Keywords: Government, Digitalization, Online Aspiration