

ABSTRACT

The use of information and communication technology (ICT) can offer convenience in terms of convenience, speed and transparency which are important for achieving efficient and effective government. E-government is considered the main strategy in improving transparency, efficiency and accountability of public services. The focus of this research uses quantitative methods by collecting data through a questionnaire survey given to 200 SKPD employees in Indramayu Regency. The collected data was analyzed using the TOPP Framework (Technology, Organization, Process, People). The research results show that the readiness of Indramayu Regency SKPD varies in each dimension. There were 4 hypotheses developed, 2 hypotheses were accepted because they had a positive and significant influence on the bootstrapping value results and 2 hypotheses were rejected because they did not meet the requirements. In variable technology, there is a need for infrastructure and hardware improvements. Variable organizations require support in terms of structure and work culture that is adaptive to technological changes. In the variable process, business process optimization is needed to support the efficiency of e-government implementation. Meanwhile, for the people variable, training and involvement of human resources is very important so that the adoption of new technology can run well. The results of this research are that despite challenges and obstacles, the Indramayu Regency SKPD has great potential to successfully implement an ERP (Enterprise Resource Planning) system and support e-government if comprehensive improvements are carried out based on the TOPP (Technology, Organization, Process, People) framework model. The recommendations provided include improving technological infrastructure, strengthening organizational structures, training human resources, and having clear SOP.

Keywords— e-Government, Enterprise Resource Planning, Readiness Assessment, Framework TOPP, Indramayu SKPD.