ABSTRACT

The implementation of Electronic-Based Government Systems (E-Government) in Indonesia is expected to assist local governments in providing services by realising efficient, effective, transparent, and accountable work processes, and improving the quality of public services. E-Government faces challenges and obstacles related to human resources, infrastructure, leadership, and organisational culture. In the implementation of E-Government, especially in the delivery of public services, all agencies, both central and local governments, are required to carry out public services, this can be seen from the SPBE value in the service domain being the largest of all existing domains with a value of 45.50%. The Communication and Informatics Office is a bridge for all Regional Apparatus Organisations (OPD) in implementing E-Government. However, it becomes a problem when there are still many OPDs that build their own applications without coordinating with DISKOMINFO Prov. Jabar, there are still many OPD applications that cannot be integrated with other applications from the central and regional levels, there is still a lack of competent human resources in the IT section in each OPD, and it is still difficult to fulfil sectoral data, thus affecting the Public Value obtained by the community in West Java Province. This research resulted in the development of Dynamic Governance Maturity based on Public Value. There are 3 dimensions of Public Value, namely the Improved Public Services Dimension, the Improved Administration Dimension, and the Improved Social Value Dimension. The results of the evaluation the SMARTJABAR portal website used in government administration services have almost all the criteria for Public Value from the two services evaluated, there is a need for dialogue features within public organizations and error reduction that must be minimised. Dynamic Governance maturity measurement found that existing services at DISKOMINFO Prov. Jabar are still at the adoption stage and are at level 1 (one).

Keyword : *Public Value*, *E-Government*, SPBE, *Instrumen Model*