

## **PENGARUH SI KI-BE TERHADAP KUALITAS PELAYANAN PUBLIK DI KANWIL KEMENKUMHAM DKI JAKARTA**

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The government in Indonesia is currently facing pressure from various parties to improve the quality of public services and increase active participation in providing information to the public and is required to be more effective in administering its government. The Ministry of Law and Human Rights has improved the quality of its services by adopting web-based technology so that people can easily access existing services. This product is the implementation of the DKI Jakarta Ministry of Law and Human Rights Regional Office SPBE which released 9 electronic-based innovations called Si Kite Bersodare which is shortened to Si Ki-Be. This research uses quantitative methods with purposive sampling and quota sampling techniques. Based on the results of the research that has been carried out, there is a positive and significant influence on research. The results of research hypothesis testing show a partial positive and significant influence between the Si Ki-Be Application on the Quality of Public Services. Meanwhile, the contribution of the results of the Si Ki-Be Application affects the Quality of Public Services looking at the R-Square value of 0.092 or 9.2%. Meanwhile, the remaining 90.8% is influenced by various other supporting factors in the regression. The electronic-based government system in the Si Ki-Be application is very influential when providing public services so it is said to be effective.

**Keywords: Implementation; Information; Public Service; Si Ki-Be; E-Government**