

ABSTRAK

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Judul : Implementasi Program Pelayanan Adminduk J-Monalisa dalam Perspektif *E-Government* di Kabupaten Jember

Penelitian ini bertujuan untuk menganalisis keberhasilan Implementasi Program Pelayanan Adminduk J-Monalisa sebagai inisiatif *E-Government* di Kabupaten Jember. J-Monalisa, singkatan dari Jember Mobil Pelayanan Keliling Sadar Adminduk, merupakan usaha pemerintah daerah untuk mempermudah akses masyarakat terhadap layanan administrasi kependudukan. Penelitian ini mengidentifikasi dan mengevaluasi dimensi kebijakan, kelembagaan, kepemimpinan, dan aplikasi yang berkontribusi terhadap efektivitas layanan ini. Melalui metode analisis data model Miles dan Huberman, data dikumpulkan melalui wawancara dan pengamatan langsung terhadap implementasi program. J-Monalisa tidak hanya menawarkan kemudahan akses tetapi juga memperkuat transparansi dan akuntabilitas dalam pelayanan publik. Berdasarkan Temuan Analisis Data menunjukkan bahwa Regulasi, Infrastruktur TIK, Partisipasi Publik dan Transparansi, Struktur Organisasi, Dukungan dan Kolaborasi, Alokasi Anggaran, Tantangan Infrastruktur dan SDM, Inovasi dan Transformasi Digital, Proses Pelaksanaan e-KTP, Peran Sistem Informasi Administrasi Kependudukan (SIK) dan J-SIP, mampu meningkatkan kualitas pelayanan publik dan mempercepat proses administrasi kependudukan dengan melibatkan partisipasi aktif masyarakat.

Kata kunci: J-Monalisa, *E-Government*, Pelayanan Administrasi Kependudukan.

ABSTRACT

Name : Anas Mas'ud

Study Program : Government Science

Title : *J-Monalisa Civil Registration Service Program in the Perspective of E-Government in Jember Regency*

This study aims to analyze the success of the J-Monalisa Civil Registration Service Program as an E-Government initiative in Jember Regency. J-Monalisa, which stands for Jember Mobile Service Car Aware of Population Administration, is an effort by the local government to facilitate community access to population administration services. This study identifies and evaluates the policy, institutional, leadership and application dimensions that contribute to the effectiveness of this service. Using the Miles and Huberman model of data analysis, data was collected through interviews and direct observation of the program implementation. J-Monalisa not only offers ease of access but also strengthens transparency and accountability in public services. Based on the findings of data analysis, it shows that regulations, ICT infrastructure, public participation and transparency, organizational structure, support and collaboration, budget allocation, infrastructure and human resource challenges, innovation and digital transformation, e-KTP implementation process, the role of population administration information system (SIAK) and J-SIP, are able to improve the quality of public services and accelerate the population administration process by involving active community participation.

Keywords: *J-Monalisa, E-Government, Population Administration Services.*