Evaluation of the Implementation of the E-Sakip Based Government System in Bandung City Regional Government

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Abstract. This research was conducted to determine the implementation of an electronic-based government system in Planning, Research, and Development Agency of Bandung City. The purpose of this study is to show an evaluation of the implementation of an Electronic-Based Government System (EBGS), especially in the E-Sakip application as one of the systems used in Planning, Research, and Development Agency Bandung in EBGS services in planning services and budgeting services by analyzing the obstacles faced in the implementation of an Electronic-Based Government System and providing efforts to minimize existing obstacles. The approach in this paper used a qualitative approach using interviews, observation and document studies. The informants in this study were the Head of R&D, Sub-Coordinator of Regional Development Data and Information, Young Planners, Computer Institutions. The results of this study, namely the implementation of an Electronic-Based Government System at Planning, Research, and Development Agency Bandung City, especially in the E-Sakip application, is quite good. However, from its implementation, there were obstacles we found, such as the absence of a filter from the budget for making applications from the Regional Organization, so that applications that did not need to be recommended passed. In addition, another obstacle is the lack of understanding of the Planning, Research, and Development Agency in estimating the costs for budget details in making applications.

Keywords: E-Sakip, Evaluation, Implementation, Regional Government.

1. Introduction

In the era of increasingly sophisticated technological advances, information and communication technology has become a matter of choice for many people to the scope of local government to assist the implementation of activities to be more effective and efficient. From the public side, information and communication technology is used as a tool that facilitates carrying out its activities, ranging from education, offices, economics, social, politics, culture, to industry. Meanwhile, within the scope of regional government, the use of information and communication technology is used to assist regional government affairs; namely on data and information management that is fast, complete, accurate, transparent and secure in providing public satisfaction is a demand from the development of information and communication technology (ICT).

Utilization of information and communication technology in the scope of government can provide an opportunity for the government to improve the quality of government administration, so that it can realize good governance. This is done by making fundamental changes in the system to develop programs that prioritize aspects of transparency, accountability and high performance in providing space for community participation and public services through the implementation of the Electronic Based Government System or e-government. Policy-wise, the Electronic-Based Government System has been regulated in Presidential Regulation Number

95 of 2018 concerning Electronic-Based Government Systems which contains the meaning of Electronic-Based Government Systems as government administration that utilizes information and communication technology to provide services to SPBE users (Presidential Decree No. 95 of 2018 , 2018)[1].

By definition, e-government is the use of digital technology as a medium to improve the running of an appropriate government system (Sosiawan, 2008)[2]. This makes the application of e-government in government agencies feel able to provide convenience to the public to obtain information or to be able to communicate interactively using electronic media with local governments. The use of information technology in government agencies to the public is also used to improve good relations between business, industry and government management efficiency (Arief, 2021).

Several principles need to be applied by the government in achieving success in implementing an Electronic-Based Government System, namely encouraging the use of technology, observing current phenomena and increasing public participation (Arief, 2021)[3]. To find out the results of implementing an Electronic-Based Government System in regional government, an assessment was carried out by the Minister of Administrative and Bureaucratic Reform. In 2021, an evaluation of the implementation of the Electronic-Based Government System will be carried out, from the results of the evaluation it shows that the Bandung City Regional Government has received a **Good Remark** with an Electronic-Based Government System index value of 3.19 (Ministry of State Apparatus Empowerment and Republican Bureaucratic Reform) Indonesia, 2021)[4].

One of the Regional Government Agencies that has implemented the implementation of an Electronic-Based Government System in the City of Bandung is the Bandung City Planning, Research and Development Agency. The implementation of an Electronic-Based Government System at the Bandung City Planning, Research and Development Agency lies in the Electronic-Based Government System Service Domain, namely Planning Services and Budgeting Services. In planning and budgeting services, the Bandung City Planning, Research and Development Agency uses the Regional Development Information System (SIPD) from the Ministry of Home Affairs and several systems that have been integrated with other regional instruments such as the Regional Management Information System (SIMDA), Monitoring Evaluation Information System and Reports (SIMONEL), and Bandung Performance Management (Mang Bagja). As for the application system owned by the Bandung City Planning, Research and Development Agency, which includes E-R&D, Sira, E-Musrembang (Development Planning Meeting), E-LKPJ (Accountability Statement Report), E-Office, BPG Application, E -Sakip (Government Agency Performance Accountability System) and E-Monev (Monitoring and Evaluation) as well as other application systems such as E-Recess.

This research focuses on one of the systems managed by the Bandung City Planning, Research and Development Agency, namely E-Sakip. E-Sakip is a Government Agency Performance Accountability System application that facilitates the review and control process to increase accountability. In this application there is a process of performance planning, performance budgeting, activities/sub-activities in achieving performance targets, monitoring and evaluating the achievement of the Agency Performance Accountability System (SAKIP) (SASMITA et al., 2019)[5].

In evaluating the implementation of the Electronic-Based Government System (EBGS) at the Bandung City Planning, Research and Development Agency, it is carried out using the form provided by the Communication and Informatics Office with a format that contains assessments based on levels 1 to 5. Each of these level assessments includes: 1). stub; 2) Managed pilot level criteria have been met; 3) Defined criteria for managed level have been met; 4) Integrated

and Measurable defined level criteria have been met; 5) Optimum Integrated and measurable level criteria have been met. In the Bandung City Government evaluation, in terms of Electronic-Based Government System services the Planning, Research and Development Agency has reached level 4, which means that the process of implementing an integrated EBGS has contributed to organizational performance. The purpose of evaluating the Electronic-Based Government System (EBGS) is to obtain achievement values from the progress of EBGS implementation in central agencies and Regional Governments, as well as providing suggestions for improvement to ensure the quality of the implementation of the Electronic-Based Governance System (EBGS) evaluation (Saputra et al., 2020)[6].

In carrying out the operation of the system at the Planning, Research and Development Agency, several obstacles were found, especially in the implementation of the e-sakip service system as the focus of the author's research. In this study, the authors used theory from research results and studies at the Harvard JFK School of Government (2013) to implement the concept of digitization in the public sector. There are 3 (three) Elements of Success that need to be owned, these three Elements of Success include Support, Capacity (Resources), and Value (Benefits). From the results of the analysis using the three Elements of Success, the obstacles found were the absence of monitoring and evaluation reporting on the e-sakip application in displaying performance results on the device, there was no filter from budgeting related to the process of submitting applications from Regional Device Organizations, not too familiar with the Organization Regional apparatus in estimating budget expenses that need to be budgeted for in making applications and there is no information on the person in charge of programs, activities and sub-activities given by superiors to subordinates. In this case, because the Planning, Research and Development Agency for the City of Bandung does not yet have a filter from budgeting in the process of submitting applications from Regional Apparatus Organizations. So, the solution used to overcome these obstacles is to create a Website Page design.

This research is supported by previous research which is used as a reference and additional knowledge that is relevant and supports the process to discuss the results of the research as follows: (1) research conducted by (Bouty et al., 2019) who obtained research results that the implementation of an Electronic-Based Government System in the Government of Gorontalo, the total index achieved was 2.88 with the predicate achieved being Good[7]; (2) Research conducted by (Verdania Latif, 2021) found that the implementation of e-government in the Bandung City Government has provided transparent and accountable information[8]; (3) research conducted by (Fadhlurrahman et al., 2018) which obtained the result that the implementation of e-government in Batu City Government, especially the Communication and Information Service (Diskominfo), the Planning, Research and Development Agency and the City Agriculture Service were categorized as Lacking [9]; (4) The research was carried out by (Zainul Faki, 2019) who found that the implementation of EBGS in the Situbondo Regency Government was Good with a score of 2.79; (5) Research conducted by (Larasati, 2019) found that the SAMPADE implementation in Malang City was not going well[10]. From this background, the formulation of the problem is: (1) How to evaluate the implementation of the e-Sakip Electronic-Based Government System at the Bandung City Planning, Research and Development Agency Office; (2) Obstacles in the Implementation of the Evaluation of the e-Sakip Electronic-Based Government System at the Bandung City Planning, Research and Development Agency Office; (3) Formulating Solutions to Obstacles in the Implementation of the Evaluation of the e-Sakip Electronic-Based Government System at the Bandung City Planning, Research and Development Agency Office. The objectives of this study include: (1) Identifying the Implementation of the E-Sakip Electronic-Based Government System at the

Office of the Bandung City Planning, Research and Development Agency; (2) Analyze the obstacles encountered in the implementation of the E-Sakip Electronic-Based Government System at the Office of the Bandung City Planning, Research and Development Agency; (3) Developing Solutions for Evaluation of the Implementation of the E-Sakip Electronic-Based Government System that has been implemented by the Office of the Bandung City Planning, Research and Development Agency.

2. Theoretical Framework
a. Electronic government (e-government)

The government is currently being faced with various demands in an effort to improve the quality of public services and foster active participation in providing information to the public effectively and efficiently. Therefore, the role of e-government or an electronic-based government system is a step used to realize better governance. In general, e-government is the use of electronic media by the government to carry out government affairs through the use of the internet.

The application of e-government in every government office has its own differences in terms of functions, tasks, and objectives. As is the case with public administration, namely in terms of service it can be used to be able to provide easy access for the public, business affairs, to other matters related to government so that they can easily obtain information that is open and accountable, so as to minimize acts of corruption. (Mulyadi et al., 2016)[11]. The benefits of implementing e-government can be felt by e-government users, including: (1) growing the courage to channel aspirations through online media; (2) there is concern for the environment; (3) creating efficiency and comfort; and (4) creating public understanding evenly (Antoni et al., 2022)[12].

The implementation of e-government, especially in the use of information technology and the internet, is the spearhead of applications that are created to complete things that need to be perfected, especially in its implementation to make it more effective and efficient. The principles in implementing an Electronic-Based Government System (Perpres No. 95 of 2018, 2018) include: (1) Effectiveness; (2) Integration; (3) Continuity; (4) Efficiency; (5) Accountability; (6) Interoperability; and (7) Security.

The following are guidelines for the successful implementation of e-government projects according to the results of studies and research from the University of Maryland (Indrayani, 2016) which are formulated into 8 (eight) Elements of Success in conducting e-government project management, which include: (1) Political environment is a state on ongoing projects; (2) Leadership is someone who has the duties and responsibilities of project management such as a project manager; (3) Planning is a comprehensive picture from the beginning of the implementation of e-government; (4) Interested parties are parties that have a connection with the implementation of e-government projects; (5) Transparency is the ongoing availability of data and information that can be accessed freely, nothing is hidden; (6) Budget is the funds provided to determine the success or failure of the implementation of a project; (7) Technology is a tool used to create an application in an e-government project; and (8) Innovation is the contribution to success in an e-government project[13].

Subhash Bhatnagar (2009) suggests guidelines for successful implementation of e-government projects in (Indrayani, 2016), namely the Life Cycle of an e-government project. E-government projects such as information technology applications can be replaced with new systems as life cycle updates. This e-government project has three stages, the first is called the development stage of the application and the last three are called implementation. The first three stages or stages of development include: (1) Project Conceptualization, which means

formulating the vision, mission, project objectives, results to be achieved, scope and scale of the project; (2) Analysis and Design is an advanced phase of the conceptualization phase by documenting and analyzing the process to achieve the proposed results; (3) Construction, namely the development phase of the software application built alone or outsourced. Meanwhile, the last three stages or implementation stages include: (4) Piloting and Rollout are implementation phases that are used as pilots from selected areas so that they can be used as a realistic estimate if potential problems arise and who is more likely to deal with problems on a broad scale; (5) Evaluation and (6) Completion, namely the stage of determining whether the project is taken for further detailed design and implementation.

The Elements of Successful Development of e-government according to the Results of Study and Research from the Harvard JFK School of Government in (Indrayani, 2016), to realize the concept of digitization in the public sector there are three elements of success that need to be owned, namely Support, Capacity (Resources), Value (Benefit)

b. Government Agency Performance Accountability System (*Sistem Akuntabilitas Kinerja Instansi Pemerintah/ SAKIP*) and E-SAKIP

This research focuses on one of the systems managed by the Bandung City Planning, Research and Development Agency, namely E-Sakip. E-Sakip is a Government Agency Performance Accountability System application that facilitates the review and control process to increase accountability. In this application there is a process of performance planning, performance budgeting, activities/sub-activities in achieving performance targets, monitoring and evaluating the achievement of the Agency Performance Accountability System (SASMITA et al., 2019).

Based on article 1 of Presidential Regulation Number 29 of 2014 [14] concerning Government Agency Performance Accountability Systems, it explains that the Agency Performance Accountability System or abbreviated as SAKIP is a series composed of various aspects starting from activities, tools and procedures in determining measurements, guidelines for data collection, data classification , summarizing and reporting performance in government agencies that have the goal of being able to convey accountability for increasing or decreasing the performance of government agencies (Presidential Regulation, 2018).

As (Policy et al., 2021) [15]suggests that the Government Agency Performance Accountability System is a tool for evaluating the quality of the implementation of program activities carried out in accordance with the planning and results of the implementation of activity programs. So in general, the Government Agency Performance Accountability System is a tool used to measure the level of achievement of government agencies in achieving accountability for program activities that have been implemented. This government management system was created in order to help improve accountability and performance on outcome results (Sadewa et al., 2021)[16].

3. Research Method

This research was conducted at Planning, Research and Development Agency in Bandung City. In this study the authors used a descriptive qualitative approach. A qualitative approach can be interpreted as an approach that provides a description or description of the data obtained in depth with the final result of this qualitative research in the form of a written report (Raco, 2010)[17]. In principle, qualitative research is getting a theory from existing data sources. In principle, qualitative data analysis can be carried out together with data collection.

The data collection method in this study used the observation method carried out by researchers from observing the object under study by producing a collection of field data. The

interviews conducted by researchers were structured interviews or using a list of questions addressed to informants from the Development Planning, Research and Development Agency for the City of Bandung and the Office of Communication and Information for the City of Bandung and documentation. Information obtained by researchers is obtained from books, archives, documents (Performance Accountability Reports of Government Agencies, etc.), or images that can support the research process. In the evaluation of electronic-based government systems, especially on E-Sakip at the Development Planning, Research and Development Agency for the City of Bandung using the data analysis method proposed by Miles and Huberman (1994)[18].

The data analysis technique used in this study uses the theory put forward by (Miles & Huberman, 1994), namely through 4 (four) process activities which include (1) Data Collection is data collected using data collection methods which include interviews, observation and document study; where this process is carried out in stages; (2) Data reduction is a stage/process for sorting out data; (3) Data Presentation; and (4) Conclusion Drawing. Sources of data obtained in this research come from primary data and secondary data. Primary data obtained by researchers directly from sources of information, in this case the researchers obtained data from interviews with research informants who were considered responsible and related to the research topic. Meanwhile, the researchers' secondary data were obtained from a second party or obtained indirectly, in this case the data was obtained by researchers from documents related to the implementation of an electronic-based government system at the Bandung City Development Planning, Research and Development Agency. These documents are used as supporting data and information reinforcement in research.

4. Data and Analysis

The implementation of an Electronic-Based Government System is carried out in order to realize effective, efficient, transparent and accountable governance of quality and reliable public services for users of an electronic-based government system. In order to measure the progress and improvement of the quality of the Electronic-Based Government System (EBGS) in Regional Agencies, it is necessary to monitor and evaluate the electronic-based government system. In the analysis of the Evaluation of the Implementation of Electronic-Based Government Systems at the Development Planning, Research and Development Agency for the City of Bandung, the author uses theory from the Results of Research and Studies at the Harvard JFK School of Government (2013). According to the expert, studies to implement the concept of digitization in the public sector are determined by three elements of success, namely Support, Capacity (Resources) and Value (Benefits). How to implement an electronic-based government system at the Bandung City Planning, Research and Development Agency will be explained using three successful elements from the Results of Research and Studies at the Harvard JFK School of Government, namely:

A. Support

As stated in the results of research and studies at the Harvard JFK School of Government, it is stated that one of the important elements for the sustainability of the implementation of E-government in each country is implementation support that comes from the highest level leaders, namely the President and his assistant ministers which then continues at the lower levels. with a "Top-Down" model. The aspect of support in question is the creation of a legal umbrella that regulates implementation to evaluation, allocating resources (people, budget, manpower, time, information), and conducting outreach. In this case the highest level at the city level lies with the Mayor of Bandung. With this, the results of the analysis show that the creation of a legal

umbrella issued to regulate implementation and evaluation in supporting the implementation of EBGS in Bandung City by the Mayor of Bandung was realized by the ratification of Bandung Mayor Regulation Number 60 of 2021 concerning Electronic-Based Government Systems and Bandung Mayor Regulation Number 85 of 2021 concerning Electronic-Based Government System Architecture 2021-2025.

From the allocation of human resources, the Planning, Research and Development Agency for the City of Bandung has a division of IT employees from each available field, for the Electronic-Based Government System (EBGS) evaluation team. From this E-Sakip, there are 3 (three) people who are responsible for reporting regarding the development and evaluation improvements that need to be carried out to be sent to the Bandung City Communication and Informatics Office. It's just that this activity needs to be monitored and evaluated so that the focus of improvement can be carried out optimally. Meanwhile, related to the realization of the budget that supports the ongoing process of implementing the Electronic-Based Government System (EBGS) at the Planning, Research and Development Agency for the City of Bandung, the funds channeled through the APBD are channeled to assist agencies in carrying out development and repairs if problems occur. Realization of the budget given for construction up to maintenance or care has entered 60 million per month by hiring experts appointed to carry out business processes.

And final support in terms of outreach, the Planning, Research and Development Agency for the City of Bandung in the use of information and communication technology has used it long before the existence of policies governing the Electronic-Based Government System (EBGS). Since the issuance of Presidential Instruction Number 3 of 2003 concerning the National Policy and Strategy for E-government Development to the issuance of Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems (EBGS), the Bandung City Planning, Research and Development Agency has continued to manufacture and develop applications that can help streamline the time in completing the work of employees. Even though this agency has used ICT for a long time, it was merely in 2018 that a new policy was issued to regulate the implementation of the Electronic-Based Government System (EBGS). Regional agencies, especially the Bandung City Planning, Research and Development Agency, need to conduct socialization regarding the Electronic-Based Government System (EBGS), but socialization regarding this system has so far not been carried out.

In the allocation of the budget there are constraints found. The obstacle is that there is no filter from the budget regarding the submission of applications submitted by the Regional Apparatus Organization which has resulted in the budget slipping away. Even though in reality the application already exists so that the application is not recommended to be made.

b. *Capacity* (**Resources**)

The second element of success is capacity or resources, especially the availability of human resources with competency skills, financial resources, and the availability of adequate information technology infrastructure. The results of the study show that the financial resources at the Planning, Research and Development Agency are deemed sufficient in terms of supporting the implementation of the Electronic Based Government System (EBGS) and the availability of information technology infrastructure is adequate for its use. Then in terms of Human Resources it has been fulfilled by the availability of human resources where each employee has specific competency skills in supporting the implementation of e-government, as well as the duties and functions of each employee. However, there are obstacles found in human resources, namely the unavailability of employees who understand in estimating how much money will need to be incurred in the application development process.

The results of observations that have been made in the field immediately show that the operation of the Application System related to the Electronic-Based Government System (EBGS) in the field of Control and Evaluation is held by employees who have expertise competence in supporting the implementation of Electronic-Based Government Systems (EBGS), namely Young Expert Planners Data and Information Sub-Coordinator, Computer Institution and competency expertise regarding data (Statistics). So with this the availability of human resources with expertise competence is already owned by the Bandung City Planning, Research and Development Agency. However, in practice, there were obstacles, namely not being too familiar with determining the cost of making an application.

c. *Value* **(Benefit)**
For the last element of success, this is a view that is seen from the impact of implementing Electronic Based Government System (EBGS) services in the community. However, for now the implementation of the Electronic-Based Government System in the Bandung City Planning, Research and Development Agency does not yet cover the scope of the community, so it is merely being used by internal Electronic-Based Government System (EBGS) users in the Bandung City Government. However, it is hoped that plans will be made by the Planning, Research and Development Agency for the City of Bandung if the E-Sakip application is perfect and can be used by the wider community. The service that can be used is that there is a planning menu which includes a community proposal heading, so that in this heading the community can provide suggestions such as innovation programs from the *RW (Rukun Warga/* Citizen Association) level.

Alternative Solutions Implemented to Overcome Obstacles in the Implementation of EBGS at the Bandung City Planning, Research and Development Agency
In the description of the process and constraints of implementing the Electronic-Based Government System (EBGS) at the Bandung City Planning, Research and Development Agency, it can be concluded that there is a need for several alternative solutions for the implementation of this system at the Planning, Research and Development Agency so that it becomes better in the future. The first obstacle is the unavailability of a budgeting filter in the application development process, so the application should not be recommended to be made, but budgeting has already been done and recommended to be made. In addition, another obstacle is the lack of understanding regarding how much budget needs to be spent on making an application from the Regional Apparatus Organization to the Office of Communication and Informatics. To overcome the obstacles that occur, the authors make several alternative solutions, namely:
The obstacle that occurred in the implementation of the Electronic-Based Government System (EBGS) at the Bandung City Planning, Research and Development Agency, especially in the E-Sakip application, in the support aspect lies in the budgeting filter. There should be a filter for budgeting in the process of making an application that will be built by the Bandung City Communication and Information Service. The solution made by the author is to create a Website Page design for filters from budgeting for making applications that are recommended to be made by the Office of Communication and Information Technology. In the Website Page Design, there are all the names of the Bandung City Regional Devices, then what applications do they recommend to make, and there is verification by the Bandung City Communication and Information Service if in case the application needs to be made and afterwards it will be processed for budgeting by the Planning Agency, Bandung City Research and Development. The following is a display of Website Page Design from the Budgeting Filter made by

researchers which can then be made by the Planning, Research and Development Agency for the City of Bandung Together with the Office of Communication and Information for the City of Bandung and how to use it as follows:

Website Page Display	Information
	User Login Page On the User Login Page, it can be used for the Bandung City Planning, Research and Development Agency, Bandung City Diskominfo and Bandung City Regional Devices

Figure 1. Website page design from the Budgeting Filter created by researchers

Making this website page aims to help the Planning, Research and Development Agency and the Bandung City Communication and Information Service to monitor and evaluate what applications are needed and recommended to be made and the recommendations that the authors provide are expected to minimize the obstacles that occur.

The obstacle that occurred in the implementation of EBGS at the Bandung City Planning, Research and Development Agency was in the aspect of capacity or resources, namely the lack of understanding of employees in estimating how much money would need to be incurred in making the application. The absence of steps to minimize this can be detrimental to the budget that will be used. The solution made by the author is that there is a need for technological guidance and training for each regional apparatus in the details of the application development budget so that it is appropriate in budgeting funds for making applications within the scope of the Bandung City Regional Device Organization. In this case, the role of the Office of Communication and Information as Commander and Assistant for the implementation of EBGS can be coordinated with the Planning, Research and Development Agency to invite each Regional Apparatus Organization within the Bandung City Government to conduct technical guidance and training.

5. Conclusion

Evaluation of the implementation of the Electronic-Based Government System at the Bandung City Planning, Research and Development Agency on the Support aspect shows that the Bandung City Government has provided support for the implementation of EBGS in the City of Bandung. The support provided is in the form of creating a legal umbrella, a policy derivative from Presidential Regulation 95 of 2018 concerning EBGS, namely the issuance of Bandung Mayor Regulation Number 60 of 2021 concerning EBGS and Bandung Mayor Regulation Number 85 of 2021 concerning EBGS Architecture 2021-2025. In addition to the

support for the creation of a legal umbrella made by the lower levels, namely the Mayor, the allocation of resources which includes human resources, budget, manpower, time and information in the Planning, Research and Development Agency for the City of Bandung is already available. It's just that monitoring and evaluation needs to be done so that optimization can be focused on things that need to be fixed. Regarding budget realization, the Planning, Research and Development Agency obtains funds from the regional budget for the manufacture and maintenance of the EBGS application. The implementation and socialization referring to the implementation of EBGS in the Planning, Research and Development Agency has not yet been carried out. This is because the use of ICT is not a new thing. For Capacity (Resources) the availability of human resources in the Planning, Research and Development Agency is already available, especially for employees who have the competence to support the implementation of EBGS. Apart from that, the Financial Resources in the Planning, Research and Development Agency have fulfilled it, related to the availability of information technology infrastructure which is sufficient in its use. And for the last element of success, namely the value or benefits of implementing EBGS in the Planning, Research and Development Agency, it has not yet reached the implementation of EBGS services in the community.

In evaluating the implementation of EBGS at the Bandung City Planning, Research and Development Agency, particularly in budgeting and planning services, there are still problems. In the aspect of support, there are obstacles, namely the absence of a budgeting filter for making applications that will be recommended to the Office of Communication and Informatics. In the aspect of capacity or resource constraints experienced, namely the Planning, Research and Development Agency does not really understand the estimated funds that need to be spent in the process of making applications. From the existing constraints, the author arranges alternative solutions to minimize the obstacles that occur such as in the aspect of the support solution provided, namely in the form of making website page designs that aim not to cause the creation of applications that are duplicated with existing applications and for the hope that they can be followed up to be made by The Bandung City Planning, Research and Development Agency and the Bandung City Communication and Information Office. So that the constraints related to filters in the budgeting for making regional device applications can be handled. In addition, the need for sharp assistance so that there is no duplication in making applications. In this case, it is necessary to have monitoring and evaluation which has an important role for the continuity of the application submission filter at the Bandung City Planning, Research and Development Agency. For the solution provided to overcome constraints on the Capacity or resource aspect, it is necessary to hold Technical Guidance and Training for Regional Apparatuses in details of the budget for making applications initiated by the Communication and Information Service as the Commander and Assistant for the implementation of an electronic-based government system, can coordinate with the Planning Agency Development, Research and Development to invite each regional apparatus within the scope of the Bandung City government.

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