

CHAPTER IV CONCLUSION

4.1. CONCLUSION

From the discussion that the researcher has described, the following conclusions can be formed:

1. The BEBUNGE application is an initiative of the Bekasi Regency Communication and Information Department to improve the quality of public services digitally. Through this application, the public can access various administrative services still new and lack of system application. The implementation of BEBUNGE has had a lack impact on the efficiency of service processes, but is also influenced by factors such as digital literacy and the readiness of government officials. The relevant agencies continue to make improvements so that BEBUNGE can become a model for other regional governments in developing public services that are more responsive to community needs.
2. The application of e-government or the use of communication and information technology in government is believed to provide many benefits, both for the state/government and for society. For the government, e-government can increase efficiency, effectiveness and transparency in government management. Meanwhile, for the public, e-government provides convenience and comfort in accessing government services, saves time and costs, and increases public participation in government processes. Factors that support the implementation of digital public service innovations such as the BEBUNGE application in Bekasi Regency include: local government commitment, leadership support, sustainable development efforts, use of digital technology, and synergy between government and society. However, there are still challenges related to people not being used to switching from conventional behavior patterns to digital. Therefore, it is important for the government to continue to educate and make it easier for the public to use digital services so that the benefits of e-government can be optimized.

3. The existence of a website as an initial stage of e-Government implementation is not running very well a means of lack information to the public. The availability of accurate and always updated information and news on the website is very important to provide good information services to the public. One way to provide good service is to provide information that is always updated and correct. However, there are several inhibiting factors in developing the BEBUNGE application in Bekasi Regency. Limited socialization, lack of resource support, both budget, staff and expertise, which can hinder the development and management of applications, data integration that is not yet optimal, so that applications are not fully integrated with data systems and other public services, organizational cultural resistance, where changes in employee mindset and work habits can be a challenge, maintenance and sustainability of applications that require special attention. Apart from that, another challenge faced is that people are not used to changing behavior patterns from conventional to digital. Therefore, the government needs to continue to carry out outreach and education to increase people's digital literacy so they can make optimal use of applications.
4. The existence of a website as the initial stage of implementing e-Government is very minimum of socialization to provide good information services to the public. However, the development of the BEBUNGE application in Bekasi Regency faces several challenges, such as limited outreach, lack of resources, suboptimal data integration, organizational cultural resistance, and application maintenance and sustainability. Apart from that, efforts are still needed to increase people's digital literacy so they can make optimal use of applications.

4.2. SUGGESTION

Based on the information submitted, the following suggestions and input can be given:

1. There is a need to increase wider and more intensive outreach and education to the community regarding the existence and use of the BEBUNGE application.

This is to increase people's digital literacy and encourage optimal adoption of application use.

2. Allocate adequate resources, both budget, staff and expertise, for sustainable development and management of the BEBUNGE application. This is important to ensure the quality and sustainability of the digital services provided.
3. Prioritize data and system integration so that the BEBUNGE application can be integrated with other public services, so that it can provide a better and more efficient user experience.
4. Carry out efforts to change organizational culture systematically, by involving all stakeholders, to encourage the adoption and acceptance of digital services in the local government environment.
5. Develop a maintenance and sustainability plan for the BEBUNGE application, including the allocation of necessary resources, to ensure the continuity of the digital services provided.

It is hoped that the implementation of the suggestions above will help Bekasi Regency in developing the BEBUNGE application as a model for other regional governments in providing digital public services that are more responsive and have a positive impact on the community.