

**MODEL STRATEGI INOVASI DIGITAL DALAM TATA KELOLA
PEMERINTAHAN UNTUK MENINGKATKAN KINERJA
PEMERINTAH DAERAH**

DISERTASI

**Diajukan untuk Memenuhi Sebagian Syarat Memperoleh Gelar Doktor
Ilmu Manajemen dalam Bidang Manajemen Strategis**



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UNIVERSITAS PENDIDIKAN INDONESIA
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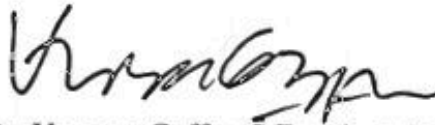
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ABSTRAK

Andriana Revaldhi (NIM. 2110163). MODEL STRATEGI INOVASI DIGITAL DALAM TATA KELOLA PEMERINTAHAN UNTUK MENINGKATKAN KINERJA PEMERINTAH DAERAH. Tim Promotor: Prof. Dr. Agus Rayahu, M.P., Prof. Dr. Vanessa Gaffar, S.E, Ak., MBA., dan Dr. Alfira Sofia, M.T.

Penelitian ini bertujuan untuk mengkaji model strategi inovasi digital, implementasi *e-government*, dan mutu pelayanan publik dalam tata kelola pemerintahan untuk meningkatkan kinerja pemerintah daerah dengan mempertimbangkan lingkungan digital dinamis dan kepemimpinan transformasional dinamis. Pendekatan penelitian yang digunakan adalah kuantitatif dengan metode deskriptif-verifikatif, menggunakan model analisis jalur dan teknik analisis *Structur Equation Model* (SEM) berdasarkan *Partial Least Square* (PLS). Populasi yang diteliti adalah Kepala Daerah atau yang mewakili di Kabupaten/Kota di Provinsi Jawa Barat, Jawa Tengah, dan Jawa Timur. Pengambilan sampel dilakukan menggunakan tehnik sampling jenuh, menghasilkan 96 responden yang berpartisipasi dalam penelitian ini. Hasil penelitian menunjukkan bahwa lingkungan digital, kepemimpinan dinamis, strategi inovasi digital, implementasi *e-government*, mutu pelayanan publik, dan kinerja pemerintah daerah termasuk pada kategori tinggi. Ditemukan juga bahwa strategi inovasi digital, implementasi *e-government*, dan mutu pelayanan publik secara signifikan berkontribusi terhadap kinerja pemerintah daerah. Namun, ditemukan bahwa lingkungan digital dinamis dan kepemimpinan transformasional dinamis tidak memiliki pengaruh langsung yang signifikan terhadap kinerja pemerintah daerah, tetapi harus melalui variabel mediasi seperti strategi inovasi digital, implementasi *e-government*, dan mutu pelayanan publik. Temuan ini memberikan kontribusi baru dalam memahami dinamika kinerja pemerintah daerah pada era digital. Implikasi dari penelitian ini adalah pentingnya pemerintah daerah untuk mengembangkan strategi inovasi digital yang efektif, meningkatkan implementasi *e-government*, dan memperbaiki mutu pelayanan publik sebagai upaya untuk meningkatkan kinerja pemerintah daerah di tengah perubahan lingkungan digital yang dinamis dan dinamika kepemimpinan.

Kata kunci: implementasi *e-government*, kepemimpinan transformasional dinamis, kinerja pemerintah daerah, lingkungan digital dinamis, mutu pelayanan publik, strategi inovasi digital

ABSTRACT

Andriana Revaldhi (2110163). *DIGITAL INNOVATION STRATEGY MODEL IN GOVERNMENT GOVERNANCE TO IMPROVE LOCAL GOVERNMENT PERFORMANCE*. Promotors: Prof. Dr. Agus Rayahu, M.P., Prof. Dr. Vanessa Gaffar, S.E, Ak., MBA., and Dr. Alfira Sofia, M.T.

This research aims to investigate the model of digital innovation strategy, e-government implementation, and public service quality in improving local government performance by considering the dynamic digital environment and dynamic transformational leadership. The research approach used is quantitative with descriptive-verification methods. The population studied were Regional Heads or their representatives in Regencies/Cities in the Provinces of West Java, Central Java and East Java. Sampling was conducted using a saturated sampling technique, resulting in 96 respondents participating in this study. The results of the study show that the digital environment, dynamic leadership, digital innovation strategy, e-government implementation, public service quality, and local government performance were included in the high or good category. It was also found that digital innovation strategies, e-government implementation, and public service quality significantly contribute to local government performance. However, it was found that a dynamic digital environment and dynamic transformational leadership do not have a significant direct influence on local government performance, but must go through mediating variables such as digital innovation strategies, e-government implementation, and quality of public services. These findings provide a new contribution in understanding the dynamics of local government performance in the digital era. The implication of this research is the importance of local governments developing effective digital innovation strategies, increasing e-government implementation, and improving the quality of public services as an effort to improve their performance amidst changes in the digital environment and leadership dynamics.

Keywords: e-government implementation, dynamic transformational leadership, local government performance, dynamic digital environment, quality of public services, digital innovation strategy

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