

Integrated Model Knowledge Management System and E-Government to Improve Community Service

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Abstract

One of the government's functions for society is to provide services for administrative needs for business licensing, citizens' rights to education, health, welfare and other citizens' rights. The number of services that must be provided by the government to society where these services are increasingly complex requires the government through its staff to provide the best service. The ability of the government to provide the best service must be accompanied by high knowledge of government staff while currently the government service and knowledge of government staff have not been integrated so that it hampers government services to the community. The purpose of this research is to help the government improve the quality of services for society by integrating knowledge management systems with e-government. The result of this research is the integration model between e-government and KMS. The research method uses a qualitative approach through observation and literature review to identify problems. Literature review is also used to find alternative solutions with information technology.

Keywords

KMS, E-Government, Community Service, System Interface

Biographies

Inayatulloh SE.MMSI,CDMS.CSCA is a lecturer at Bina Nusantara University, School of Information System Jakarta Indonesia and also a doctoral candidate of computer science, experienced in managing systems in the retail, automotive, convection and education industries. research domain in e-learning, e-business, e-commerce, cloud computing, IoT and block chain technology.

Sugeng Riyanto, found that my passion was to become an educator. I decided to take a master's degree at the university of IPB by taking a concentration in Small and Medium Industry Management (MPI). It was a big decision in my life that would change everything. I am currently a lecturer at the College of Economics (STIE) PERTIWI Bekasi, I have started the teaching profession since 2014 until now. Apart from being a lecturer, I am also the deputy principal of the industrial relations field at a private vocational school in Bogor district. I have a responsibility to establish relationships and cooperation between schools and the industrial world, agencies, and other institutions, both government and private institutions

Dr. Ir. Nico Djundharto Djajasinga, MSc. CPFF. IPM is a lecturer and head of the Applied Masters Study Program at the Indonesian Land Transportation Polytechnic-STTD and has competence as an examiner of railroad buildings, inspector of railway infrastructure, railway auditor and assessor of railway HR and also has expertise in the field of land transportation engineering, especially railways, service management and logistics, as well as safety and risk

Rivaldhy N. Muhammad is a Lecturer at the Open University which is one of the State Universities in Indonesia. holds a Bachelor of Laws degree at Khairun University Ternate and a Masters degree at Janabadra University Yogyakarta. Since becoming a Lecturer in 2018, he has been assigned to Jayapura Papua Open University as a Lecturer in the field of Legal Studies who always provides teaching and guidance to students who need good knowledge. Before becoming a lecturer, Rivaldhy N. Muhammad was a lawyer who always helped people who needed legal aid services.