

ABSTRAK

Pengaruh Kualitas Aplikasi, Pelatihan Dan Pendampingan Pengguna Aplikasi *E-Office* Terhadap Ketimpangan Kinerja Pegawai Di Lingkungan Dinas Pendidikan Dan Kebudayaan Kabupaten Jombang

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Penelitian ini bertujuan untuk menganalisis pengaruh kualitas aplikasi, pelatihan, dan pendampingan pengguna aplikasi *E-Office* terhadap ketimpangan kinerja pegawai di Lingkungan Dinas Pendidikan dan Kebudayaan Kabupaten Jombang. Latar belakang penelitian ini didasari oleh pesatnya perkembangan teknologi dan urgensi transformasi digital dalam sektor publik Indonesia, khususnya melalui *implementasie-Government* untuk mengoptimalkan kinerja birokrasi dan akuntabilitas pemerintah. Menggunakan pendekatan kuantitatif dengan jenis penelitian *eksplanatori*, penelitian ini melibatkan 96 responden pegawai Dinas Pendidikan dan Kebudayaan Kabupaten Jombang, yang dipilih melalui teknik *convenience* sampling. Data primer dikumpulkan melalui kuesioner, didukung data sekunder, dan dianalisis menggunakan analisis regresi linier berganda, uji validitas, reliabilitas, serta uji asumsi klasik (normalitas, autokorelasi, heteroskedastisitas, dan multikolinearitas). Hasil penelitian menunjukkan bahwa kualitas aplikasi, pelatihan, dan pendampingan pengguna aplikasi *E-Office* berpengaruh positif dan signifikan terhadap ketimpangan kinerja pegawai. Ini mengindikasikan bahwa semakin baik kualitas aplikasi, pelatihan, dan pendampingan, semakin tinggi pula kinerja pegawai, serta mengurangi ketimpangan kinerja.

Kata Kunci: Kualitas Aplikasi, Pelatihan, Pendampingan Pengguna Aplikasi *E-Office*, Ketimpangan Kinerja Pegawai, *E-Government*.

ABSTRACT

The Influence of Application Quality, Training, and E-Office Application User Assistance on Employee Performance Disparity within the Jombang Regency Education and Culture Office

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This study aims to analyze the influence of application quality, training, and e-Office application user assistance on employee performance disparity within the Jombang Regency Education and Culture Office. The research background is based on the rapid technological development and the urgency of digital transformation in the Indonesian public sector, especially through e-Government implementation to optimize bureaucratic performance and strengthen government accountability. Utilizing a quantitative approach with an explanatory research design, this study involved 96 employee respondents from the Jombang Regency Education and Culture Office, selected through a convenience sampling technique. Primary data was collected via questionnaires, supported by secondary data, and analyzed using multiple linear regression, validity and reliability tests, and classical assumption tests (normality, autocorrelation, heteroscedasticity, and multicollinearity). The results indicate that application quality, training, and e-Office application user assistance individually and simultaneously have a positive and significant influence on employee performance disparity. This indicates that better application quality, training, and assistance lead to higher employee performance and reduced performance disparity.

Keywords: Application Quality, Training, E-Office User Assistance, Employee Performance Disparity, E-Government.