ABSTRACT

E-government can make a valuable contribution to development. However, at present, the majority of e-government projects fail either totally or partially. This research will underpin a case study at Balangan regency. To support this, I conducted a qualitative method which using interviews and observation to find out the current status of the project. This research chooses a partial failure / partial success information and communication technology implementation on monitoring and evaluation in Balangan regency. To understand why the project had fail / success, this study used the design-reality gap framework, which analysed the deficiency between design expectation and implementation reality. My findings indicated that the project can be classified as a partial failure because few problems. This research also indicates that the project design reality gap is significant. this design reality gap analysis proposes an action plan that would help steering it from partial failure to success.

Keywords: *electronic monitoring and evaluation, e-government, design-reality gaps*