

## ABSTRACT

*The rapid development of information technology has had a profound impact on various aspects of life, including public services, by providing enhanced comfort and convenience. The implementation of e-Government in Indonesia is an exemplar of this, as it aims to improve the quality of public services by leveraging information technology. However, the endeavour is still confronted with the challenge of low digital literacy among the general public. PT TASPEN (Persero), a State-Owned Enterprise entrusted with the management of the pension benefits programme for the State Civil Apparatus (ASN) and state officials, has adopted technological solutions to enhance the quality of services provided to pension participants. A notable innovation implemented is the Taspen One-hour Online Service (TOOS), a digital-based service that facilitates the automatic and expeditious submission of claims within a span of one hour. This innovation aims to overcome obstacles faced by pension participants, such as limited knowledge, advanced age, and distance from PT TASPEN branch offices. With the launch of the Digital Services application in 2023, which integrates digital authentication and online claim submission, PT TASPEN hopes to provide an excellent service to PT TASPEN participants. The findings of this study demonstrate that the implementation of Taspen One-hour Online Service (TOOS) at PT TASPEN (Persero) Jambi Branch can enhance efficiency, transparency, and quality of public services for pension participants. Notwithstanding the challenges encountered, including uneven technological infrastructure, inadequate digital literacy, and concerns over data security, TOOS has succeeded in improving several crucial aspects of pension services.*

*Keywords: e-Government, PT. TASPEN (Persero), TOOS, public service, information technology, digital service.*

## INTISARI

Perkembangan teknologi informasi yang pesat memberikan kenyamanan dan kemudahan dalam berbagai aspek kehidupan, termasuk dalam pelayanan publik. Penerapan *e-Government* di Indonesia bertujuan untuk meningkatkan kualitas layanan kepada masyarakat dengan menggunakan teknologi informasi, meskipun masih dihadapkan pada tantangan rendahnya literasi digital di kalangan masyarakat. PT. TASPEN (Persero), sebagai Badan Usaha Milik Negara yang mengelola program tunjangan pensiun bagi Aparatur Sipil Negara (ASN) dan pejabat negara, turut mengadopsi teknologi untuk meningkatkan kualitas pelayanan kepada peserta pensiun. Salah satu inovasi yang diterapkan adalah *Taspen One-hour Online Service* (TOOS), layanan berbasis digital yang memungkinkan peserta mengajukan klaim secara otomatis dan cepat dalam waktu satu jam. Inovasi ini bertujuan untuk mengatasi kendala-kendala dihadapi oleh peserta pensiun, seperti keterbatasan pengetahuan, usia lanjut, dan jarak yang jauh dari kantor cabang PT. TASPEN. Dengan diluncurkannya aplikasi *Digital Services* pada tahun 2023, untuk mengintegrasikan otentikasi digital dan pengajuan klaim secara online, PT. TASPEN berharap dapat memberikan pelayanan prima kepada peserta PT. TASPEN. Hasil penelitian ini menunjukkan bahwa penerapan Taspen One-hour Online Service (TOOS) pada PT. TASPEN (Persero) Cabang Jambi dapat meningkatkan efisiensi, transparansi, dan kualitas pelayanan publik bagi peserta pensiun. Meskipun menghadapi tantangan seperti infrastruktur teknologi yang belum merata, rendahnya literasi digital, dan kekhawatiran terhadap keamanan data, TOOS telah berhasil memperbaiki beberapa aspek penting dalam layanan pensiun.

Kata kunci: *e-Government*, PT. TASPEN (Persero), TOOS, pelayanan publik, teknologi informasi, *digital service*.