**DEVELOPMENT OF SERVICE PERFORMANCE MEASUREMENT TOOL FOR E-GOVERNMENT APPLICATION BY EXTENDED GOAL QUESTION METRIC METHOD**

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**Abstraction**

_E-Government_ (e-gov) is one of the alternative-based information technology to realize good governance. One of the reasons of failure of e-gov is the lack of information about e-gov performance because of the difficulty of measuring the performance of services at high levels both qualitatively and quantitatively so that the stakeholders can not make corrections right on the e-gov. Extended Method of Goal Question Metric (GQM Extended) which is integrated in the framework of E-Government Performance Measurement is a method of measuring the performance of e-gov services are able to align the questions are converging on a goal that has been defined and the answers poured in for the next metric is measured. This study contributes to form an integrated GQM Extended method in the framework of E-Government Performance Measurement and availability Kakas which to implement it by taking a case study of e-Government Development Planning Malang to facilitate performance measurement services to present e-gov report as recommendations for revamping the e-gov.

**Keywords** : extended goal question metric, performance measurement, e-government services