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Quality of E-Government Services at the Population and Civil Registration Office Biak Numfor District

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Abstract---This study aims to examine the quality of e-government services provided by the Population and Civil Registration Office of Biak Numfor Regency. This research is expected to provide valuable input for local governments and can be used as a basis for improving and optimizing services. This research was conducted at the Population and Civil Registration Office of Biak Numfor Regency. The type of research used in this study is qualitative research with a descriptive approach. Data sources in this study are primary data sources and secondary data sources. The informants in this study were service users from the Population and Civil Registration Office of Biak Numfor Regency. Informants from the Population and Civil Registration Office of Biak Numfor Regency were chosen because they had an important role in the service process. As for community informants, service users are chosen because they have information that is about the research topic and can provide more accurate ones. The selection of informants is carried out through purposive sampling techniques. The techniques used in collecting research data, namely; Direct observation of the quality of e-government services at the Population and Civil Registration Office of Biak Numfor Regency, interviews were conducted to extract complete and detailed information from informants. The results showed that the quality of e-government services seen based on indicators of reliability, responsiveness, assurance and empathy has been running well, but tangible indicators have not run well and even become an inhibiting factor in service.

Keywords---civil registration, E-government, empathy, quality, service.

Introduction

In this digital era, the development of information technology has brought significant changes in the delivery of public services. E-government is a government concept that uses information and communication technology to provide public services to the community (Selitubun, 2022). One of the areas of public services that is increasingly adopting this technology is the Population and Civil Registration Office in Biak Numfor district. In this context, E-Government services become a key element in improving the quality and efficiency of public services (Rane et al., 2020).

The Population and Civil Registration Office in Biak Numfor district has a very vital role in community life. They are responsible for recording, processing, and providing information related to population, births, deaths, and other important events. Along with the development of technology, the Population and Civil Registration Office in Biak Numfor district has also introduced an E-Government system to facilitate public access to these services.

Service in government is the process of fulfilling the needs of the community related to basic rights and rights of givers whose form can be in the form of services and services (Xu et al., 2022). It is undeniable that providing services to the community is a complex government task, adjusting to the development of community needs in various sectors both in development and in meeting the welfare level of the entire community. The role of the government in a country to create a conducive environment in facing the era of globalization is something that absolutely must be done. The vision of the government of a country in addition to having an internal dimension (national ideals) cannot be separated from existing external aspects, especially those related to trends in relations between countries and between members of society in future eras. Therefore, encouraged by the implementation of electronic government (e-government) and to be able to improve the quality of services to the community, following the mandate of Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, the Ministry of Home Affairs of the Republic of Indonesia implements a technology-based population information system, namely an electronic Identity Card or E-KTP based on Law Number 23 of 2006 About Population Administration and Presidential Regulation of the Republic of Indonesia Number 35 of 2010 concerning Amendments to Presidential Regulation Number 26 of 2009 concerning the Application of Identity Cards Based on National Identity Numbers. An electronic KTP is a population document that contains a security/control system both in terms of administration and residents are only allowed to have 1 (one) KTP listed on the Identity Number (NIK). The purpose of issuing Electronic KTP (KTP-el) based on Permendagri No. 9 of 2011 article 2, the government issues Electronic KTP to realize the ownership of one KTP for one resident who has a security code and electronic record of NIK-based population data nationally.

Based on the results of the author's initial observations at the Population and Civil Registration Office of Biak Numfor Regency, there are still many errors in inputting data. The data from the village that has been printed by the operator does not match the original data filled in through the format submitted by the Population and Civil Registration Office of Biak Numfor Regency to the community, so it is often made repeated improvements, convoluted service management and uncertain time certainty. For uncertainty services the issuance of Marriage Certificates, E-KTP, Birth Certificates and renewal of Family Cards is also not determined. Furthermore, in the implementation of e-government, there are still many obstacles faced by the government, especially in the Population and Civil Registration Office of Biak Numfor Regency, including the lack of communication network infrastructure, the quality of government apparatus resources that are less competent in operating computers, limited funds in the development of e-government. This certainly has an impact on service activities that are not satisfactory for the entire community (Parent et al., 2005; Lean et al., 2009).

This study aims to examine the quality of e-government services carried out by the Population and Civil Registration Office of Biak Numfor Regency. This research is expected to provide valuable input for local governments and can be used as a basis for improving and optimizing e-government services, to provide maximum benefits for the people of Biak Numfor district.

The results of previous research that are considered relevant to be the empirical basis of this research, namely; research results (Elina & Bangsawan, 2017). The impact of implementing e-government is the efficiency of time in completing work to create improvements in public services to the community. Furthermore, the results of research by Amatulloh (2021), the application of e-government through applications has not met the quality of service, strategies that can be done are the development of an effective and efficient application system, the availability of social media and more optimal complaints.

The novelty of this research is that this research can provide valuable insights for the local government of Biak Numfor district. The policy implications found in this study can help local governments in designing e-government policies that are more effective and follow the needs of local communities.

Literature Review

Quality of service

Quality is very important in public service. The lack of quality public services affects the bad image of the government in the eyes of the public (Tamim, 2004). A dynamic condition related to products, services, people, processes and environments that meet or even exceed expectations is the concept of quality (Alfian et al., 2019). Furthermore, quality is conformity with requirements in service (Andriansyah, 2015).

Quality service is a service that can provide satisfaction to all parties, both service providers and the community served (Sinambela, 2016). Furthermore, to define quality services, namely; services that are anti-bureaucratic, distribusi services, decentralized and community-oriented (Salmon et al., 2022). Furthermore, according to Nainggolan (2018), quality is any effort that is carried out / used to enhance customer satisfaction. The whole is also

the overall characteristics and nature of a product or service that affects its ability to satisfy stated or implied needs (Hidayat, 2019). According to Hardiansyah (2011), there are several indicators of service quality, namely:

- Tangible (material objects) is a dimension relative to the attractiveness of physical structures, equipment and materials used.
- Reliability is a dimension related to the Company's ability to provide accurate services; Without making a mistake the first time providing services according to the agreed time.
- Responsiveness is a dimension related to the willingness and ability of employees to do so Helping customers and responding by the government informing when services will be provided, then providing services properly.
- Assurance is an employee dimension that: builds customer trust a company can create security for its customers.
- Empathy is a dimension in which companies understand. The problem is that the client acts in his interests the customer, but also takes care of the customer personally and has pleasant opening hours.

Service concept

Service is any activity that benefits a group or unity in offering satisfaction even though the results are not tied to a physical product. Then Sampara argues that service is an activity or sequence of activities that occur in direct interaction between someone with another person or machine physically and provides customer satisfaction (Rafinzar & Kismartini, 2020).

Furthermore, according to Amrozi & Cornelia (2022), define service as an activity provided to help, prepare, and take care of either goods or services from one party to another. According to the definition of public services is: a series of activities carried out by the public bureaucracy to meet the needs of user citizens. The intended use here is a state that requires public equipment, such as making Identity Cards (KTP), Building Permits (IMB), permits to take groundwater, subscribing to drinking water, electricity and so on.

E-Government concept

The new paradigm in public services emphasizes the government to provide quality services to the community, so that people feel satisfied with services from the government and make public trust in service providers (government) increase (Lestari et al., 2019). E-government is short for electronic government commonly known as e-gov, digital government, online government or government transformation (Irawan, 2017). In addition, e-government is an effort to develop electronic-based governance (Nasution et al., 2020). A structuring of management systems and work processes within the government by optimizing the use of information and communication technology (Shafira & Kurniasiwati, 2021). E-government is the use of information technology by the government to provide information and services for its citizens, business affairs, and other matters related to government (Sonny, 2013). E-government can be applied to legislative, judicial, or public administration, to improve internal efficiency, deliver public services, or democratic governance processes (Irawan & Hidayat, 2021).

Based on some of the opinions above, it can be concluded that e-government is a form of application for the implementation of duties and governance using telematics technology or information and communication technology. The e-government application provides opportunities to improve and optimize relations between government agencies, relations between the government and the business world and society.

Research Methods

This study seeks to examine facts related to the quality of e-government services at the Population and Civil Registration Office of Biak Numfor Regency. The type of research used in this study is qualitative research with a descriptive approach. Data sources in this study are primary data sources and secondary data sources. The informants in this study were service users from the Population and Civil Registration Office of Biak Numfor Regency. Informants from the Population and Civil Registration Office of Biak Numfor Regency were chosen because they had an important role in the service process. As for community informants, service users are chosen because they have information that is about the research topic and can provide more accurate ones. The selection of informants is carried out through purposive sampling techniques. The techniques used in collecting research data, namely; Direct observation of the quality of e-government services at the Population and Civil Registration Office of Biak Numfor

Regency, interviews were conducted to extract complete and detailed information from informants (Twizeyimana & Andersson, 2019). As for researchers to obtain truly valid data, the data is tested by triangulation. The triangulation technique used in this study is an examination technique that uses sources and methods. In addition, researchers use qualitative data analysis techniques in this study through data collection, data reduction, data presentation, and conclusion drawing (Miles & Huberman, 1994). The qualitative data analysis model used in this study is described as follows:

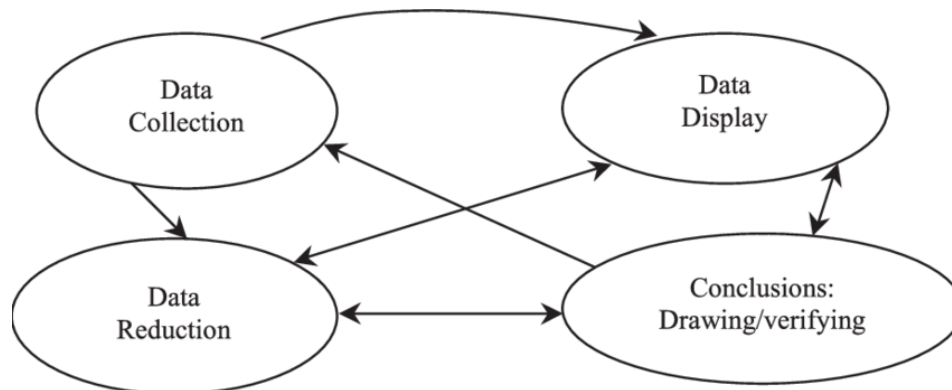


Figure 1. Interactive data analysis model
(Miles & Huberman, 1994)

Results

The Population and Civil Registration Office of Biak Numfor Regency has an important role in providing services, especially in the regional scope (Biak Numfor). To determine the quality of service in Disdukcapil Biak Numfor Regency, researchers used several dimensions of service quality:

Reliability

There must be good service quality Prudence and professionalism in providing service quickly, precisely and satisfactorily. This is indispensable for creating customer satisfaction. Reliability is the ability to deliver service quickly and efficiently as well as satisfactorily. According to an informant at the Population and Civil Registration Office of Biak Numfor Regency regarding the ability of employees to provide services to the community, he said that.

".....Look, when viewed from the ability of employees or staff here, it can be said to be good because we are here to really provide the best service to the community, and we have provided electronic-based services which means here has implemented an online-based service process, and here there are two types of services that we provide, the first is direct service and the second is that we provide online services". (Interview on April 22, 2022).

From the results of the interview above, information was obtained that the employees or staff are good at providing the best service to the community. The same statement was also conveyed by RR informant as the head of population administration management at the Population and Civil Registration Office of Biak Numfor Regency said that:

"..... When viewed from the ability of the employees or staff who work here, they are all able to operate technological tools, although they do not fully know everything because what is applied here is online-based services and direct services". (Interview results April 23, 2022).

Based on the results of interviews with informants above, it can be seen that the ability possessed is quite good in the application of services provided to the people of Biak Numfor Regency. The ability possessed by staff or employees who work in the Civil Registration and Placement Service is maximal in providing services to the community and is also quite trusted and punctual in providing services. Reliability is the reliability or ability possessed by a government agency in providing services to the community which must provide good and true services to the community. and felt by the community both physically and non-physically (Hardiyansyah, 2011). As for the

relationship with the existing theory, that the service system provided or implemented at the Population and Civil Registration Service has been said to be good and true following the procedures applied, this is not a challenge for the Population and Civil Registration Service because they apply following existing procedures.

Tangible

Tangible is an influential aspect of service quality. Service criteria included in this aspect are service-supporting facilities and infrastructure (service counters, computers, telephones, ID card writers, information boards, waiting chairs, service desks and trash cans). Then there is the comfort and cleanliness factor of the service room and service support room (bathroom), and the provision of suction containers (boxes). In this dimension, researchers use interviews to measure the quality of physical evidence (tangibles to support services in Disdukcapil, Biak Numfor Regency). The statement submitted by the informant as a community user of services related to services provided by officers to the community revealed that:

“..... In my opinion, there is a lack of facilities provided in waiting for services at the Population and Civil Registration Office of Biak Numfor Regency, because there are less seats in the waiting room, and only some fan provisions so it feels hot and hot. And the water supply for toilets is still very reduced and there are many others”. (Interview results on April 27, 2022).

From the statements submitted by the resource person above, we can conclude that the facilities at the Population and Civil Registration Office of Biak Numfor Regency are still inadequate. The statement submitted by the informant as the Head of the Population Administration Service revealed that:

“..... Some of the facilities and infrastructure supporting work have been fulfilled, but there are still some facilities and infrastructure that are not complete, currently we from the Population and Civil Registration Office of Biak Numfor Regency are trying to provide all these facilities and infrastructure”. (Interview results on April 23, 2022).

From the results of observations and interviews conducted with several informants, it is known that the provision of existing facilities at the Population and Civil Registration Office of Biak Numfor Regency is still inadequate and there is still a need to improve physical facilities and facilities and infrastructure to improve service quality (Lee et al., 2011; Sá et al., 2016). Tangibles are dimensions related to attractiveness, physical facilities, equipment and materials used by the agency and the appearance of employees. As for the connection with the existing theory that the Population and Civil Registration Office is based on facts on the ground that the facilities are inadequate it becomes an obstacle in the process of service to the community.

Responsiveness

The response of employees at the Population and Civil Registration Office of Biak Numfor Regency relates to the readiness of employees to meet the needs of the community. Responsiveness of employees in providing services organized. To find out the response of officers in responding to complaints from the community and when the community faces difficulties/confusion in managing services, researchers conducted observations and interviews with some employees in Disdukcapil, Biak Numfor Regency. This was conveyed by one of the informants, namely related to the readiness of employees to help the community in providing services, he stated that:

“..... We are here to the maximum in providing services to the community well and we are quick to respond to things asked by the community”. (Interview results on June 23, 2022).

As for the same statement delivered by Informant as the head of the general and personnel department, he said that:

“.....We here have tried our best in providing services to the community and we have fulfilled all the wishes needed by the community because our duty is here to serve the entire community”. (Interview results on June 29, 2022).

From the statements submitted by the two speakers above, information was obtained that the staff or employees who provide services at the Population and Civil Registration Office of Biak Numfor Regency have fulfilled all the wishes of the community who need population documents where they are more concerned with common interests.

Based on the results of the interviews conducted, information was obtained that the service system at the Population and Civil Registration Office of Biak Numfor Regency of Biak Numfor Regency was maximal in providing good services. Employees are quick to respond to things asked by the community and when there are people who feel confused, the employee will give direction regarding the question. All the wishes of the community where employees always prioritize the interests of the community. Responsive is a dimension related to the willingness and ability of employees to assist customers in responding to requests and confirm when services will be provided and the ease of providing services appropriately. As for the existing theory that in the Population and Civil Registration Office based on facts in the field, the service system is effective because of adequate resources so that it does not hamper the process of service to the community.

Assurance

Assurance is needed for the community to feel satisfied because they have received good quality service. The guarantee in question can be realized if employees in Government offices can foster trust in the hearts of the service applicant community. For the community to believe in the services provided, employees should be able to maintain communication/interaction, both between employees and between employees and the community.

Based on the results of my interviews with informants stated that:

"..... The service process at the Population and Civil Registration Office is very easy, because all the requirements that must be met have been explained by the officer". (interview results on June 30, 2022).

From the statement submitted by the source above, the author can conclude that the management of services at the Population and Civil Registration Office is easy because all the requirements that must be met have been explained by the officer. The same statement was also conveyed by the informant as a community regarding the guarantee (assurance) provided by the Population and Civil Registration Office of Biak Numfor Regency stated that:

"..... I don't think there are any obstacles that I experienced during the application for making service products at the Population and Civil Registration Office". (Interview results on June 30, 2022).

From the results of interviews with informants above, the author can conclude that the actions or attitudes of services provided by staff or employees at the Population and Civil Registration Office of Biak Numfor Regency are very good. From statements submitted by several informants, information was obtained that the Population and Civil Registration Office of Biak Numfor Regency had made efforts to guarantee ease of service for the community. Assurance is a dimension of employees who can foster customer trust in the company to create a sense of security for its customers. Guarantees are needed so that people feel satisfied because they have received good and quality service. The guarantee referred to in this study is a guarantee in the form of ease of service and security guarantees for people who apply for services at the Population and Civil Registration Office of Biak Numfor Regency. Based on existing theories, it can be seen that the attitudes or ethics that exist in staff or employees in the Population and Civil Registration Service have been said to be good and following the established procedures is not a big challenge for the Population and Civil Registration Service because they have carried out services following existing procedures.

Empathy

Empathy is genuine individual care or concern Personal customer service works on: understanding customer needs. This dimension of empathy plays an important role when measuring service quality because a good attitude of service providers improves the welfare of related departments/agencies. Based on the results of interviews with informants stated that:

"..... When serving the community, employees serve with the best service with the principle of smiling, friendly, fast, humane and polite in providing service". (Interview results on June 23, 2022).

Interviews with informants suggested that:

".....In my opinion, staff or officers at the Population and Civil Registration Office of Biak Numfor district have provided good and friendly services to the community. (Interview results on June 28, 2022).

Based on the results of the interviews conducted, information was obtained that officers had provided good and polite services to the community, and officers also received suggestions or input from the community properly and were considered to improve services to the community. Empathy is the dimension by which a public service

organization understands the problems of its customers acts in the interests of customers, pays attention to customers and has comfortable operating hours. Based on existing theories, it can be seen that the attitudes or ethics that exist in staff or employees at the Population and Civil Registration Office of Biak Numfor Regency are good and following established procedures. This is not a big challenge for the Population and Civil Registration Office.

Discussion

Reliability

The concept of reliability in public services follows the theory of service quality, which emphasizes the importance of meeting customer expectations and providing consistent service. In this case, reliability includes the ability to provide services on time, efficiently, and following established standards (Hardiyansyah & Kasisariah, 2022). Reliability is often closely related to trust formation (Shafira & Kurniaswi, 2021). Trust theory shows that reliability in providing services can build public trust in government institutions. Reliability in service creates a foundation of trust, which is a critical element in the relationship between government and society (Hilda, 2014). Reliability in the services of the Population and Civil Registration Office of Biak Numfor Regency can be analyzed and improved by understanding the principles of management, customer satisfaction, community trust, innovation, and organizational change. Through this approach, organizations can continuously improve their processes to ensure reliable service and meet community expectations.

Tangibles

From the results of interviews and observations, it can be seen that the provision of facilities at the Population and Civil Registration Office of Biak Numfor Regency is still inadequate. Recommendations based on these theories are the need to focus on improving tangibles, such as providing adequate seating, improving the cleanliness and comfort of waiting rooms, and fulfilling other facilities needed by customers. These actions are expected to increase customer satisfaction, meet their expectations, and create a positive experience in public service. Service quality theory emphasizes that tangibles, or physical evidence, constitute one of the five dimensions of service quality (Hardiansyah, 2011). Adequate physical facilities, such as seating, fans, and cleanliness of service rooms, play an important role in creating a positive perception of service quality (Supriyadi, 2021). Tangibles create visual and physical impressions that can affect customer satisfaction (Dharmanu, 2017). Customers form expectations about the service based on previous experience and information received (Yulinar, 2018). If physical facilities are inadequate, as stated by the interviewee, customers can feel dissatisfied and their experience is not up to expectations. Therefore, meeting customer expectations of physical facilities can increase customer satisfaction.

Responsiveness

Responsiveness is one of the dimensions of service quality according to service quality theory, this theory highlights the readiness and ability of the organization or employees to respond to customer needs, complaints, or questions (Hardiansyah, 2011). Statements from informants indicate that employees at the Population and Civil Registration Office of Biak Numfor Regency have good responsiveness to community questions and needs (Venkatesh et al., 2012).

Good responsiveness is key to building a positive relationship between government and society (Dharmanu, 2017). The statement that employees have tried their best to meet the wishes of the community shows a commitment to positive customer relations. By referring to these theories, it can be concluded that the good responsiveness of the Population and Civil Registration Office of Biak Numfor Regency reflects the implementation of the principles of service quality and public services. Understanding community needs, rapid response, and active involvement in meeting community desires are key factors in building effective and positive services.

Assurance

Good service actions and attitudes by staff or employees at the Population and Civil Registration Office of Biak Numfor Regency have built assurance or guarantees for the services provided. Good communication, clarity in explaining procedures, and minimal obstacles in applications create customer trust and satisfaction, which are indicators of the success of assurance in the context of public services (Li & Shang, 2020).

Assurance contributes to the formation of public trust in the services provided (Hardiansyah, 2011). Explaining requirements clearly and providing accurate information helps build trust, the theory emphasizes that public trust can grow through transparency and consistency in delivering services (Asri, 2020). The statement that there are no obstacles encountered during the application at the Population and Civil Registration Office reflects customer satisfaction. Customer satisfaction theory emphasizes that satisfaction is related to customer expectations and perceptions of service quality (Hung et al., 2013). Assurance, in this case, creates a seamless experience, which can increase customer satisfaction.

Empathy

Empathy is one of the dimensions of service quality in this theory, according to this concept, good service includes the ability to understand, feel, and respond to customer needs (Hardiansyah, 2011). Furthermore, empathy in public service creates a positive experience for customers, which in turn increases their satisfaction (Dharmanu, 2017). Employees who feel empathy from customers as well as from their co-workers tend to be more satisfied with their jobs. A smiling and friendly attitude in providing services creates a positive work environment, which can increase employee satisfaction (Djuwita, 2011).

The application of the empathy dimension in public services of the Population and Civil Registration Office of Biak Numfor Regency has a positive impact on customer satisfaction, customer relations, and the work environment. Empathy, as described by informants, creates an atmosphere of good service and improves the welfare of the communities served.

Conclusion

This study highlights aspects of the quality of E-Government services in the Population and Civil Registration Office of Biak Numfor Regency. Despite the challenges and obstacles in implementing e-government, there are good efforts on the part of the Department to provide optimal services to the community. The recommendations provided can be the basis for local governments to improve infrastructure, improve human resource qualifications, and allocate funds wisely to improve the quality of E-Government services in the future.

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