

PADUKA Service : Dimension and Implementation of Population Administration

Shofy Amalia¹, Zahra Rahmadenia², Sri Wulandari³, Farida Nurfalih⁴

^{1,2,3,4} Universitas Swadaya Gunung Jati, Indonesia

E-mail: shofyamalia109@gmail.com, zrahmadenia@gmail.com, sri.wulandari@ugj.ac.id,
farida.nurfalih@ugj.ac.id

Correspondence: sri.wulandari@ugj.ac.id

ABSTRACT

PADUKA (Collective Service for Registration of Population Documents and Civil Registration in Villages) is a digital innovation from the Cirebon Regency Disdukcapil which aims to make it easier for the community to access population administration services. This service runs on a non-mandatory cooperation agreement between the Disdukcapil and the village, so that the services are not evenly distributed in Cirebon Regency. This research aims to determine the dimensions and implementation of PADUKA's services, and identify obstacles and efforts to improve the quality of services. The methods used in the study are qualitative methods, data collection through observation, interviews, and documentation, with analysis based on *the E-Govqual theory* according to Papadomichelaki and Mentaz (2012) which includes six dimensions. Based on the results of the research, the implementation of PADUKA services provides convenience in the population administration process based on the quality standards of *Content and Appearance* that runs optimally. Meanwhile, the dimensions of *Ease of Use, Trust, Reliability, Citizen Support, Functionality of Interaction* are still constrained in implementation. The main obstacle lies in the nature of non-mandatory and permanent cooperation agreements, as well as communication and low quality of human resource competencies. The efforts made are to improve the cooperation agreement period, operator training, and system improvement. Overall, PADUKA has shown a positive contribution to the transformation of digital-based public services, although more intense evaluation is needed to ensure equitable distribution and optimization of services.

Keywords: PADUKA, Population Administration, *e-govqual*, *Service Implementation*, *Service Innovation*

INTRODUCTION

In the era of globalization and information technology advancements today, digitalization has become an important pillar in the transformation of public services in various countries, including Indonesia (Alshehri & Drew, 2010; Wirtz et al., 2018). With the rapid development of information technology, government agencies are required to adapt and integrate digital solutions into their service processes, which are also called E-Government (Layne & Lee, 2001; Susanto & Goodwin, 2013). Digitalization not only improves the efficiency and effectiveness of services, but also strengthens government transparency and

accountability (Cordella & Bonina, 2012; Janowski, 2015). This transformation enables more inclusive, responsive, and accessible governance in the digital era.

The introduction of digital systems allows people to access information and services more easily and quickly, without having to worry about time and distance constraints (Bertot et al., 2010; Kumar et al., 2007). In addition, digitalization also requires opportunities for active participation of the community in the government process, thereby creating a better relationship between the government and the community (Misuraca & Viscusi, 2014; Criado & Gil-García, 2019). Therefore, the importance of digitalization in public services lies not only in improving the quality of services, but also in efforts to build an informed society (Scholl et al., 2012; Meijer et al., 2016). The integration of ICT in governance should be seen as a strategic move to create inclusive and responsive public administration.

Digitalization has brought major changes in the way public services are provided to the community, including in the context of population administration services (Lindgren et al., 2019). *Population administration* is a government activity in the form of structuring and publishing official population data, documents, or events as authentic evidence that has legal force, and is only issued by the implementing agency at the authorized district/city level, namely, the *Population and Civil Registration Office* (Law No.24 of 2013).

Based on Ministerial Regulation No. 7 of 2019 and Cirebon Regent Regulation No. 68 of 2021 concerning the Integrated Information System for *Population Administration Services in Cirebon Regency*, in its implementation, population administration services are carried out electronically through internet media in the form of a web or application. The *Population and Civil Registration Office* in Cirebon district introduced *PADUKA (Collective Service for Registration of Population Documents and Civil Registration in Villages)* as an *E-Government* product to provide online access to the public, from population registration to population document management.

The purpose of the creation of *PADUKA (Collective Service for Registration of Population Documents and Civil Registration in Villages)* is to bring population administration services closer to the community, build cooperation between the *Disdukcapil* and the villages in *Cirebon district* in accordance with the direction of the *Disdukcapil* of the Ministry of Home Affairs, to ensure that population administration services reach the village level. *PADUKA's* services run based on a cooperation agreement between the *Cirebon Regency Disdukcapil* and the village apparatus in *Cirebon Regency*. However, in reality, in managing population administration through *PADUKA*, there are several obstacles in service provision that make population services not optimal.

Service problems that are often complained about by the community as service recipients include the inaccurate timing of each type of service program contained in *PADUKA*, cooperation agreements with villages in the *Cirebon regency* area which are not coercive so that *PADUKA's* services are not evenly distributed in each village, and lack of facilities and resources that are not supportive (Fadilah et al., n.d.). Service will be said to be optimal if it has succeeded in achieving the goals or objectives that have been determined by the efforts and strategies outlined in the *PADUKA* service program. The implementation of *PADUKA* services needs to be evaluated based on the obstacles to population administration services, supporting and inhibiting factors in the implementation of the system, as well as support from the government and public awareness of the importance of digital services as the key to success.

Previous research by *Lavenia Ied Harany, Slamet Muchsin, Agus Zainal Abidin* (2019) discussed the Dinoyo Village government, which has the responsibility to improve population administration services through the *Sakdino* application program. However, in its implementation, the *Sakdino* application program still experiences problems, including the level of socialization, weak human resources (*HR*) regarding technological knowledge, and administrative service needs that have not been met in the *Sakdino* application program. This study uses a descriptive method with a qualitative approach. The source of data for this research is the Village Head of *Dinoyo Village*. Data collection techniques use interviews, observations, and documentation. The data analysis technique uses an interactive model according to *Miles, Huberman, and Saldana*. The results of this study show that administrative services through *Sakdino* are still not said to be good, because there are several inhibiting factors, one of which is the low level of human resources (*HR*) and the lack of socialization. The implementation of the *Sakdino* application program still experiences problems, including issues with the level of socialization, weak human resources (*HR*) regarding technologist knowledge, and the unmet need for administration services in the APLikasi *Sakdino* program. The researcher used the descriptive method with a qualitative approach. The source of the data is from the Village Head of Dinoyo Village. Data collection techniques using interviews, observations, and documents. The data was analyzed using the interactive model according to Miles, Huberman, and Sadana. It shows that the service of administration through *Sakdino* still has not been tied to the good, because there are several inhibiting factors, one of which is that human resources (*HR*) are low and the level of socialization is lacking.

Second, in a study conducted by *Afifah Diah Pitaloka* (2024) it is discussed that the existence of population administration services is quite important for a country. In addition to being able to record every resident in their area, this service is also quite influential on development plans. The method used in this study is qualitative descriptive with data acquisition techniques through interview activities, field observation, and documentation studies. The results of this study show that the implementation of population administration services is in accordance with George Edward III's theory and is effectively implemented so that it gets a high satisfaction value from the community.

Third, in a study conducted by *Rafika Duri, R. Hamdani Harahap, and Isnaini* (2022), the focus is on the quality of public services and factors that hinder *E-KTP* services at the population and civil registration office of *Gayo Lues Regency*. This study uses qualitative descriptive methods and data collection techniques through observation, documentation studies, and interviews. The results of this study show that the quality of *E-KTP* public services at the population and civil registration office of *Gayo Lues Regency* has been running but is still not optimal. The factors that hinder *E-KTP* public services are inadequate facilities and infrastructure.

Fourth, in the research conducted by *Siti Delia Rachmayanti, Sri Nur Hari Susanto, and Suhartoyo* (2022) the discussion is on the *Gegesik Kidul Village* government, which provides population registration services using the *SINTRIN* website. The method used in this study is an empirical juridical approach, with primary data obtained directly from the research site. The results of this study show that policy-making regarding the government of *Gegesik Kidul Village* as a facilitator between the community and the *SINTRIN* website can provide and improve services for the village community.

Fifth, in the research conducted by *Dwi Febi Kartika and Trenda Aktiva Oktariyanda* (2022) the discussion revolves around the presence of application service innovations based on the *Poedak* website to make it easier for people to get administrative services, especially during the Covid-19 pandemic. The method used is descriptive research with a qualitative approach through interview, observation, documentation, and literature study techniques. The results of this study show that the ability and tools of innovation have good performance and functionality, supported by technical guidance (*technical guidance*) to the implementing apparatus. The obstacle experienced is that there are still many people who do not know the existence of the *Poedak* application as a means of processing population administration services online.

Sixth, in the research conducted by *Rizki Aulia Adinda, Sonia, and Tiara Dewi Sekarningrum* (2021), various aspects of services are discussed. The method used is qualitative with the type of analytical descriptive research. The results of the study show that facilities and infrastructure factors are supporting factors, while the inhibiting factor lies in the time of service completion that is not effective due to server network disruptions and lack of socialization, thus triggering *Bumijaji Village* residents who have not been able to access technology-based services.

Seventh, in the research of *Mona Melinda, Syamsurizaldi, and Muhammad Ichsan Kabullah* (2020), the discussion is on the innovation of *PADUKO*, which covers nineteen types of population services and managed to get the highest score in the innovation competition of local government organizations of *Padang Panjang City* in 2019. This study uses a qualitative descriptive method with data collection techniques through interviews, documentation, and observation, while informant selection techniques use purposive sampling. The data validity technique uses source triangulation. The results of the study show that *PADUKO*'s innovation in general has run well and can be accepted by the community, but there are still several obstacles such as network problems, servers, and problems in the application.

Based on previous research, the inhibiting factors in the implementation of population registration through the *SINTREN* website include the lack of precise time guarantees that are informed with the time needed to process the population registration application, the absence of a determination of cost calculations and measurements that are used as a benchmark to measure the responsibility of officers for their duties or a benchmark to measure the success of services to the community as service recipients. Other factors can be sourced from human resources (*Siti Deliana Rachmayanti et al., 2022*). This is happening again with the development innovation that is currently in population administration services known as the *PADUKA Service* program.

From several previous studies, it can be seen that low human resources (*HR*) and the accuracy of the time for applying for population documents are often obstacles in the implementation of services. There has been no specific research that discusses *e-govqual* in *PADUKA*'s services. The difference between this study and previous research is the purpose of the research carried out and the *E-Govqual Theory* used in this study is different from previous research.

The purpose of this study is to find out the dimensions and implementation of *PADUKA* application services in population administration, to find out the obstacles and

efforts that need to be made to improve population services through service programs in the *PADUKA* application.

The benefits of this research are both practical and academic. Practically, the study provides recommendations for optimizing population administration services through the *PADUKA* application, including strategies to address low human resources and time-related challenges in document processing. It also offers insights for policymakers and local governments to enhance service effectiveness and efficiency. Academically, this study contributes to the development of *e-government* service quality literature by applying the *E-Govqual* theory in a new context, serving as a valuable reference for future research on digital public service innovation.

RESEARCH METHOD

The method used is a qualitative method, which aims to explore the phenomenon that occurs in the *Disdukcapil* related to the digitization of public services. Data collection techniques are carried out through interviews and observations. Interviews are used to obtain in-depth information, while observation is conducted to directly understand the service process that takes place. The informant technique is carried out with key informants, namely *PADUKA* service users, and supporting informants consisting of *Disdukcapil* employees. According to Moleong in Ardianto, research informants are people who can provide information or knowledge about the problem being researched and can act as resource persons during the research process.

The data validity technique applied in this study is triangulation, which involves comparing data obtained from various sources and methods to verify the consistency of findings. According to Sugiyono (2015: 92), triangulation is a data validity examination technique that combines various data collection techniques and existing data sources. This triangulation uses data other than the primary research data, with the purpose of checking or comparing it against the research data obtained. Furthermore, the data analysis technique is carried out using descriptive analysis, which allows the researchers to describe and analyze data systematically, providing a more comprehensive understanding of the quality of public services in this digital era. According to Sugiyono (2019), data analysis techniques in qualitative research are conducted during data collection and after the completion of data collection over a certain period.

According to Papadomichelaki and Mentzas (2012), the *E-Govqual* theory was specifically developed to measure the quality of electronic-based services on information systems through the web or applications, which can also be referred to as *E-Government*. In this *E-Govqual* theory, there are six dimensions, namely: 1) Ease of Use, 2) Trust, 3) Reliability, 4) Citizen Support, 5) Functionality of the Interaction Environment, and 6) Content and Appearance of Information.

RESULTS AND DISCUSSION

The *PADUKA* Service (Collective Service for Registration of Population Documents and Civil Registration in Villages) is an integrated, information technology-based service in the form of an application that is socialized to focus on online population administration services. *PADUKA*'s services can be accessed through <https://sintren.cirebonkab.go.id/paduka>.

In its implementation, *PADUKA*'s service is based on an agreement that is not coercive and is within a predetermined period of time.

Judging from the purpose of creating the *PADUKA* service application, it is intended so that population administration services can run effectively and efficiently, as well as bring population administration services closer to the community.

Based on the results of the research, the presence of the *PADUKA* application service does have a positive impact on the community because it feels helpful and free of charge, especially for people who are economically constrained, so they do not need to spend transportation costs. However, in addition to positive impacts, there are negative impacts that researchers have found, which can be said to be inhibiting factors in service optimization. The community stated that population administration services through *PADUKA* are a little time-consuming, and the current condition of operators lacks uniformity in verifying applications for making population documents.

It is indicated from the non-coercive cooperation agreement; the data obtained by the researcher from the results of interviews show that currently, population administration services through *PADUKA* are not evenly distributed. Only 193 villages have established cooperation agreements for the *PADUKA* service program out of a total of 412 villages in the Cirebon district area. The service will continue only when the cooperation agreement is renewed after the stipulated time has been reached. The lack of socialization lowers the level of interest of village agencies in facilitating the implementation of E-Government through population administration service programs. In addition, the services in each village will differ according to the quality of the resources that are *PADUKA* operators.

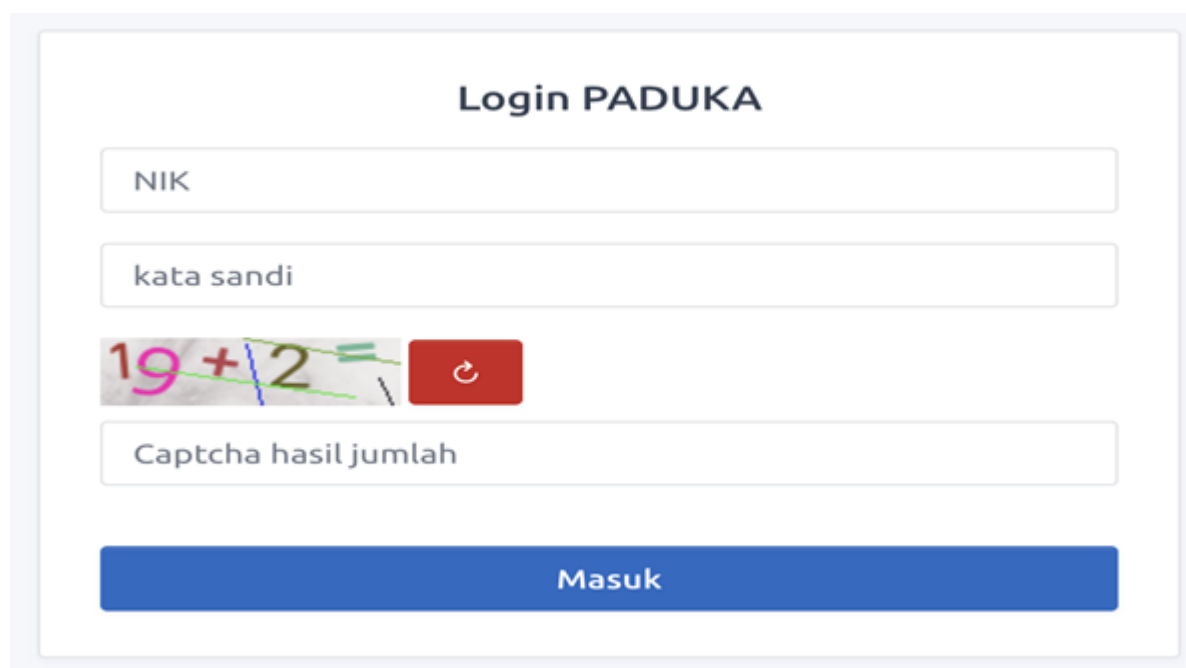
The role of agencies, both the Cirebon Regency *Disdukcapil* and local village officials, needs to be given more attention in the implementation of population administration service programs. The performance between the two will be reflected in the implementation of *PADUKA* services, which are managed directly at the community level and impact community satisfaction. With several dimensions that align to realize the implementation of population administration services through the optimal *PADUKA* service program, the researcher uses the *e-govqual* dimension as the main focus to look further into the problems and efforts to improve the quality of services oriented toward community satisfaction.

Dimensions and Implementation of PADUKA Services

According to Papadomichelaki and Mentaz (2012), in theory, *E-Govqual* is a method used to measure the quality of electronic-based information systems in services from government websites or websites based on the understanding of users or service recipients, so that the level of quality can be more easily evaluated. Based on six dimensions, namely the interaction mechanism between the government and information technology users to improve the quality of a service. In this study, the quality of *PADUKA*'s service program in the process of its implementation of the creation of population administration documents is assessed based on six dimensions, namely:

Ease of Use

Ease of Use is a dimension that functions in measuring the acceptance of an information technology system based on the level of difficulty of use felt by users. The level of ease of use can be judged from several indicators such as ease of use because it is easy to learn, easy to



The image shows a login interface for the PADUKA application. At the top, the text 'Login PADUKA' is centered. Below this, there are four input fields stacked vertically. The first field is labeled 'NIK'. The second field is labeled 'kata sandi'. The third field contains a captcha image with the text '19 + 2 =' and a red button with a refresh icon. The fourth field is labeled 'Captcha hasil jumlah'. At the bottom of the form is a large blue button with the text 'Masuk'.

Figure 2. Akses Log In PADUKA

Source: PADUKA App

Based on the results of the research on the procedures of the population administration stages in the *PADUKA* service program, the first step for an applicant is to come to the office or village hall and explain the purpose and type of population document desired to the village operator. Second, the applicant will be directed to fill out the form in accordance with the submission of the population administration. Third, the applicant must prepare supporting documents as requirements that will be scanned by the village *PADUKA* operator for further submission to the *PADUKA Disdukcapil* operator. The application will then be verified by the *Disdukcapil* operator. Furthermore, the population administration application can be confirmed to proceed with the process of making the document until it is ready to be printed, or the application will be rejected and returned to the village operator if the requirements and forms do not correspond with the applicant's personal data.

Trust

The *trust* dimension is defined as the user's trust in the security and transparency of services facilitated by the E-government system, so that users do not need to feel anxious when accessing these services. Public trust will increase if the security of their data is guaranteed when performing services. The importance of trust will impact users' decisions to use services provided by the government.

The implementation of *PADUKA*'s services in the *trust* dimension has not reached an optimal point. The problem with *trust* is seen from the fact that most people in the Cirebon regency area still involve third parties whom the applicants trust to obtain services for making population documents or they go directly to the Cirebon Regency *Disdukcapil*. This is evidenced by the limited number of villages participating in the cooperation agreements for *PADUKA*'s services. One of the problem factors in this dimension occurs because the *PADUKA* service program is an internal cooperation agreement, which means that it only involves *Disdukcapil* and the village. The cooperation agreement established between the two

parties limits direct communication with the community in the provision of population administration services. Therefore, access to *PADUKA* service login and personal data input cannot be accessed publicly but only through village operators.

Despite the existing problems, there are several efforts made by the *Disdukcapil*, especially related to the security of applicant data. The *Disdukcapil* has designed a system to keep the privacy of all data of the Cirebon district community safe and prevent leakage. *Disdukcapil* only provides access to *PADUKA* services to village operators with one access door using a different account for each village *PADUKA* operator; this is stipulated in the integrity clause of the cooperation agreement with the operators.

Reliability

Reliability is a quality parameter indicating that a process can run and function consistently within a certain period under specific conditions and situations. In terms of service, *reliability* is a dimension assessing the consistency of quality provided to the applicant in accordance with provisions, ensuring accuracy and applicant satisfaction.

The implementation of *PADUKA* services in the *reliability* dimension for the population administration document process is beginning to align with applicable regulations, where services are transformed into online systems as information technology develops, embodying E-Government. However, the administrative service system in the *PADUKA* service program is not yet optimal in this dimension. The operational capability of the *Disdukcapil* operator in managing incoming applications does not provide information related to precise timing in the system. The timing is still tentative and is communicated orally by the village operator based on an agreement for all types of services, generally requiring at least three days until the completion of the issuance of population administration documents. This occurs because the number of *Disdukcapil* operators is insufficient compared to the number of villages in the Cirebon district area submitting applications.

Efforts made by the *Disdukcapil* include providing population administration services to the community as much as possible and conducting evaluations related to *PADUKA* services, focusing on the shortcomings or obstacles faced. These efforts include employee training to increase the number of administrators who focus on the *PADUKA* service program. Even so, public assessment shows that these efforts have not sufficiently resolved the issues. These problems are likely to continue until there is an increase in the number of village cooperation agreements for population administration services through *PADUKA*. Other possible efforts include updating the system to work automatically to ease the workload of *PADUKA* administrative operators and creating a priority-scale filter for population administration work based on the type of service in the *PADUKA* application.

Citizen Support

Citizen Support is a dimension that greatly influences the improvement of government services' quality provided to the community. This dimension refers to various forms of attention and concern given to realizing service quality standards in accordance with the applicant's expectations. Therefore, in this dimension, the community holds full control as an external supervisor of government efforts, innovations, and policies regarding population administration services through the *PADUKA* application, as evidence of the current implementation of E-Government.

How the government provides assistance through digital platforms to gain support from community needs is crucial. In improving the quality of services, the government currently encourages public participation actively. To realize this dimension optimally in the implementation of population administration services, the responsiveness of the population administration operator of the *Disdukcapil* is needed to address problems faced by village operators, who are users directly in contact with the community. The knowledge of service programs must be more qualified, ensuring that service providers have the ability to deliver services with full confidence.

The implementation of *PADUKA* services in the *Citizen Support* dimension has received both positive and negative responses from the community. Positive responses or support obtained, based on interview results, include the convenience of free services and easier access to population administration services operated at the village level. Meanwhile, negative responses include complaints about access to services not being general but routed through village officials who act as *PADUKA* village operators, the lack of accuracy in the population document process, and the current condition of *Disdukcapil* operators lacking uniformity in service provision due to less selective operator recruitment regarding their technology skills.

Functionally of the Interaction Environment

Functionally of the *Interaction Environment* is a dimension that reflects the ability of the service system to facilitate interaction and communication between users and the government. In this dimension, in addition to providing services and helping the community obtain population administration documents, village operators also serve as contact persons between *Disdukcapil* and the community to assist in acquiring population administration documents. The community, who also plays the role of an applicant for a service, is an important indicator in assessing the quality of *PADUKA*'s service program.

The implementation of *PADUKA*'s services in the *Functionally of the Interaction Environment* dimension allows the community to submit complaints directly to *Disdukcapil* through an official letter; however, in *PADUKA*'s village services, the current mechanism requires that complaints be submitted first to the Village Head as the person in charge of running *PADUKA* services in his area. Therefore, *Disdukcapil* has given directions to village operators to provide complaint contacts.

Content and Appearance Information

Content and Appearance Information (Content and Display Information) is a dimension that reflects the quality of information, making it easier for users and providing the information needed by the community. *Disdukcapil* routinely conveys information related to population administration to village *PADUKA* operators, especially during technical guidance activities. For more in-depth material on population registration and civil registration, information is conveyed through *PADUKA*'s official communication group. *Disdukcapil* also provides explanations of the applicable administrative requirements, so operators who are members of the group can directly understand them. In addition, village operators can also consult directly through the WhatsApp application with *Disdukcapil* officers who handle *PADUKA* services. Every question or problem submitted is responded to and followed up in accordance with the applicable procedures.

The implementation of *PADUKA*'s services in the *Content and Appearance Information* dimension includes the presentation of information currently carried out in the

form of digital data (soft files) sent by *Disdukcapil* to operators through the *PADUKA* operators' communication group. The information submitted includes new notices, regulations, and policies related to population administration services. The community can obtain this information through village operators who have previously received directions from *Disdukcapil*. Thus, it is expected that information is conveyed clearly, is easily understandable, and accessible to the entire community.

Obstacles to the Implementation of the *PADUKA* Application

The implementation of population administration services through the *PADUKA* application in Cirebon Regency still faces several significant obstacles. One of the main obstacles lies in the low quality of Human Resources (*HR*); some operators still do not have adequate technical skills in digital systems, which hampers access to the use of *PADUKA*. Additionally, cooperation between *Disdukcapil* and the village has not been comprehensive, as the agreement is not mandatory, and therefore, not all villages participate.

Another obstacle arises from people who do not have direct access to the application, thus closing the space for the public to provide input directly through the system. Limited interaction between *Disdukcapil* officers and village operators—after the initial socialization stage—means further communication between related parties is only facilitated through social media, without routine assistance or more effective discussion spaces. The delivery of information is only in the form of digital files, causing operators' understanding of service updates to vary.

Efforts to Improve *PADUKA*'s Service

Facing these various obstacles, the Cirebon Regency *Disdukcapil* has made several efforts to improve the quality of *PADUKA* services. One important step is to increase the capacity of operators through technical training and debriefing on the flow and policies of population administration to improve equal technical capabilities across all villages so that services become more consistent. *Disdukcapil* also periodically updates cooperation agreements with villages as an effort to ensure service continuity and expand the scope of *PADUKA* application implementation.

In terms of systems, continuous development and evaluation are carried out to make services more efficient and automated. Improving data security is also a priority, with the implementation of a one-stop access system and a special account for each village operator contained in the integrity agreements. In addition, *Disdukcapil* provides communication channels through a call center and opens consultation rooms via social media for operators experiencing technical problems. Efforts to expand the use of social media as a means of socialization are also encouraged so that the public is more informed and involved in digital population administration services.

CONCLUSION

The *PADUKA* program, an innovation by the Cirebon Regency *Disdukcapil*, leverages information technology to facilitate public access to population document services in collaboration with village administrations. This study aimed to evaluate *PADUKA*'s implementation using the six dimensions of the *E-Govqual* theory. The analysis revealed that the *Ease of Use* dimension is not fully optimal due to varying operator competencies; *Trust* is relatively strong because of the one-door access system; *Reliability* is hindered by inconsistent

processing times; *Citizen Support* is present but not yet fully independent; *Functionality of Interaction* remains limited to village operators; and *Content and Appearance* are informative but primarily confined to social media. Key challenges include low human resource quality, incomplete village participation, limited direct community access, and insufficient communication. Improvement efforts such as technical training, enhanced cooperation, system upgrades, and broader socialization have been initiated. Overall, *Citizen Support* is the most effective dimension, while the remaining dimensions require further enhancement for better service delivery. Future research can focus on developing a standardized evaluation framework for e-government services, exploring the integration of artificial intelligence for automated service tracking, and conducting comparative studies of *PADUKA* with similar regional digital initiatives to provide deeper insights for advancing digital public service innovation.

REFERENCES

- Alshehri, M., & Drew, S. (2010). Implementation of e-Government: Advantages and challenges. *International Journal of Electronic Government Research*, 6(2), 45–56. <https://doi.org/10.4018/jegr.2010040104>
- Bertot, J. C., Jaeger, P. T., & Grimes, J. M. (2010). Using ICTs to create a culture of transparency: E-government and social media as openness and anti-corruption tools for societies. *Government Information Quarterly*, 27(3), 264–271. <https://doi.org/10.1016/j.giq.2010.03.001>
- Cordella, A., & Bonina, C. M. (2012). A public value perspective for ICT enabled public sector reforms: A theoretical reflection. *Government Information Quarterly*, 29(4), 512–520. <https://doi.org/10.1016/j.giq.2012.03.004>
- Criado, J. I., & Gil-García, J. R. (2019). Creating public value through smart technologies and strategies: From digital services to artificial intelligence and beyond. *International Journal of Public Sector Management*, 32(5), 438–450. <https://doi.org/10.1108/IJPSM-07-2019-0178>
- Fadilah, D. N., Anzani, I., Wulandari, S., & Lestari, A. D. (n.d.). *Implementation of the e-ticket system in the prosecution of traffic violations in Cirebon City*. <https://injury.pusatpublikasi.id/index.php/in>
- Harany, L. I., Muchsin, S., & Abidin, A. Z. (2019). *Implementasi pelayanan publik melalui sistem pelayanan administrasi kependudukan Dinoyo (Sakdino) (Studi pada Kantor Kelurahan Dinoyo di Kota Malang)* (Vol. 13, Issue 5).
- Janowski, T. (2015). Digital government evolution: From transformation to contextualization. *Government Information Quarterly*, 32(3), 221–236. <https://doi.org/10.1016/j.giq.2015.07.001>
- Kartika, F. D., & Oktariyanda, A. T. (2022). *Inovasi aplikasi POEDAK*.
- Kumar, V., Mukerji, B., Irfan, B., & Ajax, R. (2007). Factors for successful e-government adoption: A conceptual framework. *The Electronic Journal of e-Government*, 5(1), 63–76. <https://academic-publishing.org/index.php/ejeg/article/view/1923>
- Layne, K., & Lee, J. (2001). Developing fully functional e-government: A four stage model. *Government Information Quarterly*, 18(2), 122–136. [https://doi.org/10.1016/S0740-624X\(01\)00066-1](https://doi.org/10.1016/S0740-624X(01)00066-1)
- Lindgren, I., Madsen, C. Ø., Hofmann, S., & Melin, U. (2019). Close encounters of the digital kind: A research agenda for the digitalization of public services. *Government Information Quarterly*, 36(3), 427–436. <https://doi.org/10.1016/j.giq.2019.03.002>
- Meijer, A., Curtin, D., & Hillebrandt, M. (2016). Open government: Connecting vision and

- voice. *International Review of Administrative Sciences*, 82(1), 25–44. <https://doi.org/10.1177/0020852314566007>
- Melinda, M., Syamsurizaldi, S., & Kabullah, M. I. (2020). Innovation of online population administrative services (PADUKO) by the Department of Population and Civil Registration of Padang Panjang City. *Nakhoda: Jurnal Ilmu Pemerintahan*, 19(2), 202–216. <https://doi.org/10.35967/njip.v19i2.115>
- Misuraca, G., & Viscusi, G. (2014). Is open data enough? E-government policy and citizen participation in the digital age. *Information Polity*, 19(1–2), 1–20. <https://doi.org/10.3233/IP-140328>
- Rachmayanti, S. D., Susanto, S. N., & Suhartoyo. (2022). *Penerapan prinsip efisiensi dan efektivitas dalam pendaftaran penduduk melalui website Sintren sebagai perwujudan prinsip good governance* (Vol. 5).
- Scholl, H. J., Luna-Reyes, L. F., & Janssen, M. (2012). Interoperability, e-government and institutional transformation. *Government Information Quarterly*, 29(S1), S1–S6. <https://doi.org/10.1016/j.giq.2012.04.003>
- Susanto, T. D., & Goodwin, R. (2013). Factors influencing citizen adoption of SMS-based eGovernment services. *Electronic Journal of e-Government*, 11(1), 36–44. <https://academic-publishing.org/index.php/ejeg/article/view/1906>
- Wirtz, B. W., Weyerer, J. C., & Rösch, M. (2018). Citizen and customer orientation in e-government: A systematic literature review and future research directions. *Public Management Review*, 20(5), 747–769. <https://doi.org/10.1080/14719037.2017.1293149>