



Implementation of Electronification Whistleblowing System Through the Application of Complaint Service Information at The Jombang Regency Inspectorate

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ABSTRACT

The implementation of the Electronic Whistleblowing (WBS) system through the Complaint Service Information System application at the Jombang Regency Inspectorate is an innovation to increase transparency, accountability, and effectiveness of government governance. This application makes it easy for the public and employees to submit complaints quickly, safely, and in a structured manner through an easily accessible digital system. The electronic-based reporting feature and real-time monitoring of report status accelerate the Inspectorate's response to various complaints received. This study uses a qualitative descriptive method with five main indicators: commitment, visibility, accessibility, simplicity, and speed of complaint handling. The results of the study showed a high level of respondent satisfaction, with an average positive assessment of above 75%, as well as increased employee work efficiency, accelerated complaint resolution, and public participation in monitoring public services. However, challenges such as low digital literacy in rural areas, internal resistance to transparency, and issues of reporter data security still need to be addressed. Optimizing this system requires a broader socialization strategy, increased digital literacy, and strengthened technology infrastructure and data security. With these steps, WBS electronification is expected to become a more inclusive, effective, and sustainable complaint system in supporting clean and responsive governance.

Keywords: Electronification Whistleblowing System, Complaint Service Information System, Transparency, Data Security, Government Accountability

OPEN ACCESS

ISSN 2338-445X (online)

ISSN 2527-9246 (print)

Edited by:

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Reviewed by:

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Published: 30 April 2025

Citation:

Septaningsih, R. D., &

Mustofa, A. (2025).

Implementation of

Electronification

Whistleblowing System

Through the Application of

Complaint Service Information

at The Jombang Regency

Inspectorate.

JKMP (Jurnal Kebijakan dan

Manajemen Publik), 13:1.

doi: 10.21070/jkmp.v13i1.1817

INTRODUCTION

The Jombang Regency Inspectorate has developed an application-based complaint service information system to support transparency and accountability in governance. This application is designed as a means for the public and internal employees to submit complaints, including reports of alleged violations or acts of corruption, more quickly, easily, and in a structured manner. With this application, the complaint process that was previously carried out manually becomes more efficient and well documented (Lestari, 2022). The main features in this application include digital-based report management, real-time tracking of complaint status, and providing assurance of confidentiality of the identity of the complainant. The existence of this system also allows the Inspectorate to manage and verify reports more systematically, reduce the potential for data loss, and ensure a faster and more appropriate response to incoming complaints. Thus, this application is not only an

effective monitoring tool, but also reflects the commitment of the Jombang Regency government in building clean governance and responsive to the aspirations of the community (Rakhmawanto, 2020).

Although the application of the complaint service information system has been implemented, there are several problems that are still faced in its implementation. One of the main issues is the level of understanding of the public and employees towards the use of the application. Many people, especially those in rural areas, are not fully familiar with digital technology, so the participation rate in reporting complaints is still low. In addition, there is potential resistance from internal parties who feel disturbed by greater transparency due to the implementation of this system (Wenas et al., 2021). Another challenge is in terms of data protection and application security. This complaint service system must be able to guarantee the confidentiality of the identity of the whistleblower to prevent potential intimidation or other negative impacts. However, with the development of cyber threats, there needs to be anticipatory steps to ensure that these applications are safe from data leaks or hacker attacks. Thus, the question that needs to be answered is how this system can be implemented in a more inclusive, safe, and effective manner to improve complaint services at the Jombang Regency Inspectorate (Nurprojo & Setyo, 2014; Sutojo, 2021).

The implementation of the electronification of the Whistleblowing System (WBS) through the complaint service application is an innovative step in strengthening internal government supervision. The electronification of the WBS allows reporters to submit alleged violations directly through a digital-based system, which provides convenience and protection for reporters. The reporting process, which previously took a long time because of manual management, can now be done in real-time, speeding up the response from the Inspectorate (Gosita et al., 2024). In addition, the electronification of the WBS supports a more structured and integrated management of complaint data. With this system, the Inspectorate can map the patterns and types of complaints that often arise, so that it can be used to develop more effective preventive measures. Electronification also helps increase public trust in the government, because transparency and accountability in complaint management can be guaranteed through a modern and reliable system (Kartika, 2022).

Optimizing the implementation of WBS electronification through the application of the complaint service information system that requires several strategies. Massive socialization to the public and employees about the benefits and how to use this application. This educational approach can be carried out through training, seminars, and the dissemination of information through social media and other platforms (Moridu et al., 2023). In addition, providing easy-to-understand guides or tutorials will help the public, especially those who are less familiar with digital technology, to use the application to the fullest. It is necessary to improve the infrastructure and security of the application. The Jombang Regency Government must ensure that this application is equipped with a sophisticated data security system to protect the identity of the whistleblower and prevent information leakage. In addition, increasing servers and internet networks in rural areas is also a priority so that public access to this application becomes more even. With this solution, the implementation of WBS electronification can run more effectively, inclusively, and in accordance with its main goal, which is to create clean and transparent governance (Andriyan et al., 2024).

RESEARCH METHOD

This study uses a type of qualitative approach research method. The data is collected in the field, selected and simplified, and then analyzed according to the theory used. This research is a type of descriptive research which is a research method in researching a group of people, an object, a thought system, a set of conditions, or a class of events in the current period (Styareni & Fanida, 2021). The purpose of this descriptive research is to make a systematic, factual and accurate description, description or painting of facts, properties, and relationships between the phenomena being investigated. This study uses the theory According to Tjiptono (2009) there are several main components in complaint management, namely: (1) Commitment, (2) Visible, (3) Accessible, (4) Simplicity, and (5) Velocity.

Descriptive research is a research method used to find the widest possible knowledge about the object of research at a certain time. Descriptive research aims to explain or describe an event, situation, object whether a person, or everything related to the object of research can be explained, either by using numbers or words. Descriptive research is a form of research that aims to describe existing phenomena, both natural phenomena and man-made phenomena. These phenomena can be in the form of forms, activities, changes, characteristics, relationships, similarities, and differences between one phenomenon and another (Rahmadani et al., 2022).

RESULT AND DISCUSSION

Implementation of Electronification Whistleblowing System (WBS) at the Jombang Regency Inspectorate

Electronification of the Whistleblowing System (WBS) is the transformation of the manual complaint system to be based on information technology. In this context, electronification aims to improve the efficiency, effectiveness, and accountability of complaint management (Ananda & Himawan, 2024). Electronic-based WBS is designed to make it easier for reporters to submit reports related to irregularities or violations by utilizing electronic devices such as computers or smart phones. The change to electronic systems not only makes the reporting process easier, but also ensures the security and anonymity of the reporter. In manual systems, whistleblowers are often worried about the risk of their identities being revealed. However, with electronic WBS, personal data protection can be optimized through data encryption and authentication-based access systems (Rusli, 2019) (Arya Agung, 2021).

Electronification also speeds up the complaint handling process. The electronic-based system allows the relevant agencies to receive reports in real-time, classify the types of complaints, and distribute the information to the relevant units. This has an impact on increasing agency responsiveness in handling community reports (Alfiana & Prathama, 2022). In addition, electronic WBS provides wider accessibility for the community. By utilizing internet technology, reporting can be done anytime and from anywhere without having to go to the manager's office directly. This is an effective solution in overcoming geographical constraints, especially in areas with limited transportation access. Important features in an electronic WBS include automatic notifications, a report tracking system, and a monitoring dashboard. Automated notifications help ensure that reports are received and processed in accordance with procedures. The tracking system allows reporters to know the status of their reports, while the monitoring dashboard assists management in analyzing complaint trends for decision-making (Kusumaningsih & Azzahra, 2021).

The implementation of electronic WBS also faces challenges. One of the main challenges is resistance to change, both from reporters and managers. Some individuals may feel uncomfortable using the new technology or doubt its effectiveness. Therefore, education and training are important steps to ensure successful adoption. Another challenge is technological infrastructure (Melala et al., 2024). Not all regions have adequate internet access to support electronic WBS operations. Therefore, there needs to be investment in the development of technological infrastructure, especially in disadvantaged areas. Legality and regulatory aspects are also a concern in the implementation of electronic WBS. Clear regulations on whistleblower protection, complaint handling procedures, and managerial authority need to be formulated to provide legal certainty and prevent abuse of the system (Setiawan, 2017; Kusnadi, 2020).

The success of the electronic WBS depends on the commitment of agency leaders and the integration of the system with other services. Leadership support will affect resource allocation and implementation priorities. Meanwhile, integration with other services, such as e-governance and document management systems, will improve overall efficiency (Salim & Rakhmawati, 2023). The Jombang Regency Inspectorate, the electronification of WBS is expected to increase public trust in government institutions. With a transparent and accountable system, the public will feel more confident that their reports are being followed up fairly. The use of technology also allows for better data management. The data collected

through the electronic WBS can be analyzed to identify patterns and trends of violations, thus aiding in preventive policymaking. However, it should be noted that this system must be continuously evaluated and adjusted to the needs. Information technology continues to evolve, so electronic WBS systems must be able to adapt to changes to remain relevant and effective (Nazar et al., 2023).

The electronification of WBS also opens up opportunities for collaboration with external parties, such as audit institutions and civil society organizations (Mustaqim, 2023). This collaboration can increase system accountability and ensure that reports are followed up transparently. Lastly, the element of sustainability needs to be a concern. The management of electronic WBS requires consistent budget support, both for operations and system development. In addition, sustainability is also related to technological updates and increasing the capacity of human resources (Maulia & Setiyono, 2023).

Electronification of the Whistleblowing System (WBS) at the Jombang Regency Inspectorate, aspects of the content of the policy and the implementation situation are crucial factors that determine its success. The WBS electronification policy aims to create transparency, accountability, and effectiveness in handling complaints related to violations or irregularities within the government environment. With this system, the interests of the community, employees, and government agencies can be optimally fulfilled. The main benefits resulting from the electronification of WBS are ease of access and security in submitting complaints, increased institutional responsiveness to reporting, and strengthening internal supervision. This also supports efforts to prevent systemic corruption. This implementation is expected to be able to bring significant changes in the work culture at the Jombang Regency Inspectorate. With a more modern system, there is a shift from manual to digital patterns, increasing process efficiency, and speeding up the time to resolve complaint cases.

This policy was designed by the Jombang Regency Inspectorate as the executor of the government's internal supervision function. The strategic position of policymakers supports the legitimacy and implementation of this program. The implementation of this program includes a technical team from the Inspectorate, the application developer, and related employees. Coordination between program implementers is key to ensuring that the system runs as planned.

The implementation of the Electronification Whistleblowing System (WBS) According to Tjiptono, it is in accordance with five indicators, namely:

1. Commitment

Commitment is a key aspect of complaint management. The Jombang Regency Inspectorate shows a strong commitment to improving transparency and accountability by implementing a digital-based Whistleblowing System (WBS). This commitment is demonstrated through the development of an application that allows the public and employees to report alleged violations more easily and safely. In addition, this commitment.

Table 1. Commitment in the Implementation of Electronification Whistleblowing System

Respondent's Answer	Frequency	Number of Average Scores	Presented
Strongly Agree	102	510	44%
Agree	88	352	30%
Neutral	87	261	22%
Dissagree	15	30	3%
Strongly Dissagree	8	8	1%

Respondent's Answer	Frequency	Number of Average Scores	Presented
SUM	300	1161	100%
Maximum Score		1500	
Submit instalment		77%	

Source: Data Processed by Researcher (2025)

Based on the table above, it shows that the commitment of Jombang Regency Inspectorate employees in implementing the Whistleblowing System Bagus by reaching an average percentage of 77%. It can be seen from the respondents' answer "Strongly agree" to the question asked about the commitment of the Whistleblowing System to inspectorate employees as many as 44% shows that the employees have a strong commitment to supporting the complaint service information system because it also makes it easier for employees.

2. Visible

The challenge in the complaint system is to ensure that the public is aware of its existence and benefits. The Jombang Regency Inspectorate has made efforts to increase the visibility of the WBS system through socialization to the community and employees. The in-app feature allows reporters to monitor the status of their complaints in real-time, which increases transparency and public trust in local governments. However, there are still challenges in the form of resistance from some parties who feel disturbed by the transparency produced by this system. Therefore, more massive socialization is still needed so that the community and employees better understand the benefits of this system.

Table 2. Visible in the Implementation of Electronification Whistleblowing System

Respondent's Answer	Frequency	Number of Average Scores	Presented
Strongly Agree	85	425	36%
Agree	112	448	38%
Neutral	97	291	25%
Dissagree	2	4	0%
Strongly Dissagree	4	4	0%
SUM	300	1172	100%
Maximum Score		1500	
Submit instalment		78%	

Source: Data Processed by Researcher (2025)

Based on the table above, it shows that the visible employees of the Jombang Regency Inspectorate in implementing the Whistleblowing System look "Good" by reaching an average percentage of 78%. It can be seen from the respondents' answer "Strongly Agree" to the question asked about the visible Whistleblowing System to inspectorate employees, as many as 36%, showing that some employees are transparent in supporting the complaint

service information system until there is socialization both online and offline. Most also answered "Agree" with a percentage of 38%.

3. Accessible

The WBS application at the Jombang Regency Inspectorate is designed to be easily accessible by the public and employees. With a digital-based system, complaints can be made anytime and from anywhere through electronic devices such as mobile phones or computers. However, challenges still arise from the low digital literacy of people in rural areas. To overcome this, education and training programs are needed for the community so that they can make optimal use of the application.

Table 3. Accessible in the Implementation of Electronification Whistleblowing System

Respondent's Answer	Frequency	Number of Average Scores	Presented
Very easy	100	500	42%
Easy	93	372	31%
Neutral	102	306	26%
Not Easy	0	0	0%
Very Not Easy	5	5	0%
SUM	300	1183	100%
Maximum Score		1500	
Submit instalment		79%	

Source: Data Processed by Researcher (2025)

Based on the table above, it shows that the visible employees of the Jombang Regency Inspectorate in implementing the Whistleblowing System look "Good" by reaching an average percentage of 79%. It can be seen from the respondents' answers "Very Easy" to the questions asked about the Accessible Whistleblowing System to inspectorate employees, as many as 42% show that the existence of this Whistleblowing System facilitates complaint services, besides that this system is safer than the manual reporting system.

4. Simplicity

For the complaints system to be effective, the procedure must be simple and easy to understand. The WBS application is designed with an intuitive interface and a simple reporting system, so that reporters do not have difficulty in submitting complaints. The Inspectorate has also developed clear and systematic procedures in handling reports, starting from the stages of acceptance, verification, investigation, to completion. However, it is necessary to conduct periodic evaluations of the system to ensure that existing procedures remain relevant and easy to use by the community.

Table 4. Simplicity in the Implementation of Electronification Whistleblowing System

Respondent's Answer	Frequency	Number of Average Scores	Presented
Strongly Agree	113	565	47%
Agree	97	388	32%
Neutral	85	255	21%
Dissagree	0	0	0%
Strongly Dissagree	5	5	0%
SUM	300	1213	100%
Maximum Score		1500	
Submit instalment		81%	

Source: Data Processed by Researcher (2025)

Based on the table above, it shows that the visible employees of the Jombang Regency Inspectorate in implementing the Whistleblowing System look "Very Good" with an average percentage of 81%. It can be seen from the respondent's answer "Strongly agree" to the question asked about the simplicity of the Whistleblowing System to inspectorate employees as many as 47% showed that most of the employees considered that this system could speed up the follow-up process on complaints received, besides that the public also became more confident in the performance of handling complaints at the Jombang Regency Inspectorate.

5. Velocity

With a digital system, the complaint handling process can be carried out faster compared to manual methods. The WBS application allows the Inspectorate to receive reports in real-time, classify complaint types, as well as distribute them to related units more efficiently. However, there are still challenges in terms of technological infrastructure and human resources that handle reports. Therefore, increasing the capacity of human resources and technological infrastructure is an important step to ensure that the system can operate optimally.

Table 5. Velocity in the Implementation of Electronification Whistleblowing System

Respondent's Answer	Frequency	Number of Average Scores	Presented
Verry Fast	144	720	56%
Fast	120	480	37%
Neutral	27	81	6%
Slow	6	12	1%
Ferry Slow	3	3	0%
SUM	300	1296	100%
Maximum Score		1500	
Submit instalment		86%	

Source: Data Processed by Researcher (2025)

Based on the table above, it shows that the visible employees of the Jombang Regency Inspectorate in implementing the Whistleblowing System look "Very Good" by reaching an average percentage of 86%. It can be seen from the "Very Fast" respondents' answers to questions asked about the visible Whistleblowing System to inspectorate employees as many as 56% show that most of the employees can improve the quality of service with the existence of the Whistleblowing Service. Technical barriers do not affect the effectiveness of using the app.

The Whistleblowing System can be said to be very effective for employees and the community, because with this system it can meet the needs of the community so that it makes it easier for the community or employees of the Jombang Regency Inspectorate. Information related to the use of the application is also quite clear and easy. The feature in the application also includes anonymous complaint reporting so as to maintain confidentiality with the complainant.

Application of the Complaint Service Information System at the Jombang Regency Inspectorate

The Complaint Service Information System Application is an information technology-based platform designed to facilitate the public in submitting complaints, complaints, or reports related to public services. This system aims to create a two-way communication mechanism between the community and government agencies. One of the main advantages of this application is its ability to manage complaints in a structured manner (Rijal et al., 2023). Through features such as complaint forms, category-based reporting, and status tracking, the app helps simplify a previously complicated process. Thus, the app not only increases efficiency, but also provides a better experience for users. The existence of this application also increases transparency. Information regarding the process and results of handling complaints can be accessed directly by the complainant, thereby reducing the potential for fraud or unnecessary delays. This transparency in turn increases public trust in government institutions (Lomi et al., 2019).

The main features of the app include an intuitive user interface, integration with other systems, and data analytics. The intuitive interface ensures that people from different backgrounds can use the app with ease. Integration with other systems, such as population databases or other administrative systems, allows data management which is more effective. Data analytics provides useful insights for management in making strategic decisions. The development of complaint service information system applications requires an inclusive

approach (Anisa et al., 2024). User needs should be identified through surveys or focus group discussions. In addition, the design of the application must consider accessibility aspects, including for people with disabilities. The implementation of this application also requires regulatory support. Supportive regulations will provide a strong legal foundation for application operations. In addition, regulations can also regulate data handling mechanisms to protect user privacy (Agustina, 2024).

The app is not free from challenges. One of the main challenges is the technology gap in society. Not all individuals have access or ability to use information technology. Therefore, there needs to be a strategy to improve digital literacy, including through training programs. Another challenge is operational sustainability. Application management requires a budget for maintenance and updates. Therefore, there needs to be a clear and consistent funding mechanism (Andriyan et al., 2024). In the context of the Jombang Regency Inspectorate, the application of the complaint service information system is expected to increase public participation in public service supervision. This application provides an easily accessible channel for the public to submit input or criticism, thereby supporting the creation of better governance. With this application, the Inspectorate can also optimize resource allocation. Technology-based systems allow for faster and more efficient complaint management, so that the workforce can focus on other, more strategic tasks (Agustina, 2024).

The success of this application is highly dependent on cooperation between parties. Local governments, community institutions, and the private sector need to collaborate to ensure that these applications function according to their goals. This collaboration also includes the development of technological infrastructure and the provision of training for users (Ritonga et al., 2023). Periodic evaluations are the key to the sustainability of this application. Through evaluation, system weaknesses can be identified and corrected. Evaluation also allows developers to tailor the application to the evolving needs of users. Overall, the application of the complaint service information system is a potential tool in supporting transparent, accountable, and responsive governance. With the right implementation strategy, this application can be an effective solution in answering the challenges of public services in the digital era (Prastyo and Sukmana, 2020).

This application is not only a complaint medium, but also a system that integrates data from various related agencies. This allows for the delivery of integrated complaint services, facilitates monitoring, and ensures that each complaint gets a systematic follow-up. With the existence of an information system, the process of receiving, verifying, and resolving complaints has become more standardized. Automation mechanisms at several stages of data processing allow for faster problem solving and responsiveness to the needs of the community. This application also functions as an internal monitoring tool, where every step in the complaint handling process is well documented, making it easier to evaluate performance and improve the system periodically.

This application proves that the integration of information technology in public services can increase accuracy and response speed. This shows a positive synergy between technical aspects and service management policies. The obstacles that arise include cross-agency data integration, employee adaptation to the new system, and the need for training and socialization so that all stakeholders can use the system optimally. With easy access to information and a transparent complaint process, it is hoped that the level of public satisfaction with complaint services will increase, which ultimately strengthens the image of the institution as a responsive institution.

The Jombang Regency Government shows its commitment to improving the quality of complaint services by developing a complaint service information system application. This system aims to ensure that every incoming complaint is managed in a transparent and accountable manner. This commitment can also be seen from policies that integrate the complaint system with other oversight efforts to improve the effectiveness of governance. To improve the visibility of the system, the Jombang Regency Inspectorate has provided a complaint status tracking feature in the application. With this feature, reporters can know the progress of their report, which prevents delays or abandonment of complaints. In addition, information about the complaint application is also disseminated through various communication channels, such as social media, official websites, and direct services at the Inspectorate office.

The complaint service information system is designed to be accessible to all groups,

including people in remote areas. People no longer have to come directly to the Inspectorate's office to report complaints, but simply use the application from their devices. However, obstacles still occur in people who have limited access to the internet or technological devices. Therefore, there needs to be other alternatives, such as SMS-based complaint services or hotlines, to reach more people. Simplicity in the complaint procedure is one of the main advantages of this application. The in-app complaint form is created with a simple structure, requiring only important information relevant to the report. This aims to avoid a long-winded complaint process and make it difficult for the community. In addition, instructions for using the app are also provided so that users can easily understand how to use the system.

This application allows the Inspectorate to handle complaints more quickly. Incoming complaints are immediately classified and forwarded to the authorities for processing. This reduces the time previously required in manual systems. However, to further increase effectiveness, it is necessary to increase the capacity of human resources in handling reports as well as an automatic notification system to speed up coordination between related units.

CONCLUSION

The implementation of the Electronic Whistleblowing System (WBS) through the Complaint Service Information System application at the Jombang Regency Inspectorate has brought significant innovation in increasing transparency and accountability in governance. This system makes it easier for the public and employees to report violations quickly, safely, and in a structured manner, and allows for real-time monitoring of report status. As a result, the complaint process becomes more efficient, well-documented, and increases public trust in the local government. In addition to accelerating the handling and classification of reports, this system also helps identify complaint patterns for future policy improvements. However, challenges still exist, such as low digital literacy in rural communities, the need for ongoing socialization, and the importance of protecting the data and identity of the reporter. Therefore, efforts to increase digital literacy, massive socialization, and strengthening data security are key so that electronic WBS can run more effectively, inclusively, and sustainably in supporting clean and responsive governance.

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Conflict of Interest Statement: The authors declare that the research was conducted in the absence of any commercial or financial relationships that could be construed as a potential conflict of interest.

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