
The Klampid New Generation Application As A Support For The Quality of E-Government Based Public Services In the City of Surabaya

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Abstract

The government as a state apparatus has an important role in supporting the quality of public services. Providing services to the community is one of the functions of development with the aim of improving the welfare of the community. Community satisfaction with service quality is a benchmark for government performance in carrying out its basic functions and obligations. E-government is used in public services with the aim of providing maximum service to the community in the form of information delivery. The Surabaya City Government's efforts to improve the quality of E-government-based public services in the field of population administration are by implementing the Klampid New Generation application. This paper aims to look at the results of implementing the E-government-based Klampid New Generation application in supporting the quality of public services in the city of Surabaya. The research method in this paper uses the literature study method. To measure the application of the Klampid New Generation application in supporting the quality of public services in the city of Surabaya, using the SERVQUAL indicator as a measuring tool to what extent the implementation of E-government can fulfill service facilities in helping the community. The conclusion from this analysis is that the Klampid New Generation (KNG) program has been able to support the quality of public services in the field of population administration in the city of Surabaya.

Keywords: *Public Services, E-Government, Local Government, Klampid New Generation*

Introduction

The government as a state apparatus has an important role in supporting the quality of public services. Providing services to the community is one of the functions of development with the aim of improving the welfare of the community. Community satisfaction with service quality is a benchmark for government performance in carrying out its basic functions and obligations. Sinambela in the book "Public Service Reform" (2014) states that "Public service is the fulfillment of the desires and needs of the community by state administrators. The state was founded by the public (community) of course with the aim of improving people's welfare. In essence, the state, in this case the government (bureaucrats) must be able to meet the needs of the community. The needs in this case are not individual needs but various needs that are actually expected by the community, for example the need for health, education and others.

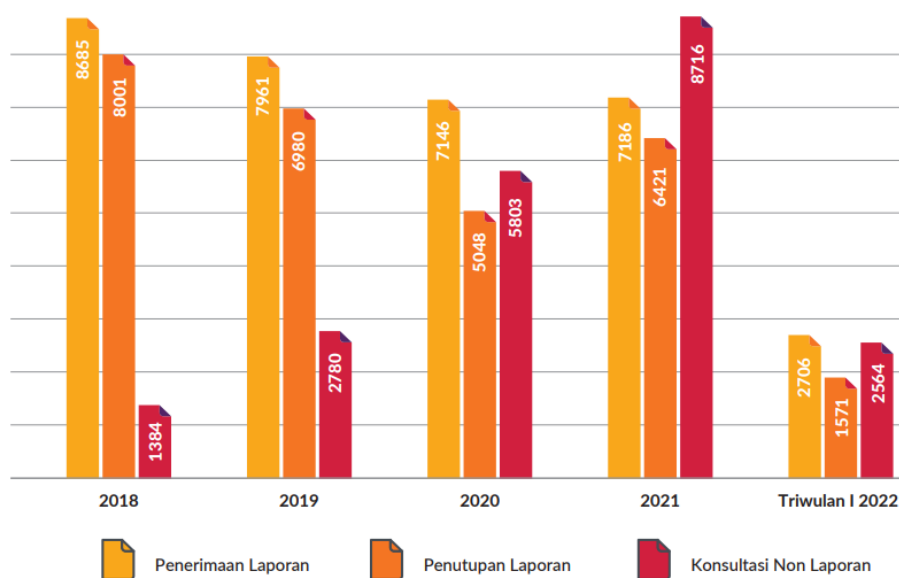
While the definition according to Law Number 25 of 2009 concerning Public Services is an activity or series of activities in the framework of fulfilling service needs in accordance with statutory regulations for every citizen and resident for goods, services, and/or administrative

services provided by service providers public. The words "goods, services and administrative services" in the explanation section are considered clear, but in fact the meaning of "goods" is not goods that can be traded by everyday people but what is meant is public goods which are provided by the government.

It is the duty of the government to provide quality public services to the community. However, in reality, the implementation of public services carried out by the central government and local governments is still faced with ineffective and efficient services and inadequate quality of human resources. This can be seen from the large number of complaints from the public, both directly and indirectly, such as through the mass media demanding an increase in the quality of public services. The main problem today is the lack of responsiveness of the government in responding to the wishes of the people. Reporting from the recap of the Indonesian Ombudsman in the first quarter of 2022 received reports/complaints from the public regarding alleged maladministration in public services as many as 2,706 reports/complaints.

Graph 1

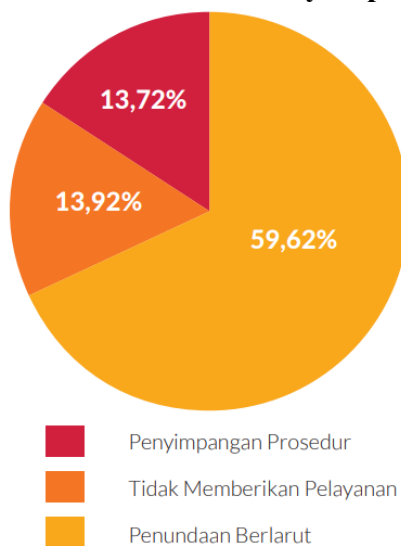
Maladministration Report Data for The 1st Quarter in the 2018 - 2022



Source: Ombudsman RI, 2022

Throughout the first quarter, the three highest ranking Public Reports Based on Alleged Maladministration were Protracted Delays 59.62%, Not Providing Services 13.92%, and Procedure Deviations 13.72%. Meanwhile, problems related to Improper Behavior 8.98%, Requests for Rewards, Money, Goods and Services 1.28%, Abuse of Authority 0.89%, Incompetent 0.89%, Partisanship 0.30%, Discrimination 0.20%, and Conflict of Interest of 0.20%.

Graph 2
Highest Order of Community Reports Quarter I



Source: Ombudsman RI, 2022

Factors that cause maladministration in the bureaucracy are the result of unclear goals to be achieved, no indicators in measuring service performance, doing several jobs at once without adhering to the principle of virtue and not conducting experiments in an effort to improve service quality and not wanting to leave programs that are in vain. and does not provide benefits to employees or the community (Eklund & Wimelius, 2008). In a public service, there is a need for transparency in public services, to create a sense of trust from the public in the public services provided by the government. In this regard, improvement of public services is absolutely necessary so that the public's bad evaluation of the government can be corrected. Improving the quality of public services will affect public satisfaction so that public trust in the government can be rebuilt. Transparency is a factor of sufficient ability and skill so that the implementation of tasks/work can be carried out properly, quickly and fulfill the wishes of all parties so as to give rise to satisfactory service.

The government is currently implementing a digital service system to suppress e-government-based maladministration in Indonesia. E-Government is defined as a collection of concepts for all actions in the public sector (both at the Central Government and Regional Government levels) that involve information and communication technology in order to optimize public service processes that are transparent, efficient, effective and accountable. The implementation of E-Government in Indonesia is regulated through Presidential Instruction No. 6 of 2001 concerning Telematics (Telecommunication, Media and Informatics), in which the instruction aims to facilitate services by the government by using telematics technology. This is reinforced by the Presidential Instruction of the Republic of Indonesia Number 3 of 2003 concerning the National Policy and Strategy for the Development of e-Government, namely the formation of government governance that is clean, transparent, and able to respond effectively to demands for change.

E-government or electronic government is a form of development in the modern era of interaction between the government and the public and other interested parties (stakeholders), which in practice uses information and communication technology with a view to improving

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the quality (quality) of public services (Indrajit, 2004). The implementation of e-Government is targeted at realizing good and clean governance through the effective use of information and communication technology (ICT) among government apparatus.

According to the World Bank E-Government is an internet-based information and communication service system provided by the government to the public either via e-mail, mobile computing (Laptop, Smartphone, PDA), or various other technologies that function to disseminate information (Wibawa, 2004). By utilizing the internet, there will be a great deal of development of service modes from the government to the community that enable the active role of the community, with the hope that the community can independently register services, monitor the settlement process, carry out directly for each public service. The implementation of e-Government is to increase citizen access to public or government services, increase public access to information sources owned by the government, handle public complaints and also equalize the quality of service expected by all citizens. With the existence of E-Government, the public can participate in controlling the government's performance and standardization of service quality can be enjoyed.

The basic concept of e-Government is actually how to provide services through electronics (e-services), such as through the internet, cell phone and computer networks, and multimedia. (Siallagan & Indira, 2014) In summary, the goal to be achieved with the implementation of e-government is to create online and not in-line customers. E-government aims to provide services without the intervention of public institution employees and long queue systems just to get a simple service. In addition, e-government also aims to support good-governance. The use of technology that makes it easier for the public to access information can reduce maladministration by increasing the transparency and accountability of public institutions. There is a type of classification concept of e-government which includes interactions between government and society (G2C-government to citizens), government and business enterprises (G2B-government to business enterprises), and relations between governments (G2G-inter-agency relationship).

Development of e-Government is an effort to develop governance through the use of electronic media to improve the quality of public services. With the development of eGovernment, it is necessary to organize work systems and processes within the government through the use of information technology. Utilization of information technology includes 2 (two) directly related activities or activities, (Presidential Instruction R. I No. 3, 2003), namely data processing, information management, management systems and work processes electronically; Utilization of advances in information technology so that public services can be accessed easily and inexpensively by people in all regions of the country.

Implementation in the development of e-Government is directed to achieve four main objectives based on Presidential Instruction of Indonesia No. 3 2003, namely establishment of an information network and public service transactions that have quality and scope that can satisfy the public at large and can be reached in all parts of Indonesia at any time without being limited by time barriers and at a cost that is affordable to the public; Formation of interactive relations with the business world to enhance the development of the national economy and strengthen the ability to deal with changes and competition in international trade; Formation of mechanisms and channels of communication with state institutions and provision of public dialogue facilities for the public so that they can participate in the formulation of state policies; Establishment of management systems and work processes that are transparent and efficient as

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well as facilitate transactions and services between government agencies and autonomous regional governments.

Al Gore and Tony Blair describe the benefits obtained by implementing the concept of e-government for a country (Indrajit, 2004), including improving the quality of government services to its stakeholders (community, business circles, and industry), especially in terms of performance effectiveness and efficiency in various areas of national life; Increasing transparency, control and accountability of governance in the context of implementing the concept of Good Corporate Governance; Significantly reduce the total administrative, relational and interaction costs incurred by the government and its stakeholders for daily activities; Provide opportunities for the government to obtain new sources of revenue through interaction with interested parties; Creating a new social environment that can quickly and accurately respond to various problems faced in line with various global changes and existing trends; Empower the community and other parties as government partners in the process of making various public policies in an equitable and democratic manner.

The implementation of an e-government-based service system in Indonesia is applied to all agencies at the Central Government and Regional Government levels. The city of Surabaya is one of the areas that implements e-government in providing its services to the public online. The component that is the goal of implementing e-government is the creation of transparent and credible services in the city of Surabaya. One form of public service provided by the Surabaya City government is in the field of population administration. Following up on problems regarding maladministration in the scope of public services, that the substance with the most increase in reports, namely 631 reports, was related to population administration services (Ombudsman R.I, 2022). Population administration services are part of public services that must be provided by the state in order to meet the needs of society in the administrative field. Population administration is an important requirement to fulfill because it involves determining the citizenship status of a citizen as evidenced by the residence documents they have. For this reason, the implementation of population administration services is an obligation that must be carried out by every regional government (Widodo, 2001).

In line with this, the Surabaya City government through related agencies, namely the Surabaya City Population and Civil Registry Service, is trying to make changes and developments in the public service sector, especially in population administration services. An effort to minimize these problems is to change conventional (face-to-face) services to online by developing a Population Administration Management system through digital applications. The form of the application is Klampid New Generation. Klampid New Generation is a form of renewal from the previous innovation (E-LAMPID). Klampid New Generation comes with a system that promises speed in delivering information, efficiency, reach for global data input and transparency. The existence of this KNG application can facilitate work procedures in the Village, District and at the Department of Population and Civil Registration of the City of Surabaya. Klampid New Generation based on E-Government is expected to be a new breakthrough for the government in supporting the quality of public services in the city of Surabaya.

Based on the background that the author has described, the purpose of this research is to describe how successful the new generation application of Klampid is in supporting the quality of e-government-based services in the city of Surabaya.

Methods

The method used in this study is a qualitative research method. Qualitative research is research that intends to understand phenomena about what is experienced by research subjects such as behavior, perceptions, motivations, actions and others in a holistic manner (Moleong, 2017). This type of research approach used is descriptive. Descriptive research is research that seeks to convey a solution to existing problems based on data. The research data was collected using the library study method, both by reading, taking notes, and processing research materials to solve problems (Nazir, 2013). From this method, the authors try to collect various documents, journals or reports that have concrete information related to the topics raised in this study. To measure the application of the Klampid New Generation application in supporting the quality of public services in the city of Surabaya, use the SERVQUAL indicator as a measuring tool to what extent the implementation of E-government can fulfill service facilities in helping the community.

Results and Discussion

According to Mayor Regulation of Surabaya No. 5 of 2013 concerning the use of information and communication technology "In order to optimize the performance of the Surabaya City Government apparatus in the context of administering government and providing services to the community, it needs to be supported by adequate utilization of information and communication technology". Information technology does not only function as a support but becomes a determinant in increasing the ability to process, manage, channel and distribute information for public services. The use of electronics through electronic government (e-government) in government agencies is a form of using technology to support service quality.

In line with this, the Surabaya City Population and Civil Registry Service is trying to create innovations with the aim of increasing the ease of population administration services for Surabaya City residents. The form of this innovation is the Klampid New Generation (KNG) application. KNG includes 4 main matters related to population administration including Marriage, Birth, Death, Moving, and Arrival. This application is an evolutionary form of the E-Lampid program which was originally a website. The difference between KNG and E-Lampid is not too significant, it's just that KNG can be accessed via mobile applications/web on smartphones while E-Lampid is limited to websites only.

Through the Klampid New Generation application, applicants do not need to come to the service counter at the office so that it will reduce queue volume. Residents only need to take care of it through personal devices such as smartphones/personal computer with the web address <https://wargaklampid-dispendukcapil.surabaya.go.id/> or download the KNG application in the Playstore for Android smartphones. This application made by the Ministry of Home Affairs can only be accessed for the Android 7.0 system. Residents who have problems accessing KNG can carry out management at the sub-district, sub-district, and Surabaya City Population and Civil Registry offices and will be given a receipt in the form of an E-KITIR.

Figure 1

Application Appearance of Klampid New Generation



Source: <https://wargaklampiddispdukcapil.surabaya.go.id> (2022)

KNG underwent several changes, at the beginning of its implementation in 2015 there were only 4 (four) service options provided, namely the management of birth certificates, death certificates, moving in and moving out. In 2016, it is equipped with marriage and divorce services. Since 2017, people can get birth certificates for newborns, along with changes to Family Cards (KK) directly from hospitals/health facilities/midwives who have collaborated with Dispendukcapil. Over time, there are now more than 10 types of population administration services which include:

Table 1

Types of Population Administration Services in the KNG Application

No.	General Services	Civil Registration	Population Registration
1.	Approval	Death Certificate	Reprint Family Card
2.	Validation	Birth Certificate	Reprint Indonesia Citizen Transfer Certificate
3.		Divorce	Child Identity Card
4.		Marriage Certificate	Broke the Family Card
5.		Excerpt of Second Deed of Civil Registry (Reprint of Deed)	Title Degree Update
6.		Overseas Birth Report	Submission of Electronic Identity Card
7.		Copy of Birth Certificate (Only for Overseas Migration Documents)	Biodata Changes
8.		Certificate of Already/Not/Moving Married	Moving Out

Source: <https://wargaklampiddispdukcapil.surabaya.go.id> (2022)

The table above describes the various types of services provided by the Klampid New Generation application. Broadly speaking, the service output provided by the Klampid New Generation application is grouped into 3 namely Public Services, Civil Registration, and Population Registration. Public service features are features that are used to apply for documents related to validity and legalization. The function of managing validation and

legalization documents is to provide information that the document is original and legally valid. Civil registration is the process of making records of important events in a person's life, as well as the process of registering deeds provided by the Regional Government as a basis for making quotations or copies of deeds. Features for submitting documents for civil registration in the Klampid New Generation application include death certificates, birth certificates, divorce certificates, marriage certificates, excerpts from both civil registration certificates (reprint certificates), reporting births abroad, copies of birth certificates (only for overseas migration documents), certificate already/not yet/moving married. While the resident registration feature is the process of collecting data and recording of reporting of population events in the context of issuing resident identity documents or other residence certificates issued by the Regional Government. Management of resident registration documents through the Klampid New Generation application includes reprinting of KK, reprinting of SKPPWNI, child identity cards, splitting of KK, updating of titles, submitting electronic KTPs, changing biodata, and moving out.

With this innovation, it is hoped that it can facilitate the working procedures of officers in the Kelurahan, District and at the Surabaya City Population and Civil Registry Office and improve the quality of population administration services for the community.

Improving Service Quality Through Application of Klampid New Generation

Service quality can be interpreted as the ability to meet the needs and standards of community satisfaction (Arianto, 2018). In this study, we will look at how the application of the E-Government-based Klampid New Generation application supports the quality of public services in the city of Surabaya. Based on the results obtained by researchers in the field, the implementation of the Klampid New Generation application has succeeded in increasing the quality of population administration services. This is indicated by the fulfillment of the five indicators of the quality of public services, so that the conformity of services expected by citizens with the services received by residents can be created. The public service indicator used by researchers is the SERVQUAL indicator proposed by Parasuraman et al. (Alaan Y, 2016) namely tangible indicators, reliability, responsiveness, assurance, and empathy. The following is an explanation of the service quality of Klampid New Generation based on the five indicators of public service quality:

Tangible

Tangible (physical evidence) is the ability to show physical evidence related to the existence of service providers to service users. The manifestations of the services provided are in the form of service procedures, the appearance of officers in providing services, and the service facilities provided. The definition of physical evidence in service quality is a real form of physical actualization that can be seen or used by employees in accordance with their use and utilization which can be felt to help the service received by people who want service, so that they are satisfied with the perceived service, which at the same time shows work performance for giving services provided (Parasuraman, 2001).

Service quality in the form of physical conditions is a form of real service quality that provides appreciation and forms a positive image for each individual it serves and becomes an assessment in determining the ability of the service developer to utilize all its abilities to be seen physically, both in using service tools and equipment, the ability to innovate and adopt technology, and show a performance that is competent, authoritative and has high integrity as a form of work performance shown to people who receive services (Martul, 2004).

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The results obtained from the research, the application of Klampid New Generation in improving service quality has succeeded in achieving tangible indicators. Regarding the provision of facilities, the Surabaya Population and Civil Registry Office provides computer access at all service counters to make it easy for people who want to manage population administration documents through the Klampid New Generation application but don't have a personal cell phone. The infrastructure provided by the Government of Surabaya in all service offices (Village, Subdistrict, and Civil Registry Service Office) is sufficient with a large waiting room and an air-conditioned building. The features available in the KNG application also greatly support the convenience of the community in managing population documents. Management and issuance of documents in the KNG application are still carried out in accordance with the SOP and there is no difference from the standard policies that have been determined even though the manual document management system has changed to online. In addition, the appearance of officers when providing services gets a positive value from service users because they look neat and wear uniforms in accordance with office regulations.

Reliability

Reliability is the ability of officers to provide services as promised accurately and reliably. Each service requires a reliable form of service, meaning that in providing services, each employee is expected to have the ability in knowledge, expertise, independence, mastery and high work professionalism, so that the work activities carried out produce a satisfactory form of service, without any complaints and excessive impressions. for services received by the community (Parasuraman, 2001).

Reliability indicator (reliability) is important in the dynamics of an organization's work. Reliability is a form of characteristic or characteristic of employees who have high work performance. Reliability in providing services can be seen from the reliability of providing services in accordance with the level of knowledge possessed, reliability in mastering skills in the field of work applied, reliability in mastering the field of work in accordance with work experience. demonstrated and reliability using working technology (Sunyoto, 2004). Reliability of an individual organization in providing services is needed to deal with the dynamics of work that continues to roll, demanding high service quality according to the reliability of individual employees.

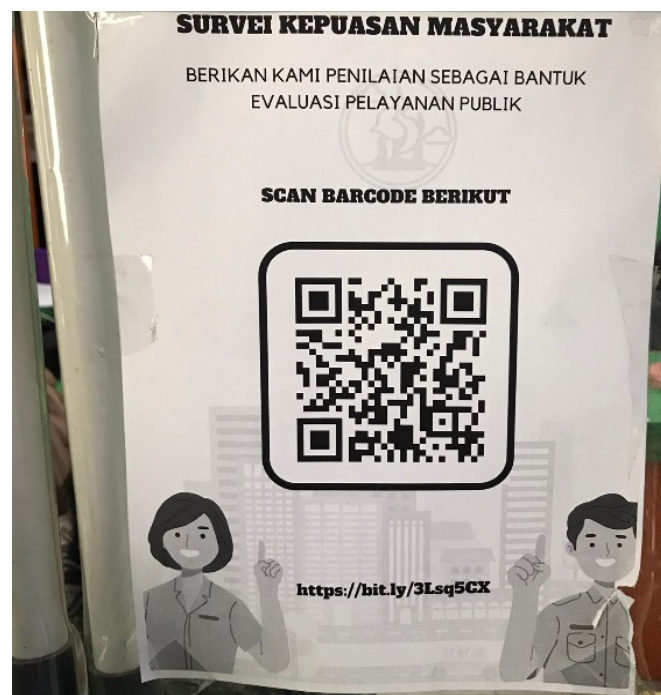
The results obtained by the researchers are that the Klampid New Generation application has succeeded in achieving reliability indicators in managing population administration documents. First, the application of the Klampid New Generation application which can be accessed anywhere and anytime, is one of the most important parts of improving the quality of services to make it easier for the public as service users to manage population documents. It has a high compatibility rate. Second, the ability of the Klampid New Generation application to issue population documents quickly and on time is an additional point for improving service quality because people don't have to wait and take a long time. Third, the public does not need to incur costs in arranging population administration documents through the Klampid New Generation application and population documents can be printed personally so they can save costs. This is important to increase public assessment of service quality related to price issues.

Responsiveness

Responsiveness is an indicator to measure the responsiveness of officers in providing services to the community (Tjiptono, 2012). Responsiveness relates to the response/ability of service personnel to help the community as service users in meeting their needs. Every agency must realize the importance of service quality responsiveness to the services provided. Everyone who receives services really needs an explanation of the services provided so that the services are clear and understandable. To realize and realize this, the quality of responsiveness services has an important role in fulfilling various explanations in service activities to the community. If the responsiveness service is given well for wise explanations, detailed explanations, coaching explanations, directing and persuasive explanations, if this is clearly understood by the individual receiving the service, then the responsiveness service is considered successful, and This is a form of successful work performance.

The results obtained from the research show that the responsiveness of the Surabaya Population and Civil Registration Service has undergone improvisation in providing services and responding to public complaints. This is in terms of service officers who are skilled in helping people who have difficulty accessing the Klampid New Generation application. The Department of Population and Civil Registry also provides service user satisfaction questionnaires at each service counter (both in the village and sub-districts).

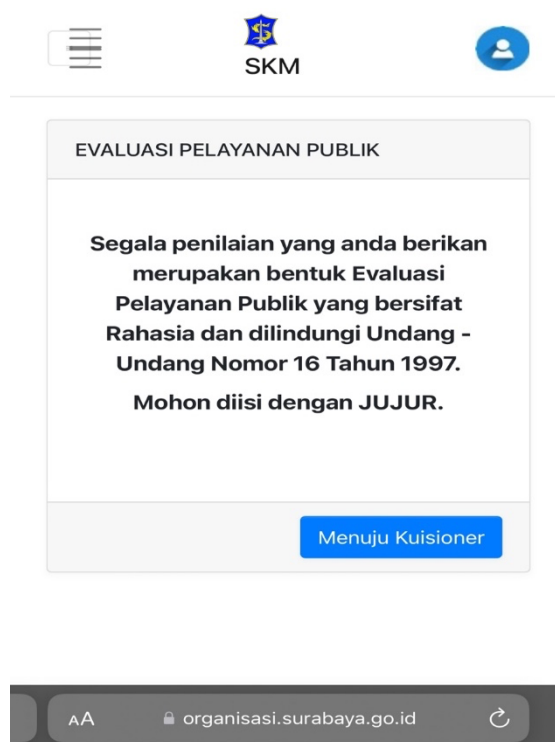
Figure 2
Customer Satisfaction Survey Poster



Source: Civil Registry Service Office Of Surabaya City, 2022

Figure 3

The Appearance of Survey Web for Citizen Satisfaction



Source: <https://organisasi.surabaya.go.id/skm22/>

The questionnaire can be accessed by scanning the barcode on the poster at the service counter or visiting the website <https://organization.surabaya.go.id/skm22/>. Filling out this questionnaire is done so that the public can provide input as a form of evaluating officers to continue to improve service quality.

Assurance

Assurance is the ability of service personnel to instill a sense of trust and confidence in service users. Every form of service requires certainty for the services provided. The form of certainty of a service is largely determined by guarantees from officers who provide services, so that people who receive services feel satisfied and believe that all forms of service affairs carried out will be completed in accordance with the speed, accuracy, ease, smoothness and quality of the services provided (Parasuraman, 2001).

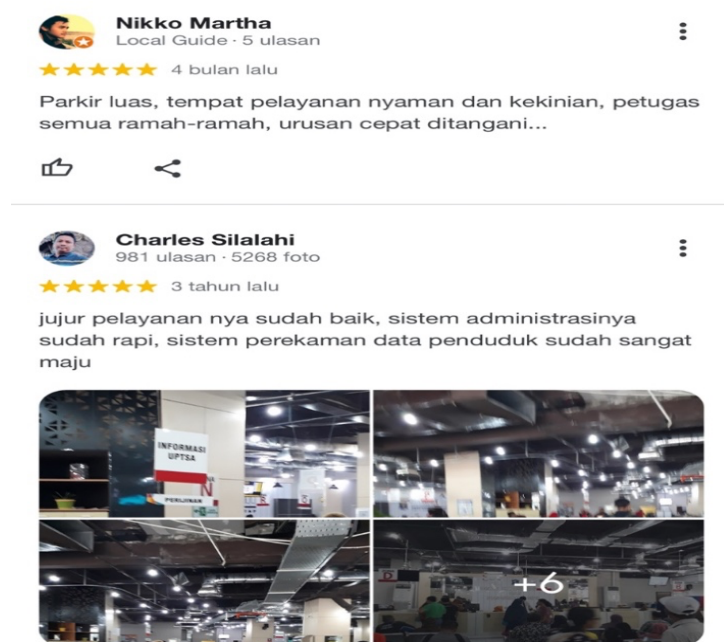
Guarantees for services provided by employees are largely determined by performance or service performance, so it is believed that these employees are able to provide reliable, independent and professional services which have an impact on the satisfaction of the services received. Apart from this performance, the guarantee of a service is also determined by the existence of a strong organizational commitment, which recommends that every employee provide service seriously and earnestly to satisfy the people served. Another form of guarantee is guarantees for employees who have good personality behavior in providing services, of course it will be different for employees who have bad character or character and those who are not good at providing services (Margaretha, 2003).

Service guarantees for the Klampid New Generation application are efficient, flexible and effective in managing population administration. From the results of the research that has been done, service guarantees through the Klampid New Generation application have relatively run according to what was promised. This is demonstrated by a system for managing documents that takes place flexibly. The meaning of being flexible here is that residents can register/manage their population documents online through the Klampid New Generation application anywhere and anytime by utilizing information technology facilities and infrastructure. While the document issuance process takes place effectively, namely at the latest 7 days. In addition, service procedures that are efficient, not complicated, and are free of charge or free of charge are additional points for improving service quality.

Empathy

Empathy includes the ability to feel the emotional state of others, feel sympathetic and try to solve problems. Empathy is an activity to understand the thoughts and feelings of other people as well as the perceptions and feelings of observers (observers, perceivers) about situations experienced by other people without losing self-control (Taufik, 2017). Services will run smoothly and with quality if each party with an interest in the service has a sense of empathy or concern in completing or managing or having the same commitment to service (Parasuraman, 2001). Empathy in a service is the existence of a concern, seriousness, sympathy, understanding and involvement of parties who have an interest in the service to develop and carry out service activities in accordance with the level of understanding and understanding of each of these parties. The party providing the service must have empathy to understand the problems of the party who wants to be served. The party being served should also understand the limitations and abilities of the person serving, so that the integration between the party serving and receiving the service has the same feeling.

Figure 4
Reviews of Citizen Satisfaction



Source : <https://disdukcapil.surabaya.go.id/>

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The results obtained from the research show that officers at the Surabaya Population and Civil Registry Office have fulfilled the empathy indicator in providing services to the community. This is seen from the ratings and reviews given by the public for the results of services at the Surabaya Population and Civil Registry Service.

Reported from the picture above that the officers in providing services are very good. The friendly attitude of the officers when providing services gets additional points from the community as service users. Friendliness in question is in the form of smiles, greetings and so on to make the bond closer to service users. Officers from the Surabaya Population and Civil Registry Service are also alert in helping and directing the community and providing information regarding population administration through Klampid New Generation in a clear, honest and courteous manner in providing services to residents. The service quality officers in providing empathy to the community in every process of obtaining population documents needs to be maintained. The interaction that is formed between officers and service users is something that cannot be ruled out. Given that these interactions can influence people's perceptions in assessing the quality of public services.

Conclusion

The Klampid New Generation application is one of the products launched by the Surabaya City government in the context of developing the implementation of E-Government to reduce the problem of managing population administration in the City of Surabaya. Through the data obtained from the research results it was possible to conclude that the application of the Klampid New Generation application in supporting the quality of public services in the city of Surabaya has been carried out well. Klampid New Generation can be used as a form of service that can make it easier for the public to arrange marriage certificates, births, deaths, moving and coming. The community does not need to come directly to the service area but can access it via personal mobile devices. Issuance of population administration documents is still carried out in accordance with SOPs and there is no difference from the standard policies that have been determined even though the manual document management system has changed to online. The features provided in the Klampid New Generation application also greatly support the convenience of the community in managing various population documents. Judging from the results of the 5 SERVQUAL indicators, Parasuraman et al. (Alaan, 2016) which the author has described received quite positive responses and responses from the public. Challenges in implementing the KNG application can be used as evaluation material and will continue to be addressed in order to realize maximum service quality in the city of Surabaya.

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