



Implementation of Information and Communication Technology Innovation Policy through E-Government in Public Services

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ABSTRACT

The development of information and communication technology encourages changes in community activities in various sectors. One of them is in the public service sector brought by the government through e-government. This research aims to discover how information and communication technology innovation policies are implemented through e-government in public services. The method used in this research is Systematic Literature Review (SLR) from the Google Scholar site within the year of 2012-2023. From the search results, a selection process was performed, resulting in 20 journals for analysis. The research results show that many of the current researchers are focusing on e-government, specifically regarding public services at the local government level. Interviews and observations are widely used data collection techniques. Elements that help the implementation of e-authorities offerings in public offerings are supported via way of means of a organized bureaucratic structure, making plans and a centralized and ok system. Obstacles for the implementation of e-authorities offerings in public offerings are encouraged via way of means of the exceptional of human resources, incomplete making plans, the exceptional of centers and infrastructure, and public recognition of e-authorities itself

INTRODUCTION

The 4.0 industrial era encourages information and communication technology to develop rapidly in Indonesia. Current technological developments are then utilized by the government as a means of providing information services to the public. Technology can support the implementation of government programs and be an effective means of socializing government policies in various fields.

The improvement of records and verbal exchange generation has additionally recommended adjustments in network sports in numerous sectors. This consists of the general public carrier quarter added through the authorities with the presence of a public carrier version via programs and internet browsers. Public offerings are all types of public carrier sports executed through significant authorities companies withinside the areas with a purpose to fulfil and meet the wishes of the network. One of the techniques is through the use of programs which can be extra bendy and person delight oriented. Thus, complicated bureaucracy-based services can be minimized and monitored.

Based on a survey conducted by the United Nations in 2020 with the title "Survei e-government 2020: Layanan Digital Pemerintahan dalam Rangka Aksi Pembangunan Berkelanjutan" (2020 e-government survey: Digital Government Services in the Context of Sustainable Development Action), Indonesia's standing in the field of network-based or online public services has improved. Indonesia's e-government services were ranked 107th by the UN in 2018. The UN poll then revealed that Indonesia has moved up 19 spots to 88th place in 2020.

In the E-Government Development Index (EGDI) release issued by the UN, including changes related to the Covid-19 pandemic that occurred globally, Indonesia's ranking is one level better than Iran which is in 89th place and India which is in 100th place. Monitoring of online public services by the governments of these UN member countries were conducted between July 2018 and June 2020. Monitoring was led directly by DESA Director Vincenzo Auqaro and involved hundreds of UN researchers and analysts as well as volunteers (Setiawan, 2020).

The presence of various applications supporting public services cannot be separated from the policy implementation process conducted by the government. Implementation is an important aspect of the policy process, in terms of the efforts to use certain facilities and infrastructure to achieve certain goals within a certain time series. Basically, implementation is an effort to achieve the goals determined by the plan, so that policy implementation is achieved. Following the establishment of statutory regulations that approve a program, policy, or any sort of observable or concrete result, the next step is implementation. Implementation encompasses a range of actions that adhere to the goals and outcomes of the program as stated by government representatives. (Syafiie, 2008).

One of the successes of democracy can be seen from the ability to create innovation in public services through progressive ideas, which is very dependent on the collaboration of relevant stakeholders, in this case includes the government, society and the private sector. Therefore, participatory government as one of the basic bases of democracy will only run smoothly when the policies produced receive full support from the public (Sorensen & Torfing, 2011).

A form of government management that uses a technology-based management system is usually called e-government. e-government is a service application that can improve the quality of technology and communication-based public services to meet public demands for fast data processing and accurate information. To improve government administration's efficacy, efficiency, accountability, and transparency, e-government is required. The goal is to boost public confidence in government services, particularly with regard to the bureaucracy's reputation.

In the latter part of the 1990s, e-government was first used in public institutions towards the close of the 20th century. While Indonesian information technology is growing, its application in government agencies started in 2001 when Presidential Instruction No. 6/2001 concerning Telematics (Telecommunications, Media and Informatics) was released. This directive requires government employees to use telematics technology to promote good governance and expedite the democratic process. Additionally, the government's goal to raise the caliber of public services via e-government is demonstrated by the publication of Presidential Instruction No. 3/2003 concerning National Policy and Strategy for the Development of e-government. (Aprianty, 2016).

Legal Basis for Implementing e-government is the Presidential Instruction No.3/2003. Policies regarding e-government structuring are regulated in Presidential Instruction No.3/2003 concerning e-government development policies and strategies. To ensure the integration of electronic document and information management and processing systems in developing transparent public services, e-government development in each agency must be oriented towards an architectural framework. In the Presidential Instruction No.3/2003, there are e-government strategic objectives that need to be implemented through 6 (six) strategies. These points include:

- a. Developing a dependable and honest carrier system, in addition to low cost to the broader community.
- b. Organizing a holistic control machine and paintings technique of the authorities and self sufficient local governments.
- c. Utilizing optimal information technology.
- d. Increasing the participation of the enterprise region and growing the telecommunications and records era industry.
- e. Developing human useful resource capability in each the authorities and self sustaining local governments, in addition to growing e-literacy of the community.
- f. Performing systematic development through realistic and measurable stages.

Technology is born and developed to provide comfort and improve people's quality of life. Basically, the majority of the public services of society are subjects related to the collection, processing and transmission of various information, understanding, information and methods of operation and their distribution to all members of society who need them, so the most appropriate technique is applied. informatics . However, the use of information and communication technology in Indonesia passes through four stages of e-

government development: (1) preparatory stage; (2) implementation phase; (3) maturation stage and; (4) Stabilization phase. (Nugraha, 2018).

LITERATURE REVIEW

During the Covid-19 pandemic, the development of e-government through applications continues to increase due to health protocols that limit the distance between one person and another. In public services, this is important because it is a form of preventing the spread of the coronavirus. E-government seems to be an alternative for carrying out tasks well, especially in the service sector. This studies objectives to discover how authorities coverage is carried out withinside the use of statistics and communique technology, specifically packages in e-authorities in Indonesia.

METHODOLOGY

The method chosen in this research is Systematic Literature Review (SLR) which aims to identify, review, evaluate and interpret all available research (Hariyati & Sri, 2010). With this method, researchers systematically review and identify journals which in each process follow predetermined steps (Triandini et al., 2019). There are 4 stages in conducting SLR: 1) planning, 2) conducting, 3) reporting (Wahono, 2015). Planning includes Research Questions (RQ) as the initial and basic part of running an SLR. RQ is used to guide the literature search and extraction process. Data analysis and synthesis, as a result of SLR, is the answer to the RQ that we determined earlier. A excellent research question is practical, quantifiable, and focused on comprehending the most recent findings on a certain area. The RQ formulation needs to be predicated on the following five PICOC elements: 1) Population (P): The study's intended audience, 2) Intervention (I): Specifics of the study, or topics the researcher is interested in 3) Comparison (C): Elements of the study that will be contrasted with Intervention (I) 4) Outcomes (O): Impact and outcomes of Intervention (I), and 5) Context (C): Study setting and surroundings.

Research Question

At this stage, questions decided are suitable to the studies topic. The following are the studies questions on this study:

1. RQ1: What e-government services are used in public services?
2. RQ2: What methods are used to collect data about the use of e-government in public services?
3. RQ3: What factors support and obstruct the implementation of e-government in public services?

Search Process

This research aims to obtain sources that were in accordance with the research questions. The source search process is conducted at the page address <https://scholar.google.co.id/>.

Inclusion and Exclusion Criteria

In this step, based on the information found, criteria are determined if the information is suitable for use as a source of research data. The following are the criteria based on which the data is considered as a source of research data:

1. The facts acquired has a time span from 2012 to 2023.
2. Data received from sources: <https://googlescholar.co.id/>.
3. The facts used are magazine papers associated with using e-authorities in public services.

Quality Assessment

At this stage, the data that has been found will be evaluated based on the following questions:

1. QA1: Are journal papers published between 2012 and 2023?
2. QA2: Do the journal papers discuss the use of e-government in public services?
3. QA3: Do the journal papers write about the service areas of e-government?

And each paper will be given a score based on the questions above.

1. Yes: for journal articles that match the questions in the quality assessment.
2. No: for journal articles that do not meet the quality assessment questions.

Data Collection

In this stage, the information necessary for the study is collected for further analysis. The data collection steps are as follows:

1. Visit <https://scholar.google.co.id/>.
2. Enter the keyword "e-government in public services".
3. Under "Custom Range", enter "2012" withinside the first field and "2023" withinside the 2nd field. This suggests that the choice of decided on journals is 2012-2023.

Data Analysis

Data that has been gathered withinside the preceding level may be analyzed at this level. The effects which have been analyzed will solution all studies questions which have been formerly determined.

Documentation

At this degree, the preliminary ranges as much as the studies outcomes degree are written in paper shape in line with the layout provided.

RESULT AND DISCUSSION

The consequences of the studies facts covered on this literature overview are an evaluation and precis of documented articles associated with the implementation of guidelines for the usage of e-authorities programs withinside the public provider sector. In the hunt procedure and inclusion and exclusion standards stages, best 20 magazine papers met the standards, posted in 2012-2023 and had discussions associated with "e-authorities" and "public services".

Table 1. Table of Journal Source Identity

No	Year	Author	Research Title	Journal
1	2012	Kusuma Dewi Arum Sari dan Wahyu Agus Winarno	<i>Implementasi E Government System Dalam Upaya Peningkatan Clean And Good Governance di Indonesia</i>	JEAM Vol XI No. 1
2	2013	Dewi Kurniasih, Tatik Fidowaty, dan Poni Sukaesih	<i>Pengaruh Implementasi Kebijakan E-Government Terhadap Kinerja Aparatur Kota Cimahi</i>	Jurnal Sosiohumaniora UNPAD 15 (1)
3	2014	Emilsyah Nur	<i>Penerapan E-Government Publik Pada Setiap SKPD Berbasis Pelayanan Di Kota Palu</i>	Jurnal Penelitian Komunikasi dan Opini Publik Vol. 18 No. 3
4	2015	Mesnan Silalahi, Darmawan Napitupul, Dan Gulda Patria	<i>Kajian Konsep Dan Kondisi E-Government Di Indonesia</i>	Jurnal Penerapan Ilmu Ilmu Komputer, Universitas Borobudur 01 Vol 1
5	2016	Achmad Boedi Soesetyo dan Kasiyanto	<i>Kebijakan Sistem Pemerintahan E-Government Di Kabupaten Tulungagung</i>	JKMP (ISSN. 2338-445X), Vol. 1, No. 1
6	2016	Diah Rachma Aprianty	<i>Penerapan Kebijakan E-Government dalam Peningkatan Mutu Pelayanan Publik Di Kantor Kecamatan Sambutan Kota Samarinda</i>	eJournal Ilmu Pemerintahan 4 (4)
7	2016	Willia Satiawati, Patar Rumapea, Jericho D. Pombengi	<i>Implementasi Kebijakan E-government dalam Penyelenggaraan Pelayanan Publik di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Mamuju Provinsi Sulawesi Barat</i>	Jurnal Administrasi Publik Vol 3, No 400
8	2016	Said Abdul Aziz	<i>Implementasi Kebijakan Pengembangan E-Government</i>	Jurnal Kebijakan Publik, Volume 7, Nomor 1,
9	2016	Eko Eddy Supriyanto	<i>Kebijakan Inovasi Teknologi Informasi (IT) Melalui Program Electronic Government dalam Meningkatkan Kualitas Pelayanan Publik di Indonesia</i>	Jurnal Ilmu Pemerintahan : Kajian Ilmu Pemerintahan dan Politik
10	2018	Yuliana Kristanto	<i>Inovasi Pelayanan Publik Dalam Rangka Mewujudkan E Government (Studi Kasus Pelaksanaan Aplikasi Lapor Hendi)</i>	Jurnal of Publik Relation and Local Governance Vol 2, No 1

11	2018	Joko Tri Nugraha	<i>E-Government dan Pelayanan Publik (Studi Tentang Elemen Sukses Pengembangan E-Government Di Pemerintah Kabupaten Sleman)</i>	Jurnal Komunikasi Dan Kajian Media Volume 2, Nomor 1
12	2019	Restu Ramadhan, Ria Arifianti,Riswanda	<i>Implementasi E-Government Di Kota Tangerang Menjadi Smart City (Studi Kasus Aplikasi Tangerang Live)</i>	Jurnal Responsive, Volume 2 Nomor 4
13	2019	I Made Darma Putra	<i>Implementasi kebijakan Pemerintah mengenai Program Pro Denpasar di Kota Denpasar</i>	Jurnal Ilmiah Dinamika Sosial Vol 3, No. 2
14	2020	Krishno Hadi, Listiano Asworo, Iradhad Taqwa Sihidi	<i>Inovasi Dialogis: Menuju Transformasi Pelayanan Publik yang Partisipatif (Kajian Sistem Pelayanan Malang Online)</i>	Journal of Government and Civil Society, Vol. 4, No. 1
15	2020	Asri B.	<i>Implementasi Kebijakan Pelayanan Publik Berbasis Aplikasi Pada Era Covid-19 Di Kota Cimahi Provinsi Jawa Barat</i>	Jurnal Visioner Vol. 12, No.4
16	2021	Nadila, Eliyusnadi, Eka Septiani	<i>Implementasi Electronic Government Dalam Mewujudkan Good Governance dan Smart City</i>	Jurnal Administrasi Nusantara Mahasiswa (JAN Maha)
17	2021	Andana Adytia Kusuma, Sadu Wasistiono, Andi Pitono	<i>Penerapan E-Government dalam Meningkatkan Kualitas Pelayanan Publik di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kota Bandung Provinsi Jawa Barat</i>	Visioner, Jurnal Pemerintahan Daerah di Indonesia
18	2022	Sheila Nanda Aprilia, Bambang Kusbandrijo, Achluddin Ibnu Rochim	<i>Implementasi E-Government Pada Aplikasi PDS-Pajak Daerah Sidoarjo</i>	PRAJA Observer: Jurnal Penelitian Administrasi Publik
19	2023	Fitrah Eka Susilawati, Rosmalah Yanti	<i>Transformasi Digital Pemerintah (Studi Kasus: Implementasi E-Government dan Hambatannya)</i>	Journal Social Society
20	2023	Amiruddin, Mas Halimah, Restin Nur Faidah	<i>Implementasi E-Government Berbasis Situs Web</i>	Indonesian Journal of Education and Social Science

Table 2. Result for Quality Assessment

NO	Author	Year	QA1	QA2	QA3	Result
1	Kusuma Dewi Arum Sari and Wahyu Agus Winarno	2012	YES	YES	YES	Accepted
2	Dewi Kurniasih, Tatik Fidowaty, and Pony Sukesih	2013	YES	YES	YES	Accepted
3	Emilsyah Nur	2014	YES	YES	YES	Accepted
4	Mesnan Silalahi, Dermawan Napitupulu, and Gulda Patria	2015	YES	YES	YES	Accepted
5	Achmad Boedy Soesetyo and Kasiyanto	2016	YES	YES	YES	Accepted
6	Diah Rachma Aprianti	2016	YES	YES	YES	Accepted
7	Willia Satiawati, Patar Rumapea, Jericho D.Pombengi	2016	YES	YES	YES	Accepted
8	Said Abdul Aziz	2016	YES	YES	YES	Accepted
9	Eko Eddy Supriyanto	2016	YES	YES	YES	Accepted
10	Yuliana Kristanto	2018	YES	YES	YES	Accepted
11	Joko Tri Nugraha	2018	YES	YES	YES	Accepted
12	Restu Ramadhan, Ria Arifianti, Riswanda	2019	YES	YES	YES	Accepted
13	I Made Darma Putra	2019	YES	YES	YES	Accepted
14	Krishno Hadi, Listiano Asworo, Iradhad Taqwa Sihidi	2020	YES	YES	YES	Accepted
15	Asri B.	2020	YES	YES	YES	Accepted
16	Nadila, Ediyusnadi, Eka Septiani	2021	YES	YES	YES	Accepted
17	Andana Aditya Kusuma, Sadu Wasistiono, Andi Pitono	2021	YES	YES	YES	Accepted
18	Sheila Nanda Aprilia, Bambang Kusbandrijo, Achluddin Ibnu Rochim	2022	YES	YES	YES	Accepted
19	Fitah Eka Susilawati, Rosmalah Yanti	2023	YES	YES	YES	Accepted
20	Amiruddin, Mas Halimah, Restin Nur Faidah	2023	YES	YES	YES	Accepted

After the statistics is processed primarily based totally at the Search Process Inclusion and Exclusion Criteria and Quality Assessment, the statistics is analyzed and the effects will solution the formerly decided Research Question (RQ) and could talk the implementation of statistics and conversation era innovation rules thru e-authorities packages in public services.

After the statistics is processed primarily based totally at the Search Process Inclusion and Exclusion Criteria and Quality Assessment, the statistics is analyzed and the outcomes will solution the formerly decided Research Question (RQ) and could talk the implementation of statistics and conversation era innovation rules thru e-authorities programs in public services.

The results of RQ1 of e-government services used in public services are obtained from journal categories based on e-government service objects in general or specifically. E-government services are generally defined as comprehensive e-government services in Indonesia, while specific e-government

services are defined as e-government services that occur in local governments, whether provincial or district.

Based on Table 3 regarding the e-government category, it shows that currently, many researchers are focusing on e-government specifically regarding public services in local government. Meanwhile, there are only 5 researchers who focus comprehensively on researching e-government in Indonesia. Specific e-government research also shows that the results or quality of e-government implementation are different, some are good and some are bad.

Table 3. Category of E-Government

No.	Type of <i>e-government</i>	Journal Number	Result
1	e-government in general	1, 4, 9, 19, and 20	5
2	e-government of the regional government	2, 3, 5, 6, 7, 8, 10, 11, 12, 13, 14, 15, 16, 17, and 18	15

The results of RQ2, the methods used to collect data about the use of e-government in public services, show that interviews and observations are the data collection techniques that have become the most chosen technique. The interview process was conducted by researchers by selecting sources from the government, community or users, to IT experts. Reviewed from Table 4, several researchers use literature studies or literature reviews to obtain data regarding e-government.

Table 4. Category of Data Collection Techniques

No.	Data Collection Technique	Journal Number	Result
1	Interview and Observation	5, 6, 7, 8, 10, 11, 13, 14, 15,16, 17, 18, and 20	8
2	Literature Review	1, 4, 9 and 12	4
3	FGD	3 and 19	1
4	Survey	2	1

The results of RQ3, factors that support and obstruct the implementation of e-government in public services have shown mixed results. Based on Table 5, the factors that support the implementation of electronic government services in public services are planning and a centralized and adequate system. It promotes good harmony in public services. Apart from that, the readiness of human resources in providing e-government services is also an important supporting aspect because it plays a direct role in overcoming community problems and can determine community satisfaction towards public services.

Table 5. Category of Supporting Factors of E-Government

No.	Supporting Factor	Journal Number	Result
1	Bureaucratic structure	2, 4, 7, and 19	4
2	Readiness of human resources	2, 11, 13, 14, 15, dan 18	6
3	Planning	2, 7, 8, 11, 13, 14 and 15	7
4	Centralized and adequate system	1, 7, 13, 15, 16, 17, and 20	7

Other supporting factors are planning and a centralized and adequate system. Through planning, bureaucratic flow in public services can produce service quality that satisfies the community. With clarity in bureaucracy, employees can also work effectively and efficiently. The support of information and communication technology facilities and infrastructure certainly plays an important role in the success of e-government because it can produce a centralized system and run e-government services more optimally.

Table 6. Category of Obstructing Factors of E-Government

No.	Obstructing Factors	Journal Number	Result
1	Human resources	3, 4, 5, 6, 8, 9, 12, and 16	8
2	Incomplete planning	3, 4, 5, 10, 12, and 17	6
3	Quality of facilities and infrastructure	4, 10, 12, and 19	4
4	Public acceptance	4, 6, 7, 9, 18, and 20	6

Table 6 shows that low-quality human resources, inadequate planning, subpar facilities and infrastructure, and low public acceptance of e-government are the main barriers to the adoption of e-government services in public services. The current state of human resources is far from optimal for facilitating e-government initiatives. This occurs as a result of communities' and local governments' immature degree of preparation to embrace e-government policy initiatives. This results in the community not being socialized with government policies. Aside from that, the use of subpar information and communication technology applications and devices is restricted by laws that are not quite clear.

Based on the data findings and analysis, it shows that SLR is able to reveal the implementation of information and communication technology innovation policies through e-government in public services, including the supporting and obstructing factors. This study also discovers that e-government is an information system where social and technological aspects (sociotechnology) must be managed well to avoid failure.

E-government refers to the government's use of information technology to give the people easy access to information and to promote accountability, transparency, and public participation. Eventually, this can become a way for the public to monitor and balance government policies and actions.

According to Forman, the use of digital technology to change government operations with the goal of enhancing efficacy, efficiency, and service delivery is commonly referred to as e-government. The use of information technology by government agencies to increase efficiency and transparency is referred to as "e-government," or electronic government. It is envisaged that e-government will improve public services, boost organizational effectiveness within government agencies, and facilitate public access to information inside the government setting (Nugraha, 2018).

There are several common factors in the research that has been conducted from the 20 selected journals. An explanation of the difficulties or roadblocks in putting e-government into practice in Indonesia, such as: (1) lack of a culture of information sharing; (2) lack of a common culture of documentation; (3) lack of

trustworthy human resources in the IT sector; (4) expensive and inadequate infrastructure; and (5) restricted access to information. Retnowati (2008) states that the following factors will determine whether e-government is implemented successfully: (1) what needs the people in the country or region in question currently prioritize; (2) telecommunication infrastructure; (3) the government's level of connectivity and use of IT; (4) the government's human resource readiness; (5) the availability of funds and budgets; (6) the availability of legal instruments; and (7) changes in the work paradigm and behavior of human resources within the apparatus. (Rahardjo, 2001).

CONCLUSION AND RECOMENDATIONS

In the 20 journals that have been researched, it shows that they have implemented e-government concepts. The development of information and communication technology innovation in Indonesia has increased in quantity but in terms of quality it is still not running well. Currently, many researchers are focusing on e-government, specifically regarding public services at the local government level. Interviews and observations become the widely used data collection techniques. The factors supporting the implementation of electronic official services in public services are supported by a ready bureaucratic structure, planning, centralized and adequate system. Factors complicating the implementation of e-government services in public services are the quality of human resources, poor planning, quality of facilities and infrastructure, and general acceptance of e-governance. The government should improve the infrastructure, the quality of human resources, socialization and clarify the regulations of electronic administration.

FURTHER STUDY

This research still has related limitations so it is necessary to carry out further research on the topic of Implementation of Information and Communication Technology Innovation Policy through E-Government in Public Services in order to perfect this research and increase insight for readers.

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