Effectiveness of Licensing Services Through the *Sicantik* Cloud Application in the Department of Capital Investment and One-Door Integrated Services in Batu Bara District

Ahmad Bukhari[1*], Humaizi[2], Nurman Achmad[3]
Universitas Sumatera Utara
Corresponding Author: Ahmad Bukhari a.bukhari30@yahoo.com

A R T I C L E I N F O

A B S T R A C T

This study aims to examine The Effectiveness of Licensing Services via the SiCANTIK Cloud Application at the Batu Bara Regency Investment and One-Stop Integrated Services Service. This type of te research is descriptive with a qualitative approach. The research location is at the Batu Bara Regency Investment and One-Stop Integrated Services. informant selection techniques purposive sampling. This research uses data collection techniques: observation, interviews and documentation. The results of this research are that Licensing Services via the SiCANTIK Cloud Application at the Batu Bara Regency Investment and One-Stop Integrated Services Service are still not effective when viewed based on several indicators in the theory of effectiveness according to Duncan in steers, including (1) goal achievement; (2) integration; and (3) Adaptation of the SiCANTIK Cloud Application in providing licensing services in Batu Bara Regency

INTRODUCTION

One of the problems that people tend to often face is managing various administrations, including processing permits (Fitriyani, 2021). Not a few people experience obstacles in obtaining various permits, including business permits. The large number of requirements, the length of the processing process, and the limited understanding of the community itself, means that a permit is very difficult to obtain (Nurdin, 2019; Barata, 2004). Thus, a breakthrough from the government is urgently needed in innovation to provide ease of doing business. Ease of doing business can be achieved through the implementation of effective and efficient public services, which is the goal of the government which is realized through various innovations, such as the implementation of e-government in various central and regional institutions and agencies by starting to abandon traditional ways of working that are identical to paper-based administration (Anjani & Ismail, 2022; Maulidiah, 2014).

Mulyadi(2016) said digitalization is needed to support public services. He assessed that the development of digital Public Service Malls (MPP) which the government is currently working on is appropriate in order to reach a wider range of public services by utilizing digital technology. The innovation carried out is "We are expanding digital MPP (Prihanto, 2012). We cannot focus on conventional MPP because we have to follow the trend of industry 4.0 by utilizing digitalization to reach a wider range of public services. "Conventional MPP will continue to work, however digital MPP must remain a necessity," Regarding the preparation of a public service road map, there are four stages, namely policy evaluation and implementation of public services, preparation of a review of the public service road map in Indonesia, implementation of the Public Consultation Forum (FKP) and Forum Group Discussion (FGD), and finally the finalization of the study of the Indonesian public service road map (Astuti et al, 2022). Methods for preparing public service road maps can also be carried out, including comparative studies on public services in developed countries, analysis of human resource capabilities, public opinion surveys, organizational structures of institutions that create and provide public services, as well as current bureaucratic culture (Wulandari, 2024; Rudiansyah, 2001).

One of them is the SiCANTIK Cloud Application which was released by the Ministry of Communication and Information (Kemenkominfo RI). SiCANTIK Cloud is an abbreviation of Smart Application for Integrated Licensing Services for the Public which was implemented to simplify the processing of permits at the Batu Bara Regency Investment and One Stop Integrated Services Service in February 2021 (www.hariansib.com accessed 7 September 2023) after going through the development process several times starting from SiCANTIK 1.0, SiCANTIK 2.0, SiCANTIK 3.0, SiCANTIK 4.0 and the most recent up grade in 2017 is SiCANTIK 5.0. Based on the results of initial observations at DPMPTSP Batu Bara Regency, licensing processing generally still uses OSS (online Single Submission) while the SiCANTIK Cloud Application is only used for processing permits that are not provided by OSS and SIMBG (Nurrahman & Rahman, 2021; Ariska, 2020).

In an effort to improve the quality of public services and speed up the licensing administration process in Batu Bara Regency, the Regent of Batu Bara issued a Regent's Regulation regarding the implementation and use of the SiCantik application (Intelligent Integrated Service Information System for the Community), namely Regent's Regulation (PERBUP) of Batu Barta Regency Number 102 of 2023 concerning the Implementation of Public Service Malls at the Batu Bara Regency Investment and One-Stop Integrated Services Service. This regulation is a strategic step to digitalize public services so that they are more efficient, transparent and accountable, which in article 5 states that MPP can be carried out digitally (Arif et al, 2022).

This regulation is motivated by the need to modernize the public service system which has been carried out manually, which often results in convoluted bureaucracy, long service times, and the potential for abuse of authority. Thus, granting health permits in Batubara Regency is very important to maintain public health, regulate health services, and provide protection to health service consumers. Based on the explanation in the background above, the author feels interested in conducting research directly in order to see how effective licensing services are through the SiCANTIK Cloud application.

LITERATURE REVIEW

Effectiveness is always measured based on achievement and productivity (Lukman, 2022). According to Gibson, at, all. and Steers in Makmur (2008) stated that effectiveness in the context of organizational behavior is an optimal relationship between production, quality, efficiency, flexibility and satisfaction. The concept of organizational effectiveness is more concrete and easier to apply in organizational behavior such as productivity, quality, efficiency, flexibility and satisfaction.

Related to the concept of Public Service, it is related to the concept of public service between the public and public services within the framework of implementing a regional government system in the future which is based on a reciprocal relationship that is mutually beneficial (mutual) in terms of benefits, social so that it can be called an accommodating public service concept. interests of government elements and vice versa by prioritizing public interests (Sarundajang, 2005). High service quality will be able to bind and increase customer trust in the products/services we produce, and the opposite condition will also occur, namely if the product/service produced is of poor quality, the level of customer trust and engagement will decrease (Maulidiah, 2014).

The research carried out by the author this time was to analyze the effectiveness of a service at the Batu Bara Regency One Stop Investment and Integrated Services Service, where from several theories about effectiveness according to experts presented by the author, the author took the theory from Duncan in Steers (1985) as the grand theory in this research. According to the author, this theory has relevant dimensions for measuring the level of effectiveness of a public service because it examines various aspects ranging from goal achievement, integration and adaptation. According to the author, these three dimensions are the most appropriate for knowing the extent of the

effectiveness of licensing services through the SiCANTIK Cloud application in the Batu Bara Regency Investment and One-Stop Integrated Services Service.

METHODOLOGY

The author uses a qualitative approach in this research. This means that the data collected is not in the form of numbers but rather the data comes from interview scripts, observations, personal documents, field notes, memo notes and other official documents so that the aim of this qualitative research is to describe the empirical facts behind the phenomenon in depth, in detail. and complete. Therefore, the use of a qualitative approach in this research is by matching empirical facts and applicable theory. According to Mcmillan & Taylor (in Sugiyono, 2019) qualitative research is an approach which is also known as an investigative approach in which a researcher usually collects data by meeting face to face and interacting with people at the research site. So it can be concluded that qualitative research is a research method used to examine the conditions of natural objects, where the researcher is the key object (Mikkelsen, 1999). The research location was carried out at the Office of the Investment and One-Stop Integrated Services Service, Batu Bara Regency, North Sumatra Province, located at Jl. Independence Pioneers No. 55 Ex. Fifty District Cities. Fifty Districts North Sumatra Province Coal (21255).

The technique for determining informants used in this research is purposive sampling, namely the technique of sampling data sources with certain considerations or criteria. The technique of determining informants using purposive sampling is an approach used in qualitative research to select informants or respondents who have knowledge, experience or views that are relevant to the research topic. The following is a narrative of how this technique is applied. The criteria for informants in this research are people who understand the problem being studied, where researchers select informants according to certain predetermined criteria. These criteria must be appropriate to the research topic, and the informant is willing to provide clear and detailed information. The informants the author will interview are eight people. Checking the validity of the research data carried out in this research uses the stage of checking the credibility of the data using the triangulation technique, namely a technique for checking the validity of the data which uses something other than the data for the purposes of checking, examining, or as a comparison of the research data.

RESULT AND DISCUSSION
Effectiveness of Licensing Services Through the SiCANTIK Cloud Application at the Investment and One-Stop Integrated Services Service of Batu Bara Regency

Very good public policy is public policy that can solve problems that exist in society, one of the policies in Batu Bara Regency is Batu Bara Regent Regulation Number 102 of 2023 concerning the Implementation of Public Service Malls at the Regency One Stop Investment and Integrated Services Service Coal. This regulation is a strategic step to digitalize public services so that they are more efficient, transparent and accountable, which in article 5 states that MPP can be carried out digitally. This policy is motivated by the need to modernize the public service system which has been carried out manually, which often results in complicated bureaucracy, long service times, and the potential for abuse of authority.

Licensing services via the SiCANTIK Cloud Application are in accordance with the SOP regarding the time for issuing permits to the public. This can be seen from the conformity of the statement between the government providing the service and the satisfaction of the community as the party being served. From the interviews conducted, most people said they were quite satisfied with the services provided, especially the timeliness of issuing permits even though they were still faced with problems with servers which were frequently down/errors and this could be a benchmark for the effectiveness of the Licensing Service via the SiCANTIK Cloud Application implemented Batu Bara Regency Investment and One Stop Integrated Services Service. Apart from that, the target of using the SiCANTIK Cloud Application as a licensing service has not yet run optimally, because the Front Office still plays an important role in processing permits due to the public's lack of understanding regarding the use of the SiCAANTIK Cloud Application as a digital licensing service application.

The SiCANTIK Cloud application certainly has a legal basis that regulates it. Starting from the basics of using the SiCANTIK Cloud Application in licensing services, validity and SOPs that have been regulated so that everything can run well and have a positive impact on the community in making licensing letters. The SiCANTIK Cloud application in its operation is based on existing SOPs, but the problem is that people who will process permits still come directly to the office with the required documents, where this licensing service should be able to be carried out wherever we are as long as we are connected to the internet network. This information board regarding the SOP for licensing services is very useful for visitors, because this information board can provide them with knowledge regarding the length of time needed to process a licensing process that they want to take care of. Apart from that, with this information board, researchers feel that they can encourage employees to complete their work on time, because otherwise the public will definitely complain because it is not in accordance with existing time standards.

Facilities and infrastructure at the Batu Bara Regency Investment and One-Stop Integrated Services Office are adequate and sufficient, as evidenced by the feeling of satisfaction and comfort from the answers given by the community as users of existing services. This of course has a big influence on the comfort of

the public as visitors who want to take care of a permit. In order to increase capacity, the DPMPTSP has not implemented it optimally, because it has never once participated in the Technical Guidance carried out by the Ministry, due to the limited budget of the Batu Bara Regency Investment and One-Stop Integrated Services Service, because the Technical Guidance is usually carried out on the island of Java every year , so that DPMPTSP is only able to send its employees to areas that have implemented Licensing Services via the SiCANTIK Cloud Application to study it. However, in order to increase the capacity of the DPMPTSP, it has not implemented it optimally, because it has never once participated in the Technical Guidance carried out by the Ministry, due to the limited budget of the Batu Bara Regency Investment and One-Stop Integrated Services Service, because the Technical Guidance is usually carried out on the island of Java. every year, so DPMPTSP is only able to send its employees to areas that have implemented Licensing Services via the SiCAANTIK Cloud Application to study it. Therefore, researchers feel that training related to the use of the SiCANTIK Cloud application must still be carried out specifically by the Regional Government, in this case the One Stop Integrated Service and Investment Service

Inhibiting Factors for Licensing Services via the SiCANTIK Cloud Application at the Batu Bara Regency Investment and One-Stop Integrated Services Service

Communication barriers are anything or factors that get in the way or disrupt the communication process between the parties involved. In line with what DeVito (2009) said about communication barriers has the meaning of anything that can distort the message, anything which prevents the recipient from receiving the message. There are four forms of obstacles communication, namely Physical Barriers, Physiological Barriers (Physiological Barriers), Psychological Barriers (Psychological Barriers), and Semantic Barriers. These obstacles can interfere with achieving effective communication and cause misunderstanding or failure to achieve communication goals.

Firstly, the problem is that the signal is often lost and there are blackouts which result in network loss. This interference directly affects message transmission through technical problems that occur in communication devices. Technical obstacles such as frequently lost signals and blackouts that cause network loss directly affect message transmission. These interferences hinder the ability of communication devices to transmit data smoothly, thereby causing disruptions in the flow of messages being delivered.

The impact of technical obstacles such as frequently lost signals and blackouts which result in network loss is very significant in the context of communications. These disturbances result in interruption of the transmission of the message being conveyed, disrupting the flow of communication which should be running smoothly. When the signal is lost or the network is disconnected, the communication device cannot function optimally to transfer data with consistency, resulting in the message being delivered not being properly received by the recipient. This can result in confusion or even loss of important information in the communication process.

The second is network problems which cause sound or information to be less clear because it shows intermittently too. This interference hinders smooth

transmission and disrupts the flow of messages. Network problems that cause sound or information to be less clear because they are often intermittent also show a similar impact. This kind of interference not only disrupts the smooth transmission of messages, but also hinders the flow of messages which should take place continuously. When there are interruptions in transmission, the information conveyed by the speaker or source becomes inconsistent and difficult for the recipient to understand. This can reduce the overall effectiveness of communication because the message conveyed becomes fragmented and less clear

The impact of network problems that cause sound or information to be less clear because it is often intermittent can be felt widely in the context of communication. This kind of interference not only hinders the smooth transmission of messages, but also disrupts the overall message flow. When transmission is intermittent, the message conveyed by the speaker or source becomes inconsistent and difficult for the recipient to understand. This has the potential to reduce the overall effectiveness of communication because the message conveyed becomes fragmented and less clear. Therefore, it is very important to overcome these network obstacles so that communication can run more smoothly and efficiently, so that the messages conveyed can be well received by the recipients and communication goals can be achieved better.

Third is the wasteful use of data packages due to the implementation of MAF online using the Zoom application. These problems are related to insufficient technological infrastructure or to limited access to resources necessary for effective communication. When participating in MAF activities online using the Zoom application, wasteful use of data packages is one of the obstacles that participants often face. These problems arise because they are related to insufficient technological infrastructure or to limited access to the resources necessary for effective communication. Using the Zoom application requires an internet connection that is stable and strong enough to maintain good data transmission quality. However, in some cases, the technological infrastructure in certain regions may be inadequate, causing disruptions in data transmission and forcing users to use larger amounts of data packets than usual. Not only is this an additional financial burden for participants, but it can also hinder their participation in the activity. Therefore, it is important to find adequate solutions to overcome these obstacles, such as improving technological infrastructure or providing more efficient access alternatives for participants so that they can participate in MAF activities more smoothly and without obstacles.

The next obstacles are Semantic Barriers. Terms that are not well understood because there are certain terms that depend on the material being presented. Semantic barriers occur when the message conveyed has a meaning that is not properly understood by the recipient due to differences in interpretation of words or phrases. Semantic barriers in the context of MAF activities occur when participants encounter terms that they do not understand, especially when these terms depend on the material being presented. This phenomenon may arise due to differences in the interpretation of words or phrases between speakers and listeners (Marthani & Lubis, 2017).

Not understanding specific terms in the field of entrepreneurship or other technical terms can hinder participants' understanding of the message conveyed by the resource person. For example, terms such as "Export-Import" or "Elnino" may be unfamiliar to some participants who do not have a deep background in the business world. It is important for resource persons to convey information in a clear and easy to understand manner to avoid negative prejudice due to misunderstandings (Kadek Claria & Sariani, 2020).

Apart from that, the approach of using concrete examples and illustrations in delivering material can also help overcome these semantic barriers. For example, the resource person can illustrate the concept of "return on investment" with an example of investing in a home business or the real experience of an entrepreneur in managing his business finances. Participants not only understand the theoretical meaning of the term, but can also see how the concept is applied in everyday business practice. This can help reduce the gap in understanding between speakers and participants, and ensure that the message conveyed can be better understood by the entire audience. Through a comprehensive and diverse approach in conveying information, semantic barriers in MAF activities can be overcome effectively, so that participants can gain a deeper and more comprehensive understanding of the material discussed.

In carrying out online-based services, the most important thing that must be done is to ensure that the SiCANTIK Cloud Application server can be accessed and there are no interruptions. This is because events often occur at various times. Researchers also saw that the condition of the internet network could be easily accessed by employees and visitors. Server stability is a component that greatly influences licensing services via the SiCANTIK Cloud.han application. What happens to the server is something that cannot be denied and can only be resolved with the help of existing technicians. Apart from that, public knowledge of the SiCAANTIK Cloud application is still very minimal. This is evident from the fact that many people do not know that processing permits can be done from home or where they are without having to come to the DPMPTSP office directly to process permits.

People who think that coming in person is better is one of the biggest obstacles faced by the government in providing online services. In fact, with the creation of the SiCANTIK Cloud Application, one of the ways is to eliminate face to face contact between the government and the community in the service process so that it can provide conveniences such as cost, distance and convenience in terms of time, so that if people want to take care of a permit then they can just stay at home. The community has received excellent service from the government. However, the public's mindset that coming to the office feels better and safer is a problem that must be resolved for the success of this program.

Public knowledge about the SiCANTIK Cloud Application is still very minimal, and the public still has the idea that service by coming directly to the office is much better and more satisfying than carrying out online processing, even though the purpose of service through the SiCANTIK Cloud Application is one of them to eliminate face-to-face contact between which serves the community as the party being served and eliminates the expensive costs of

coming directly to the office to arrange permits. However, this noble goal has not been realized properly due to the public's lack of knowledge about the SiCANTIK Cloud Application.

Efforts Made by the Batu Bara Regency Investment and One-Stop Integrated Services Service

Based on the research results obtained, there are several conclusions that can be drawn regarding the effectiveness of communication in MAF activities and the communication obstacles faced. Communication Effectiveness of MAF activities fosters student entrepreneurial motivation at the Medan Agricultural Development Polytechnic. The effectiveness of MAF communication can be seen from the recipients of the communication, namely that students actively receive messages in MAF activities which are held on Saturdays with a duration of 2 (two) hours using the Zoom application, conveying information through slide shows and video playback, MAF resource persons come from successful alumni. entrepreneurs, practitioners and experts who are experts in their fields. The reason students are motivated is because they want to determine their own income, see other people succeed and want to create jobs The MAF Communication Barriers found were physical obstacles such as technical obstacles causing signals to often be lost and blackouts disrupting direct message transmission, causing communication breakdowns. Another obstacle was terms that were not understood by participants, especially those related to entrepreneurship material, which became a semantic barrier in MAF activities. Suggestions that can be given based on research results are divided into theoretical suggestions and practical suggestions. Theoretical Suggestions: The material presented in MAF activities must use language that is easy to understand for understanding concepts. Providing a glossary containing definitions of frequently used entrepreneurial terms can help participants understand the material more quickly. Practical Suggestions, Campuses must improve the quality of stable internet connections to ensure communication in MAF activities runs smoothly because the effectiveness of communication depends on supporting infrastructure. MAF is held offline at various locations or other campuses.

Socialization is the door to introducing the SiCAANTIK Cloud Application to the public. The employee's skill in conducting socialization is a determinant of whether or not the application is known among the public as users (Sinambela, 2014). So far, socialization has only been carried out through the website and direct explanations to people who come to take care of permits. The Batu Bara Regency Investment and One-Stop Integrated Services Service continues to make efforts to overcome funding problems in supporting the continuity of licensing services through the SiCANTIK Cloud Application by evaluating the budget draft and then re-drafting the budget draft for the future.

Employees of the Batu Bara Regency Investment and One Stop Integrated Services Service who are tasked with carrying out licensing services through the SiCANTIK Cloud Application must master their work in order to be able to provide the best service to the community. With a change in the service paradigm from conventional (manual) to digital (online) services, it is necessary to optimize human resources, namely employees in charge of licensing services through the

SiCANTIK Cloud Application. To provide human resources in providing licensing services through the SiCANTIK Cloud Application, the One Stop Integrated Services and Investment Service provides training through other regions that have implemented licensing services through the SiCANTIK Cloud Application so that officers have the ability to operate the Application and provide services best to the people who take care of permits.

CONCLUSIONS AND RECOMMENDATIONS

Licensing services via the SiCANTIK Cloud application at the Batu Bara Regency Investment and One-Stop Integrated Services Service are still not effective. This can be seen from the indicators contained in the effectiveness theory according to Duncan in Steers which have not been achieved in their entirety, including: (a) Achieving the goal of the SiCANTIK Cloud application, namely providing easy, effective and efficient services, but in accordance with the facts in the field people who want to take care of permits still come directly to the office to meet face to face with officers, so that the expected targets have not been achieved and implemented optimally; (b) seen from the integration of the use of the SiCANTIK Cloud Application, it is also still not effective because many people who want to take care of permits still don't know how to use licensing services through the SiCANTIK Cloud Application, so procedures that should be carried out online and carried out anywhere, are now semi-online. with the assistance of officers in completing the licensing process which has an impact on the delayed issuance of the permit; and (c) Adaptation of the use of Licensing Services via the SiCANTIK Cloud Application can also be said to have not been effective because Human Resources, in this case employees who serve permits via the SiCANTIK Cloud Application, have never participated in Technical Guidance or direct training related to the operation of the SiCANTIK Cloud Application, either organized by ministries and regional governments. So the Licensing Service via the SiCANTIK Cloud Application seems forced to be implemented by the Batu Bara Regency Government. Inhibiting factors for Licensing Services via the SiCANTIK Cloud Application at the Batu Bara Regency Investment and One-Stop Integrated Services Service are servers that often experience downtime, limited public knowledge regarding the use of the SiCANTIK Cloud Application in obtaining licensing services, and limited control over Human Resources. implementation of licensing services via the SiCANTIK Cloud Application. Efforts made by the One Stop Investment and Integrated Services Service to achieve effectiveness in providing Licensing Services through the SiCANTIK Cloud Application are Carrying out Socialization Activities related to licensing services through the SiCANTIK Cloud Application, carrying out an evaluation of the budget draft of the Batu Bara Regency Capital Investment and One Stop Integrated Services Service and Providing training to employees of the Batu Bara Regency Investment and One-Stop Integrated Services Department in providing Licensing Services via the SiCANTIK Cloud Application.

REFERENCES

Anjani, S. J., & Ismail, H. (2022). Efektivitas Penerapan Teknologi Dalam Pengembangan Organisasi Dan Pelayanan Kependudukan di Kecamatan Kenjeran. PRAJA observer: Jurnal Penelitian Administrasi Publik (e-ISSN: 2797-0469), 2(06), 31-38.

Arif, M. A., Saleh, R., Delfiro, R., Afifi, R. F., Yendra, W., & Syamsir, S. (2022, November). Efektivitas Layanan Online Sapo Rancak Pada Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu (DPMTSP) Kota Padang. In Prosiding Seminar Nasional Pendidikan, Bahasa, Sastra, Seni, Dan Budaya (Vol. 1, No. 2, pp. 70-79).

Ariska Dwi Candra, 2020. Implementasi Aplikasi Sicantik dalam Meningkatkan Kualitas Kesehatan Ibu dan Anak Studi Kasus Puskesmas Balongbendo Kabupaten Sidoarjo. Skripsi UIN Sunan Ampel Surabaya.

Astuti, V. S., Rahmadi, A. N., & Sandy, D. (2022). Efektivitas E-Government Siap Pemkot Probolinggo dalam Meningkatkan Kinerja Pegawai Kantor Kecamatan Wonoasih. Journal of Innovation Research and Knowledge, 1(12), 1585-1590.

Barata. 2004. Dasar-dasar Pelayanan Prima. PT Elex Media Komputindo Kelompok Gramedia.

Fitriyani, T. H. (2021). Efektivitas Website Sebagai Media E-Government Dalam Meningkatkan Pelayanan (Studi Pada Website Kantor Kementerian Agama Kabupaten Gresik). PRAJA observer: Jurnal Penelitian Administrasi Publik (e-ISSN: 2797-0469), 1(01), 25-38.

Lukman, J. P. (2022). Efektivitas Outcomes Sistem Keuangan Desa Berbasis E-Government di Desa Paconne Kecamatan Belopa Utara Kabupaten Luwu. Indonesian Journal of Intellectual Publication, 2(3), 103-110.

Makmur, Syarif. 2008. Pemberdayaan Sumber Daya Manusia dan Efektivitas Organisasi Kajian Penyelenggaraan Pemerintahan Desa. Jakarta: Rajawali Press.

Martani & Lubis. 2007. Kebijakan Publik. Jakarta: Pustaka Pelajar.

Maulidiah. 2014. Pelayanan Publik, Pelayanan Terpadu Administrasi Kecamatan. CV. Indra Prahasta.

Mulyadi, D. 2016. Studi Kebijakan Publik dan Pelayanan Publik. In Carbohydrate Polymers.

Mikkelsen, Britha. 1999. Metode Penelitian Partisipatoris dan Upaya-upaya Pemberdayaan: Sebuah Buku Pegangan bagi para Praktisi Lapangan. Jakarta: Yayasan Obor Indonesia.

Nurdin, I. 2019. Kualitas Pelayanan Publik (Perilaku Aparatur Dan Komunikasi Birokrasi Dalam Pelayanan Publik). Penerbit Media Sahabat Cendekia.

Nurrahman, A., & Rahman, J. 2021. Efektivitas Sicantik Cloud Pada Pelayanan Publik Perizinan Berbasis E-Goverment Dikabupaten Purwakarta. Jurnal Teknologi dan Komunikasi Pemerintahan, 3(2), 31-50.

Prihanto, I. G. (2012). Analisis implementasi e-government pada pemerintah daerah tingkat provinsi di indonesia [analysis of the implementation of e-government on regional government level in indonesia]. Jurnal Analisis dan Informasi Kedirgantaraan, 9(1).

Rudiansyah, Y. A., Argenti, G., & Febriantin, K. (2021). Kualitas pelayanan administrasi kependudukan pada masa pandemi covid 19 di dinas kependudukan dan pencatatan sipil. Kinerja, 18(4), 513–520.

Sarundajang. 2005. Babak Baru Sistem Pemerintahan Daerah,. Kata Hasta.

Sinambela, Lijan Poltak. 2014. Reformasi Pelayanan Publik: Teori, Kebijakan, dan Implementasi. Jakarta: Bumi Aksara.

Steers, Richard M. 1985. Efektivitas Organisasi Kaidah Perilaku (Alih Bahasa Magdalena). Jakarta: Erlangga.

Sugiyono. 2017. Metode Penelitian Kuantitatif, Kualitatif Dan R&D. Bandung: Alfabeta.

Wulandari, N. K. A. D., Purnamaningsih, P. E., & Prabawati, N. P. A. (2024). Efektivitas Taring Sebagai Realisasi Pelaksanaan E-Government Pada Pelayanan Publik Berbasis Digital (Studi Kasus: Dinas Kependudukan dan Pencatatan Sipil Kota Denpasar). Ethics and Law Journal: Business and Notary, 2(1), 127-138.