



Quality of Integrated Information System Services Population (Sintren) in the Issuance of Birth Certificates Department of Population and Civil Registration Cirebon Regency

Muhammad Rizal Faturrojab¹, Fadilla Desmario², Iskandar Zulkarnaen^{3*}
Public Administration, University of Swadaya Gunung Jati, Cirebon, Indonesia
Corresponding Author: Iskandar Zulkarnaen, iskandar_zulkarnaen@ugj.ac.id

ARTICLE INFO

Keywords: SINTREN, Service Quality, Public Services, Birth Certificates

Received: 3, June
Revised: 17, June
Accepted: 18, July

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ABSTRACT

In implementing this system, there are various problems that must be addressed, one of which is the limited human resources and the suboptimal use of SINTREN at the Population and Civil Registration Office of Cirebon Regency. This study aims to analyze and evaluate the quality of services provided by the Population and Civil Registration Office of Cirebon Regency in the implementation of the Integrated Population Information System (SINTREN) in the process of issuing birth certificates. This study uses a qualitative method with a descriptive approach, where data is collected through interviews, observations, and documentation. The results of the study indicate that SINTREN has great potential to improve the quality of public services in the field of population administration and has been regulated in the regional regulations of Cirebon Regency. However, the reality has not been optimal, as seen from several problems and obstacles. The factors causing the quality of service to be suboptimal are tangibles, reliability, responsiveness, assurance, and empathy. Efforts to optimize the quality of the integrated population information service system of the Cirebon District Population and Civil Registration Office include human resource training, community outreach, and simplification of administrative processes, which are essential for optimizing SINTREN.

INTRODUCTION

Every sovereign country has a responsibility to protect and recognize its citizens. Indonesia, as a sovereign country, in accordance with Pancasila and the 1945 Constitution of the Republic of Indonesia, is obliged to protect and recognize the existence of its citizens through a population system. This system is intended to ensure the rights of the people in terms of personal and legal status, which provides them with protection. The population is a crucial component in the development of a nation, as well as in the development of each region. Development efforts that focus on human factors as drivers will not succeed without accurate data on population size and a deep understanding of the existing population structure (Indryani et al., 2022a).

Cirebon Regency has 40 sub-districts, 424 villages and urban villages, and a population of 2,360,441. The implementation of the Integrated Population Information System (SINTREN) aims to integrate all population administration processes into a single system that is easily accessible to officials and the public. One of the important population administration products is the birth certificate, which serves as legal proof of an individual's status within the country's legal and administrative systems. The swift and efficient issuance of birth certificates through a technology-based system can help reduce bureaucratic red tape and improve services to the public. Although SINTREN has been implemented, there are still several issues that need to be addressed during its implementation. For example, SINTREN users have not kept up with the latest technological developments. Regarding the quality of service to the public, there is a need for experts who are capable of operating the system and reliable supporting infrastructure, such as the internet network and hardware used in the system. All of these factors must be taken into account when assessing the overall quality of SINTREN services.

The digitalization era has driven the transformation of public services towards a more integrated and efficient system. Indrajit's theory (2016) asserts that the success of E-government implementation depends on the availability of adequate information technology infrastructure by the government (Sukendar et al., 2023). One of its applications is the development of the Integrated Population Information System, abbreviated as SINTREN, in Cirebon Regency, aimed at simplifying population administration services, particularly in the issuance of birth certificates.

Cirebon Regent Regulation No. 68 of 2021 regulates the SINTREN website in Article 1, Paragraph 4 of the Regulation, which states that SINTREN is a collection of actions related to the processing and dissemination of population documents and data electronically through technology, communication, and information. This operation includes population registration, civil registration, management of information related to population administration, and the utilization of its results for public services (Rachmayanti et al., 2022b)

In Cirebon Regency, the implementation of the Integrated Population Information System (SINTREN) aims to integrate all population administration processes into a single system that is easily accessible to officials and the public. SINTREN offers several types of population services, such as activation of digital

population identity (IKD), family cards, biodata, migration (change of domicile and separation of family cards), birth certificates, death certificates, marriage certificates, divorce certificates, annulment of marriage/divorce certificates, complaints about inactive/offline data, complaints about services not in accordance with SOPs, and complaints about illegal fees. One of the important population administration products is the birth certificate, which serves as legal proof of an individual's status within the country's legal and administrative systems. The swift and efficient issuance of birth certificates through an information technology-based system can help reduce bureaucratic red tape and improve services to the public. Although SINTREN has been implemented, there are still some issues that need to be addressed during its implementation. For example, SINTREN users have not kept up with the latest technological developments. Regarding the quality of services to the public, the availability of skilled personnel capable of operating the system and the reliability of supporting infrastructure such as internet networks and hardware used in the system are crucial. All these factors must be considered when evaluating the overall quality of SINTREN services.

The quality of birth certificate issuance services provided by the Integrated Population Information System (SINTREN) of the Cirebon Regency Population and Civil Registration Office faces significant challenges in terms of public understanding of technology, particularly in rural areas. The Population and Civil Registration Office of Cirebon Regency faces significant challenges related to technological literacy in several villages in the implementation of the Integrated Population Information System (SINTREN) for birth certificate issuance. Although SINTREN aims to simplify online population management services, the low level of technological literacy among rural communities remains the primary obstacle to optimizing the system. For example, literacy rates in Susukan Village, Cirebon Regency, still need to be improved. Research conducted in the village shows that residents' interest in reading still depends on their mood, and the library is not popular among villagers. (Prasastiningtyas, 2019)

This reflects the challenges of improving literacy, including digital literacy, which impacts the community's ability to utilize services such as SINTREN. This results in low community participation in using the provided system, thereby hindering the birth certificate issuance process. This lack of understanding not only causes delays in document submission but also creates a larger information gap between those who are tech-savvy and those who are less tech-savvy. (Diskominfo, 2021a)

Therefore, research needs to be conducted on the reasons why rural communities lack understanding of technology and how to improve their digital literacy. To address this issue, local governments and other stakeholders must collaborate. Digital literacy training for villages, youth, and community members is one of the plans. By improving digital literacy in villages, it is hoped that communities can better utilize SINTREN for population management services such as monitoring birth certificates. Therefore, public services in Cirebon Regency will improve overall. (Diskominfo, 2021b)

Research Gap

Research on the quality of administrative services, particularly in the issuance of birth certificates at the Population and Civil Registration Office (Disdukcapil) of Cirebon Regency, has been conducted extensively prior to the introduction of digital innovations such as the Integrated Population Information System (SINTREN). Previous studies have generally focused on factors influencing service quality, such as service procedures, staff capabilities, and challenges related to reliability, responsiveness, and assurance. For example, research by Fitriana Santy and Suryaningsih (2011) showed that the quality of birth certificate services at the Disdukcapil of Cirebon Regency was significantly influenced by service procedures and staff competence, but there were still limitations in terms of service speed and accuracy.

With the development of technology, the Cirebon District Disdukcapil launched the SINTREN innovation as an effort to digitize population administration services. Recent research highlights that SINTREN is expected to improve service efficiency, but its implementation in the field still faces various challenges. Based on research conducted by Adista Rizky Septiyani in 2024, it was revealed that although SINTREN makes it easier for the community to manage population documents, its utilization is still not optimal due to low digital literacy, lack of socialization, and limited access to technology in the community. In addition, the complexity of using the application and data integration with the center are also major obstacles in the implementation of SINTREN. (Rizky Septiyani et al., n.d.)

LITERATURE REVIEW

Previous studies are scientific research that investigates issues related to the title proposed by the researcher. The researcher uses these findings as a reference during the process of compiling this research. The initial study by M. Rizki Fadilah, "The Effectiveness of Services Through the SINTREN Application in Regulating the Administration of Population Migration at the DISDUKCAPIL of Cirebon Regency," was used as a reference. During the observation, the researcher identified an issue with the online service through the SINTREN application, which still faces several challenges, one of which is the unavailability of the service. (Fadilah et al., n.d.)

The second research journal by Yanto Heryanto, Moh. Sutarjo, and Resa Ramadhani, titled "Quality of Public Services in the Issuance of Building Permits at the Investment and Integrated One-Stop Service Agency," discusses PBG services that seem complicated, time-consuming, and suboptimal. (Heryanto et al., 2023)

The third research journal by Safitri Indryani, Nurudin Siraj, and Moh. Sutarjo, and Aghnia Dian Lestari titled "Quality of Service in the Issuance of Death Certificates at the Population and Civil Registration Office of Cirebon City" aim to describe events or phenomena occurring in the field and present data systematically, factually, and accurately regarding the facts or phenomena occurring in the field. There is a similarity between this study and our research, namely the research method used, which is a qualitative and descriptive approach. (Indryani et al., 2022b)0

The four research journals published by Juriko Abdussamad from Gorontalo State University, Research on "The Quality of Public Services at the Population and Civil Registration Office of Gorontalo Regency," identified several factors that cause poor public services, including the professionalism of officials and timeliness. Our research and this study both use a qualitative and descriptive approach. (Abdussamad juriko, 2019).

Public Service

Public services are a crucial element of governance aimed at improving public welfare through the provision of accessible, transparent, and high-quality services. On the other hand, the concept of service quality encompasses various important indicators. Addressing these issues is vital to improving service quality and ensuring that services meet public expectations (Inka et al., 2024). Public service is the provision of essential administrative services by the government, aimed at meeting community needs while adhering to the principles of good governance. The primary focus is on efficiency, effectiveness, and community participation to enhance service quality. (Rachmayanti et al., 2022a)

Service Quality

The quality of public services, especially in the issuance of birth certificates, is greatly influenced by human and material resources. To overcome the challenges that have been identified, such as increasing the number of staff and improving facilities, it is crucial to improve the overall quality of services at the Population and Civil Registration Office of Cirebon Regency. (Abdussamad Juriko, 2019). According to Oktariyanda et al., 2013, public services provided by government officials in various sectors do not meet public expectations, particularly in terms of fulfilling civil rights and basic needs. The number of complaints and grievances submitted directly to service offices demonstrates this. This issue is caused by complex, non-transparent, non-informative, and inconsistent systems and procedures. Legal uncertainty, time constraints, and the culture and practice of informal fees result from this situation. (Heryanto et al., 2023)

Dimensions of Service Quality

According to Zeithaml, one of the factors that influence consumers' decisions to buy or reject a product or service is their perception of the quality of service provided by the provider. This shows that customer satisfaction is closely related to the quality of service they receive. (Pasolong Harbani, 2019)

According to Zeithaml-Parasurman-Berry (1990), to understand the quality of service that is actually perceived by consumers, there are indicators of consumer satisfaction that are based on five dimensions of service quality according to consumer opinion. The five dimensions of servqual are:

1. Tangibles: Refers to the physical aspects of the service, such as office facilities, computer-based administrative systems, waiting rooms, and information areas.

2. Reliability: Related to the ability to provide consistent and reliable services.
3. Responsiveness: Reflects readiness to provide assistance and services quickly and accurately, as well as responsiveness to consumer needs.
4. Assurance: Covers the competence, friendliness, and politeness of employees in building consumer trust.
5. Empathy: Demonstrating employees' attentiveness and concern for consumers, while remaining firm.

Integrated Population Information System (SINTREN)

SINTREN (Integrated Population Information System) was developed by the Population and Civil Registration Office of Cirebon Regency with the aim of improving efficiency and effectiveness in public services, particularly in the issuance of important documents such as birth certificates. This system was introduced to facilitate the public in managing population documents, including birth certificates. SINTREN is designed to streamline administrative processes related to public services. While SINTREN has demonstrated significant progress in improving the quality of birth certificate services, there are still several aspects that require attention. Addressing issues related to public awareness, technological infrastructure, and staff training are crucial for enhancing service quality and ensuring citizen satisfaction. Continuous evaluation and adjustments to this system will be key to effectively meeting the needs of an ever-growing population. (Fadilah et al., n.d.)

METHODOLOGY

The research method used is a descriptive qualitative research method with data collection techniques through interviews, observations, and the use of documents. Research methods are basically scientific ways of obtaining data for specific purposes and uses. (Sugiyono, 2009)

This study uses purposive sampling and snowball techniques to find supporting and key informants. (1) The Head of the Service Division at the Population and Civil Registration Office of Cirebon Regency; (2) Supporting informants, namely staff members involved in the SINTREN service at the Population and Civil Registration Office of Cirebon Regency; and (3) the general public who utilize the services offered by the Population and Civil Registration Office of Cirebon Regency. (Indryani et al., 2022b)

The data collection techniques used in this study were:

1. Interview

Interviews were conducted with various stakeholders, including officials from the Population and Civil Registration Office, as well as members of the community who use SINTREN services. The purpose of these interviews was to understand their experiences and perceptions of service quality.

2. Direct Observation

The observation was conducted by observing the process of issuing birth certificates through SINTREN in the field. The purpose of this observation was to see firsthand the implementation of the system and the interaction between officials and the community.

3. Documentation

Collection of documents related to the issuance of birth certificates and SINTREN service reports. This documentation aims to obtain additional information and support the data obtained through interviews and observations.

Data obtained from observations, documentation, and interviews were analyzed using content analysis techniques. This analysis involved interpreting the context, grouping emerging themes, and coding data to improve understanding of the quality of SINTREN services.

RESULTS AND DISCUSSION

Quality of Integrated Population Information System (SINTREN) Services in Issuing Birth Certificates at the Population and Civil Registration Office of Cirebon Regency

The Cirebon Regency Population and Civil Registration Office was established in accordance with Government Regulation No. 41 of 2007 concerning Regional Apparatus Organizations and Regional Regulation No. 5 of 2008 concerning the Establishment of the Cirebon Regency Population and Civil Registration Office Organization. As part of the implementation of regional autonomy in the field of administrative services, this organization handles issues related to population and civil registration.

With the issuance of this regional regulation, it is hoped that the quality of services, employee performance, and service productivity will improve. However, the public is still unaware of the importance of obtaining a birth certificate. This is not only because they are unaware of the importance of having a birth certificate, but also due to internal factors, particularly those related to how the bureaucracy provides services, requirements, and time standards for obtaining a birth certificate.

The Integrated Population Information System (SINTREN) is an innovation launched by the Population and Civil Registration Office (Disdukcapil) of Cirebon Regency with the aim of improving the quality of public services in the field of population administration. An efficient system for managing population data is becoming increasingly important in the rapidly evolving digital era. SINTREN serves as a solution to address various challenges in population administration services, such as long queues, complex processes, and a lack of transparency in service delivery.

As shown by the study, the Population and Civil Registration Office of Cirebon Regency meets the requirements for issuing birth certificates. Service quality can be defined as efforts to meet customer needs and desires, which serve to provide direct services to the public in the service industry, including the issuance of birth certificates. Conditions that are constantly changing and that impact products, services, individuals, processes, and the environment, and that are able to meet or even exceed expectations, can be referred to as quality. The author refers to Zeithaml-Parasuraman-Berry's (1990) theory on service quality assessment, which explains that consumer satisfaction indicators form five dimensions of service quality from the consumer's perspective. The service quality perceived by consumers can be measured using these indicators, namely:

Tangible

The quality of office services consists of physical office facilities, administrative computer systems, waiting rooms, and information locations. When talking about public service standards at Disdukcapil, laws such as Law No. 25 of 2009 on Public Service and the Minister of Home Affairs Regulation (Permendagri) on the implementation of population administration are typically referenced. If the facilities and infrastructure meet the standards, they generally include: To enhance efficiency and transparency, national population data has been integrated into a computerized system. Through the document upload feature, the registration and verification of documents are conducted digitally. Services can operate smoothly thanks to reliable server and network support.

The Population and Civil Registration Office of Cirebon Regency provides clear and easily accessible information through notice boards or digital screens displaying services, requirements, procedures, and estimated service times. The waiting area is designed for comfort, equipped with sufficient seating, air conditioning, and a clean, tidy, and disability-friendly environment for the elderly. Supporting facilities such as toilets for those choosing manual services and a children's play area are also provided to enhance comfort while waiting for services. By setting clear service times and ensuring accuracy and speed in document issuance, such as birth certificates, the Population and Civil Registration Office of Cirebon Regency is committed to meeting public service standards. To facilitate complaints, a complaint mechanism is available through social media

Reliability

The ability and accuracy in providing reliable services are crucial. If there are obstacles in the community related to the process of issuing birth certificates through SINTREN, the problem will be conveyed to the authorities or technical team who have the competence to handle the issue. The procedure for issuing birth certificates at the office follows the established SOP, which is within 1x24 hours. If there is a delay, it typically takes between 2 to 3 working days. If you are experiencing difficulties, please provide more details so that I can offer a more appropriate solution

Responsiveness

The ability to provide fast, accurate, and responsive assistance and services to consumers is crucial. This relates to various aspects, including process speed, accessibility, data security, and service transparency. Population data integration plays an important role in improving the efficiency and accuracy of birth certificate issuance. However, there are several issues that need to be addressed, such as technical disruptions and low levels of digital literacy, to ensure that services are optimized and accessible to all segments of society. Regarding public complaints about services through the SINTREN website or app, staff provide adequate responses through various channels, such as the website, WhatsApp, and Instagram, enabling the public to easily and quickly submit their complaints

Assurance

The ability and friendliness of employees, as well as their politeness, in gaining the trust of the community. Officers are expected to be friendly, polite, and ready to help during the implementation of the integrated information system for birth certificate issuance. This attitude is crucial for creating a positive experience for the public and ensuring that the process runs smoothly and efficiently. Additionally, staff should provide reassuring explanations if there are delays or technical issues in the integrated information system for issuing birth certificates. This is important to ensure that the public remains informed about the situation and feels supported throughout the service process.

Empathy

A strong but caring attitude from employees towards customers. The relationship between management and staff is required to improve their competence, improve existing systems, and ensure fast and transparent services in order to achieve maximum service quality. In addition, officers must prioritize the comfort and satisfaction of the community by being polite, responsive, and providing solutions when encountering obstacles in the process of issuing birth certificates.

Factors Hindering the Quality of Service of the Integrated Population Information System (SINTREN) in the Issuance of Birth Certificates by the Population and Civil Registration Office of Cirebon Regency

Inhibiting Factors

a. Unmet Human Resource Requirement

In the process of developing online service innovations such as the Sintren application, human resources play a very important role. Currently, the Population and Civil Registration Office of Cirebon Regency is facing issues related to a shortage of manpower. If there are sufficient human resources, birth certificates can be issued more efficiently. However, if there is an insufficient number of staff, the process may be delayed for up to three working days.

b. Some members of the society who lack the understanding of technology

The online service provided by the Cirebon Regency Population and Civil Registration Office through the Sintren app is part of the government's efforts to help its citizens, but many people do not yet know how to use it. Some people are not yet aware of the app, while others prefer to come directly to the office to submit their population documents and applications. Researchers can conclude that humans naturally need each other as social beings.

c. Lack of facilities and infrastructure

There are several challenges to the Sintren application's inability to provide automatic birth certificate issuance services. One of these challenges lies in the lack of infrastructure, namely insufficient computerization. The study found that the Sintren application cannot provide certain services due to insufficient infrastructure.

d. Lack of socialization to the community

The online services offered by the Sintren app are still rarely used, especially for issuing birth certificates. The Sintren app is not well known among the public. Interviews conducted by researchers found that the Population and Civil Registration Office of Cirebon Regency has not provided sufficient information about the Sintren app to the public.

Efforts to Improve the Quality of Integrated Population Information System (SINTREN) Services in the Issuance of Birth Certificates by the Population and Civil Registration Office Of Cirebon Regency

a. Human Resource Development

The Population and Civil Registration Office of Cirebon Regency is working to improve the skills of Sintren application operators by providing training and technical guidance. This will help the Population Office of Cirebon Regency provide the best possible service to the community.

b. Improvement of Facilities and Infrastructure

The Cirebon Regency Population Office ensures that information technology infrastructure, such as computerization and internet networks, are operating properly to support Sintren operations, as supporting facilities and infrastructure are very important in the process of developing online service innovations in the form of the Sintren application.

c. Socialization and Education for the Community

Conducting comprehensive outreach to the community regarding the procedures and benefits of SINTREN in order to maximize the SINTREN application program so that they can better understand how to access the necessary services and documents. In this way, all segments of the community in Cirebon Regency can enjoy its benefits.

CONCLUSION AND RECOMMENDATION

In this era of ongoing digitalization, the government, especially in the field of population administration, must pay attention to the quality of public services. This journal discusses the implementation of the Integrated Population Information System (SINTREN) at the Population and Civil Registration Office of Cirebon Regency with the aim of improving the efficiency and effectiveness of the birth certificate issuance process. Analysis indicates that SINTREN has significant potential to improve service quality but also faces numerous challenges, namely:

The Importance of Quality Public Services

An important part of good governance is good public service. Good public service builds trust among people and meets the needs of the community. One important document in terms of population is the birth certificate, which grants basic rights to every citizen. Therefore, in order to fulfill the civil rights of the community, the issuance of birth certificates must be fast, effective, and clear.

Implementation of SINTREN in Cirebon Regency

SINTREN is an information technology-based service innovation that aims to integrate all population administration processes into a single, user-friendly system. With SINTREN, it is hoped that the process of issuing birth certificates will be faster and more efficient, reducing excessive bureaucracy and increasing service transparency. This system is part of the government's efforts to promote e-government as part of the digital transformation of public services.

Dimensions of Service Quality

Based on the theory of Zeithaml, Parasuraman, and Berry (1990), service quality can be measured through five dimensions, namely tangibles, reliability, responsiveness, assurance, and empathy. In the context of SINTREN, each of these dimensions plays an important role in determining public satisfaction with the services provided :

- **Tangible:** The physical quality of the facilities and infrastructure used in the service, such as office facilities, computerized systems, and comfortable waiting rooms..
- **Reliability:** The ability to provide reliable services that meet established standards.
- **Responsiveness:** The ability to provide fast and accurate services, as well as respond to the needs of the community.
- **Assurance:** The friendly and polite attitude of employees in providing services, which can increase public trust.
- **Empathy:** Employees' attention and concern for the needs of the community, which creates a positive experience in service delivery.

Problems in the Implementation of SINTREN

Although SINTREN has made great progress, there are still several issues that need to be addressed. One of the main issues is the lack of public understanding of the technology, which has resulted in low usage of SINTREN. The availability of experts capable of operating the system and supporting infrastructure, such as the internet network, is also an important component that affects the quality of services provided.

Efforts to Improve Service Quality

To improve the quality of SINTREN services, several efforts can be made, including:

1. **Improvement of Facilities and Infrastructure:** Ensuring that information technology facilities and infrastructure such as computers and internet networks function properly to support SINTREN operations.
2. **Human resource training and development:** Conducting training for employees to improve their skills in using the system and providing better service.
3. **Socialization to the Community:** Conducting outreach on the use of SINTREN so that the public better understands how to access services.

An important step in improving the administrative services provided to the

public is the implementation of SINTREN at the Population and Civil Registration Office of Cirebon Regency. With the right and sustainable methods, SINTREN can provide more efficient services. Therefore, to ensure that the services provided meet public expectations and high standards, cooperation between the government, employees, and the public is very important.

As a result, SINTREN will not only simplify administrative processes but also strengthen public trust in the government and create more transparent, efficient, and responsive public services. The success of SINTREN depends heavily on the commitment of all parties to continue innovating and adapting to technological advancements and the ever-changing needs of the community.

ADVANCED RESEARCH

Further study is recommended to evaluate the long-term impact of SINTREN on public service quality and user satisfaction. Future research could focus on measuring user adoption rates, analyzing barriers to digital access among different community groups, and assessing the effectiveness of training programs for both staff and the public. Comparative studies across regions implementing similar digital systems could also provide valuable insights into best practices and strategies for overcoming technological, infrastructural, and social challenges. Such research will be essential in guiding future improvements and ensuring the sustainability of digital public service innovations like SINTREN.

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