

## An Analysis of the Quality of Service Provided by Sayang Warga Application in the Sukolilo District Office, Surabaya

Paulus Magnus Nagus<sup>1</sup>, Amirul Mustofa<sup>2\*</sup>, Ulul Albab<sup>3</sup>  
Universitas Dr Soetomo

**Corresponding Author:** Amirul Mustofa [amirul.mustofa@unitomo.ac.id](mailto:amirul.mustofa@unitomo.ac.id)

---

### ARTICLE INFO

*Keywords:* Sayang Warga, Sukolilo, Surabaya

*Received :* 5 July

*Revised :* 18 August

*Accepted:* 22 September

©2023 Nagus, Mustofa, Albab: This is an open-access article distributed under the terms of the [Creative Commons Attribution 4.0 International](https://creativecommons.org/licenses/by/4.0/).



### ABSTRACT

The purpose of this study is to determine the quality of population administration services at the Sukolilo District Office in Surabaya. Population administration services are a continuous series of structuring and controlling activities, as well as the issuance of documents and population data. Quality public services will increase citizen satisfaction and demonstrate the validity of population management. The descriptive qualitative method was used in this study, with the first research instrument being the researcher himself, who collects, manages, analyzes, interprets, and verifies all data and information obtained from participant observation of every setting and event. Primary and secondary data were gathered through interviews, observations, and literature searches. The findings revealed that the quality of population administration services provided by the Sayang Warga website in Sukolilo District is optimal, with the fifth dimension of service quality dimensions, namely Tangibles, Reliability, Responsibility, Assurance, and Empathy, running optimally and conducively. According to the research, many Sukolilo District residents have used the Sayang Warga website to complete and manage the necessary data or files, which is supported by the graphic data that the researcher has presented

---

## **INTRODUCTION**

The Sayang Warga website service was launched as an effort by government officials at the sub-district and sub-district levels to immediately handle community population administration problems originating throughout the city of Surabaya. The Sayang Warga service program was created by the Surabaya City Population and Civil Registry Service as a result of the Kalimasada program innovation. The Sayang Warga Service Program can be implemented at the District office or RW Hall in the sub-district area, where Sukolilo District is one of the government agencies in the city of Surabaya which also provides Sayang Warga services to all residents of the Sukolilo District. The population administration services provided through the Sayang Warga service program aim to make it easier for residents to manage population registration by eliminating the need for people to come to the sub-district office to take care of population registration. In addition, this initiative seeks to increase public understanding of the importance of population management.

The goal of a country is the welfare of its citizens by providing services in accordance with the basic guidelines and procedures that have been established in an effort to adapt to the needs and preferences of service recipients or the general public as well as interested parties tasked with implementing the provisions of statutory regulations. As regulated in the Public Service Law Number 25 of 2009. In essence, public services cover various aspects of life (Azwar, 2020). In order to improve the quality of public services provided by government officials, the government as a service provider in state life must prioritize the needs of the community (Rendo, 2019).

Government institutions and organizations are increasingly under pressure to offer the best services that support and enhance local economic activity. Therefore, experts in the field of government services must be more careful and active in facing the new global paradigm so that their services can meet the desires and demands of the dynamic wider community (Alfionita & Gunawan, 2020). The interests of the community are always prioritized in providing public services, but in the past the public often complained that the services provided by government representatives were below standard (Sarmini, 2019). The main reason for using public services is often this.

Building a smart city by utilizing e-Government aims to provide better and better public services than before. It is a government administration effort that uses information and communication technology with the aim of making it easier to communicate with the public (Atthahara, 2018). The Surabaya City Government aims to provide good and quality services to the community by continuing to develop so that the community can get assistance quickly, responsively and appropriately (Rahmawati & Hertati, 2022). The Surabaya City Government launched the "Sayang Warga" website to develop Surabaya city services as a forum for Dispendukcapil which has the vision of realizing accurate population data and a society that is aware and orderly in population administration. Dispendukcapil's objectives also include providing superior, innovative and humane population administration services.

There are various stages of e-government as a service idea that utilizes information technology. First, be prepared. Lastly, maturity. Stabilization comes in third. Fourth, the implementation of the e-government system is expected to help create a better, more effective, efficient, transparent and responsible government (Mufarrihah et al., 2022). Another government-controlled digital tool for disseminating information to the general public, commercial partners, company employees, and other institutions (Widiani & Abdullah, 2018). The government is facing problems in the field of public services in the digital era, namely the government is trying to meet the public's needs for services that must be responsive, effective, efficient and of high quality (Suryadevi; Fanida., 2020).

## **LITERATURE REVIEW**

### **Quality of Public Services**

Public perception of service quality will depend on the institution's ability to provide professional services in accordance with service quality standards, good procedures, services delivered in a pleasant, relaxed, orderly manner, as well as certainty of time and costs (Erlianti, 2019). Public services are used to measure how well tasks are completed and how well the government is performing. Public services are seen as the main driver and pioneer by all participants in the elements of good governance. Government representatives, members of civil society, and business executives are all interested in improving the effectiveness of public services (Amirul et al., 2019).

For three main reasons, public service reform can support effective governance in Indonesia. First, the government, the general public and the business world all value improving the performance of public services. Second, the three components of government that form public services often interact. Third, the public sector makes it easier and clearer to translate the values that form effective governance practices (Engkus et al., 2021). Improving public service standards is very important for public institutions because it is the ultimate goal of government administration reform in Indonesia (Wiratno, 2020).

When the public as users and service providers have a dynamic connection, the quality of public services will be guaranteed. Public services themselves depend on infrastructure, response time and speed of delivery (Khilmiah et al., 2020). Service quality must be comprehensive and not even fully integrated into the organization, including the provision of services or services and where employees still have not embedded quality in service values. This has resulted in the development of service quality where the community becomes the main emphasis on service (Marande, 2020). Service quality is said to be good and adequate if it meets expectations. Conversely, if the service is below what is expected, it is considered to be of poor quality (Zamroni et al., 2019).

### **"Sayang Warga" Application**

Currently, we hope that the government can realize good governance which is characterized by efficient, accountable, transparent and responsible government administration. The public is increasingly demanding that government institutions provide higher quality public services (Purwastuti et al., 2020). The public demands efficient services, especially from the government

sector. The ability to simplify people's experience of the service process through short, fast, accurate and satisfying procedures is a sign of effective service (Febriansyah & Nasution, 2022). However, this problem often arises in the implementation of public services, especially population administration services, which are often considered ineffective by society as a whole.

In fact, population administration services are very important for people's lives because these services guarantee the existence, identity and other civil rights as well as the basic needs of society as a whole. Every request and basic right of every citizen who receives assistance, commodities or services from civil public service providers can be fulfilled by the government through the provision of public services (Rahmad et al., 2023). Population administration is an important part of the government which is responsible for managing population documents in an area, especially for the city of Surabaya. However, in practice, many people still face obstacles in processing their population documents.

Several factors for this to occur are due to the lack of assistance services for managing population administration, which causes the population administration process to become difficult and time consuming. Population administration services that are slow and ineffective can hamper people's rights, such as access to services for health, education, social assistance, and services for population administration. Apart from that, queuing is also one of the factors that causes manual population administration services to be less effective in sub-districts and other government agencies. Customers queue as one of their first experiences in a government institution, so queuing problems have a significant impact on customer behavior and satisfaction (Islah et al., 2021).

Some people feel uncomfortable queuing at government offices with the current approach, especially if the queues are long and irregular. Therefore, the Surabaya City Government, especially the Surabaya City Population and Civil Registry Service, has developed an administrative service program known as *Sayang Warga* which brings the village government closer to the community. The *Sayang Warga* site, which supports the growth of e-Government, aims to assess the situation of local communities so that any problems can be resolved promptly and successfully. By reporting by the public if they need help in the RT/RW environment, this website also aims to help residents develop a sense of empathy for each other.

The *Sayang Warga* service is a program launched as an effort by government officials, especially at the sub-district and sub-district levels, to quickly handle population administration problems in the community in the sub-district and sub-district areas. As a breakthrough from the *Kalimasada* program innovation, the Surabaya City Population and Civil Registration Service created the *Sayang Warga* Service Program. Population administration services through the *Sayang Warga* service program aim to make it easier for residents to manage population administration, where people do not need to bother coming to the sub-district office to be able to take care of population administration.

## METHODOLOGY

The type of research used in this research is descriptive with a qualitative approach. Descriptive research is called qualitative descriptive (QD) in qualitative research (Nurmalasari & Erdiantoro, 2020). In this research the author will describe and explain online population administration services through the Sayang Warga Surabaya website. According to this definition, qualitative descriptive research focuses on how people perceive and understand their experiences to understand social reality and empower people to overcome their own problems. He studies natural social action events (MOHAJAN, 2018). Qualitative research is described as "a research method used to study the condition of natural objects".

A literature review of research findings that have been presented in journals and national sessions is the basis for producing this research. Literary study is a group of activities that includes gathering information from libraries, reading and note-taking, and maintaining research resources (PILENDIA, 2020). Books, journals, research report articles, and websites all contain these quotes. A group of sources related to problem formulation resulted from this literature review. This research uses various data collection methods, such as: (i) Researchers use observation and interviews as data collection techniques to pay attention to and record the symptoms being studied (Putri et al., 2022). The most important aspect in applying observation techniques is relying on the researcher's memory.

By using a non-participatory observation approach, where the researcher is only an observer, the researcher observed the implementation environment of the Sayang Warga online service in Sukolilo District and then summarized it in the form of notes. (ii) The process of direct questioning between two or more people is called an interview. There are many types of interviews, such as structured and unstructured interviews (Kaharuddin, 2021). In this case, the researcher conducts a structured interview and selects interview questions. (iii) Literature Study: As a step in the data collection process, researchers need to manage their research materials, obtain library data, read and take notes, and complete other tasks.

The data analysis technique uses an interactive model according to (Miles et al., 2014), namely: (i) Data collection, (ii) Data condensation, interview transcripts are filtered to determine the desired research focus after the researcher conducts interviews and collects written data in the field. This data condensation method is then obtained (iii) Data display, Information is organized, combined, and concluded through data display (iv) Conclusions drawing, to collect data, the researcher first looks for less patterned understanding, notes patterns in the explanation, then traces the cause-and-effect chain. The final stage of this process is concluding all the data the researcher has collected.

## RESULTS AND DISCUSSIONS

### Service Quality Analysis

The government must look for the best answers to the problems it frequently faces, both internal and external obstacles originating from within the institution and from society. In government organizations, service to the community is the main goal that cannot be avoided because it is an obligation to provide services. Services related to population administration include documenting and monitoring the distribution of population data (Hidayat, 2018). The State Administration System, which has an essential role in government and development, includes the population administration system as a subsystem (component). Population management is carried out to uphold the human rights of everyone involved in providing population administration services, increasing community participation in population management, and providing services needed by the community.

Sukolilo Regency seeks to increase public interest in processing population documents by providing population administration services with straightforward and easy-to-reach methods. The Sayang Warga Surabaya application or website allows officers to submit the entire set of population documents provided. The Surabaya City Population and Civil Registration Service developed this application as an innovation in population administration services to improve these services. Referring to relevant service standards will help determine service quality. According to Zeithaml, Parassuraman & Berry (in Hardiyansyah 2011:11), service quality indicators are located in five dimensions: tangibles, reliability, responsiveness, assurance, and empathy. Based on the results of the interview, the following were obtained:

Table 1. Interview Results for the Quality of Service for Citizens

<b>Dimensions</b>	<b>Interview result</b>
Tangibles	Ease of service process. This Sayang Warga website is beneficial for residents of Sukolilo District if they want to take care of documents or other population administration because this Sayang Warga website can be accessed anywhere and at any time.
Reliability	The officers' ability to provide services as promised consistently, accurately, and precisely to help residents who still have difficulty using the Sayang Warga application via WhatsApp private chat. Apart from that, the officer's ability to explain the process or flow of services in the Sayang Warga application.
Responsiveness	Officers or regional officials carry out services responsively when residents experience difficulties. Regional officers or officials also carry out services well and according to procedures. Provincial officials or officials carry out services carefully, following applicable regulations. Officers or apparatus also provide benefits quickly to increase the effectiveness and efficiency of the service process.

Assurance	The Sayang Warga website service management is guaranteed to be safe because only officers can confirm and check the data uploaded by the residents concerned. That is because residents and officers have emails and passwords to access the Sayang Warga website.
Empathy	Officers always prioritize the community's or applicants' needs before treating or serving service users individually or individually. So that residents feel comfortable, officers do with a kind attitude. On the other hand, the police also serve without discrimination.

Source: Data Processed by Researchers, 2023

Currently, public services are a must for every city. Every public body must strive to provide the highest quality services to the service user community (Nurjoko et al., 2019). Government public services, in this case, the Sukolilo District Office, still need to be improved, especially today. There needs to be an initiative to enhance the quality of public services to develop services that are more effective, efficient, and in line with the needs and aspirations of the community. Based on table 1 it can be analyzed as follows:

Based on table 1 it can be analyzed as follows:

### **Tangibles**

The tangible aspect of a service is its appearance in physical infrastructure, machines, employees, and communication tools. On the other hand, if people do not think highly of this aspect, they will evaluate it negatively and be dissatisfied with the services provided by the service staff. The public will assess this aspect favorably and feel satisfied with the services offered by service officers if they are considered reasonable by the public. The Real Dimension is determined by indicators such as the appearance of the equipment used to carry out service tasks, the practicality of the place where the service is carried out, the simplicity of service procedures, the discipline of employees in carrying out the service, and the accessibility of the service – the Benefits to the community to convey service requests and use tools in services.

Based on the research results, the Sukolilo District Office provides offline and online services that make it easier to care for residents' interests. The Tangible Dimension has been applied in public services at the Sukolilo District Office, and the indicators can be seen from one of the indicators, namely the ease of the service process. The Sayang Warga website is an online service where the Sayang Warga website is beneficial for Sukolilo District residents if they want to take care of letters or other population administration matters because the Sayang Warga website can be accessed anywhere and at any time, so residents are not required to come to the Sukolilo District office.

### **Reliability**

The reliability dimension is the second dimension. This dimension refers to the service provider's capacity to deliver promised services accurately and reliably. Communities benefit from fast and simple service delivery thanks to reliance on personnel. Reliability can be determined by the accuracy of the presentation and the staff's proficiency and knowledge of the tools used during

the service process. Reliability is the ability to provide promised services in a timely, accurate, and adequate manner. Reliability and professionalism are needed to assist quickly, accurately, and successfully to increase client satisfaction in providing services to the general public.

According to research, one of the essential requirements for service providers is the ability of the government agency to deliver the service as promised in a timely, accurate, and reliable manner and deliver the same service. The dimension of reliability in Sukolilo District can be seen from several indicators as follows, namely, the ability to provide the promised services consistently and accurately, the accuracy of officers in serving residents who still have difficulty using applications or websites dear to residents via personal WhatsApp chat, the ability of officers or apparatus in explaining procedures or service flows on the Sayang Warga website. In this way, the dimensions of reliability have been implemented very well at the Sukolilo District office.

### **Responsiveness**

The readiness of businesses to help consumers and offer timely and accurate services by clearly defining their requests is called the component of responsiveness. Customers' impressions of service quality will be negatively impacted if they wait for no apparent reason. Employee responsiveness is essential in public services because it shows the organization's commitment to meeting the needs and aspirations of the community through real action. In this context, responsiveness can refer to officers' quick action or attention in assisting those in need. That can be concluded as readiness to help service users effectively and quickly.

Based on the studies that have been carried out, the response or responsiveness of the Sukolilo Regency is what the community needs. That can be seen from the public's response to the attention of Sukolilo District service officers. Researchers asked a resident about personal WhatsApp communications, "It's good. I asked about the requirements for employees to be served well." When Sukolilo District Service officers asked about the completeness of the files brought to the community, it was clear that the officers and the community communicated with each other. Sukolilo District Service officers were very responsive in situations like this.

### **Assurance**

The assurance component, namely assurance and certainty, includes service officers' knowledge, kindness, and ability to encourage service consumers to have confidence in service providers. The ability to trust personnel, their knowledge, friendliness, and credibility can be summarized in this way.

Based on the results of the research that has been carried out, the implementation of the assurance dimension at the Sukolilo District Office follows several of the indicators that have been mentioned. That can be seen from the security of residents' data when accessing the Sayang Warga website, which is guaranteed to be safe because only officers can confirm and check the data uploaded by the residents concerned. That is because only residents and Sukolilo District officials have email and password access to log in to the Dear Surabaya Citizen website account.

## **Empathy**

Empathy is the ability to pay attention to and meet the needs of people who need help. As a public organization offering services, we must always be ready to help anyone in demand. The desire of employees to always prioritize the community's needs will help develop quality public services. Paying attention to service delivery and officials' readiness to share information is essential. Employee readiness to inform those who need help will help the organization's reputation in the eyes of the local community. Therefore, to create superior public services, it needs to be supported by personnel who can understand the needs of the people who need information.

Based on the studies that have been carried out and the results of community interviews, the willingness of Sukolilo District officials to serve the community is good; many community comments indicate that it is pretty good. Sukolilo District Officers can treat or pay attention to service users individually or privately; in particular, officers or equipment always prioritize the community's or applicants' interests. Additionally, officers serve with a friendly attitude so that residents feel comfortable. However, officers also do equally without discriminating.

## **Analysis of Sayang Warga User Data**

One of the government's responsibilities is to provide high-quality services to the public. Currently, public services in Indonesia often fail, causing the crowd to lose trust in the government as a public bureaucracy. Most people need more knowledge, need clarification about how to obtain services, and even face inadequate public service infrastructure and facilities. Apart from that, people's honor and dignity as citizens often suffer due to how the services are provided. In this situation, the community must comply with bureaucratic rules and requests from government agencies because the community is a client who needs help from the government bureaucracy (Shafira & Kurniasiwati, 2021).

Sayang Warga is one manifestation of the implementation of e-government itself, which is focused on providing services in managing population administration. One of the fundamental rights of every citizen is access to population administration services, which guarantees that every community has a recognized citizenship identity (Purba, 2020). Local governments are given more freedom to plan and choose the types of services the community needs to improve public services (Ritonga, 2022). In addition, the need for high-quality services continues to increase at times.

The difficulty in providing efficient public services is also offset by the difficulty in doing so without reducing the status of those served. One of the principles of regional autonomy is bringing services closer to the community. Therefore, to serve the community effectively, it is vital to understand the problems. It is essential to develop service strategies that are efficient and appropriate to the characteristics of the region and its population after difficulties in community services have been identified and examined.

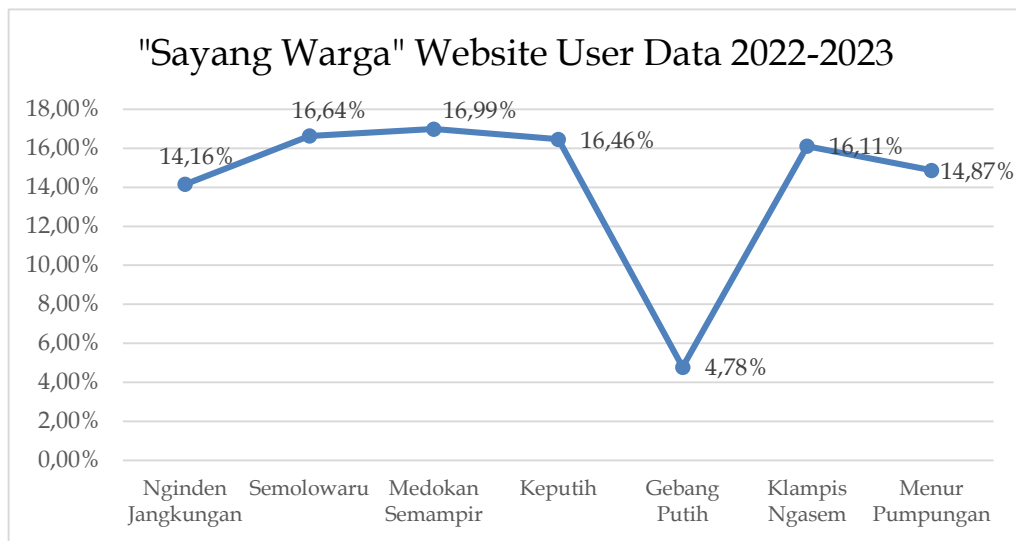


Figure 1. Users Sayang Warga of Sukolilo District

Source: Data Processed by Researchers, 2023

Regarding the requirements for issuing a Family Card, it will be explained that there are many reasons for issuance and requirements, and the requirements that residents must bring to apply must also follow Surabaya Mayor Regulation Number 10 of 2022 concerning Procedures for Implementing Population Administration. If the basis for publication is very different from each other, what is required for publication may also be different; here are examples: Requirements for issuing a Family Card due to changes in Name, Place of Birth, Date of Birth, Names of Parents, and Gender Biodata, including completing registration form for population events, statement form for changes to elements of population data, and providing birth certificates, marriage certificates, diplomas, and PN determinations as the basis for changes to biodata.

According to the population census results, the population of Nginden Jangkungan Village is 15,449 people, but only 400 people have used the Sayang Warga application. Of the 400 residents, researchers interviewed several residents who had used the Sayang Warga application. From the interview results, it is known that they feel significantly helped by this online-based service. However, some residents still need help understanding how to fill in the correct data, and some users still need to fill in all the data according to the provisions because they still need to be fluent in using internet services.

According to the population census results, the population of Semolowaru Village is 18,449 people, and those who have used the Sayang Warga online application service are 470 residents. Of the 470 residents, the type of correspondence service often used is processing Family Card verification. From the interviews that have been conducted, residents feel very helpful because residents do not have to bother coming to the sub-district office to verify their Family Card or other needs; apart from that, they do not have to queue at the sub-district office.

According to the population census results, the population of Medokan Semampir Village is 18,335 people, and 480 people have used the Sayang Warga application service. Of the 480 residents, researchers conducted interviews with several residents who use the Sayang Warga service. From the results of interviews that have been conducted, residents of Medokan Semampir Subdistrict have felt the positive impact of the Sayang Warga application service, where they feel more effective in managing birth certificates, family cards, letters, and other needs. However, it is common for residents to find it challenging to access the internet because they need adequate internet quota or wifi.

The population of Keputih Village, based on population census results, is 19,138 people, and those using the Sayang Warga online application service 465 residents. Of the 465 residents, researchers conducted interviews. From the results of interviews in this subdistrict, most residents needed help understanding and using the Sayang Warga application. Based on population census results, the Gebang Putih Subdistrict population is 7,123 people, and residents using the Sayang Warga online application service are 135 residents. Of the 135 residents who have used the Sayang Warga application, researchers have conducted interviews with several users of the Sayang Warga application. From the results of the interviews, residents have no problems using the Sayang Warga application.

According to the results of the population census, the population of Klampis Ngasem Village is 16,709 people, and the number of residents registered using the Sayang Warga application service is 455 residents. From interviews conducted with several residents, the majority of residents have felt significantly helped by the service of the Sayang Warga application. If residents have difficulty inputting data or other things, residents can ask the sub-district employees for help to input the necessary data. The population of Menur Pumpungan Village, based on the results of the population census, is 15,354 people, and 420 residents registered using the Sayang Warga application service said they were pretty satisfied with the services provided.

The quality of the Sayang Warga service at the Sukolilo District Office is quite effective and very helpful to the local community in processing population administration documents, such as birth certificates verifying family cards. This conclusion can be drawn based on the research findings that have been carried out. The procedures for using this online service are clear, and if there are residents who experience difficulties, they can ask for help from sub-district employees via personal WhatsApp chat. They can also talk to officials if they need help with population administration statistics.

## **CONCLUSIONS AND RECOMMENDATIONS**

This research shows that the Sayang Warga service application program is a program from the Surabaya City Population and Civil Registration Service as a breakthrough from the Kalimasada program innovation. Population administration services through the Sayang Warga website service program aim to make it easier for residents to manage population administration, where people do not have to bother coming to the sub-district office to take care of

population administration. Researchers found that service quality can be demonstrated by the Sayang Warga website being accessed anywhere and at any time. However, there is still a problem that some residents cannot access the Sayang Warga service because they need internet quota or wifi. So they have to come directly to the sub-district office.

Reliability: the ability to provide promised services consistently and accurately, the accuracy of officers in serving residents who still have difficulty using applications or websites dear to residents via personal WhatsApp chat, the ability of officers or apparatus to provide explanations regarding existing procedures or service flows on the website Sayang Warga. Responsiveness The response or responsiveness provided by Sukolilo District is following what the community needs. Assurance of citizens' data security when accessing the Sayang Warga website is guaranteed to be safe because only officers can confirm and check the data uploaded by the residents concerned. Empathy officers or apparatus always put the community's or applicants' interests first. Officers also serve with a friendly attitude so that residents feel comfortable; on the other hand, officers also serve in a non-discriminatory manner.

Based on the results of the research that has been carried out, it can be seen from the five dimensions of service quality above that one dimension still needs to be more effective, namely the Tangibles dimension (physical evidence). In the online service process, obstacles are often encountered; for example, some residents need adequate quota or wifi to take care of Family Card verification and come directly to the sub-district office. However, these obstacles are only sometimes encountered, and only a few residents do. According to researchers, the implication or solution for the future is that the Sayang Warga online website service must continue to run and follow breakthrough service innovations in the future because Sayang Warga is a form of E-Government that will always be there in the future, which will come.

## REFERENCES

- Alfionita, M., & Gunawan, I. (2020). PENGARUH KUALITAS PELAYANAN PUBLIK TERHADAP KEPUASAN MASYARAKAT DI KANTOR KECAMATAN JAYANTI. *Progress: Jurnal Pendidikan, Akuntansi Dan Keuangan*, 3(1), 1-13. <https://doi.org/10.47080/progress.v3i1.761>
- Amirul, M., Sri, R., & Damajanti, S. L. (2019). *ADMINISTRASI PELAYANAN KESEHATAN MASYARAKAT*.
- Atthahara, H. (2018). Inovasi pelayanan publik berbasis e-government: studi kasus aplikasi Ogan Lopian Dinas Komunikasi dan Informatika di Kabupaten Purwakarta. *Jurnal Politikom Indonesiana*, 3(1), 66-77.
- Azwar, H. (2020). Analisis Kepuasan Masyarakat Terhadap Pelayanan Publik. *Sosio E-Kons*, 11(3), 259. <https://doi.org/10.30998/sosioekons.v11i3.3629>
- Engkus, Ainyana Rachmadianty Azan, Alliadzar Hanif, & Anisa Tiara Fitr. (2021). Mewujudkan Good Governance Melalui Pelayanan Publik. *Jurnal Dialektika: Jurnal Ilmu Sosial*, 19(1), 39-46. <https://doi.org/10.54783/dialektika.v19i1.62>
- Erlianti, D. (2019). KUALITAS PELAYANAN PUBLIK. *Jurnal Administrasi*

- Publik Dan Bisnis*, 1(1), 15–28. <https://doi.org/10.36917/japabis.v1i1.7>
- Febriansyah, B. S., & Nasution, M. S. (2022). Inovasi Pelayanan (Nasi Uduk Inhil) Sederhana Sekali Urus Administrasi Kependudukan Indragiri Hilir. *Cross-Border*, 5(1), 876–900.
- Hidayat, E. S. (2018). Analisis implementasi kebijakan administrasi kependudukan pada dinas kependudukan dan pencatatan sipil Kabupaten Garut. *Dinamika: Jurnal Ilmiah Ilmu Administrasi Negara*, 5(4), 8–16.
- Islah, M., Rosadi, A., & Haryanti, T. (2021). Rancang Bangun Aplikasi Nomer Antrian Berbasis Web (Studi Kasus Kecamatan Sukolilo). *Jurnal Ilmiah Computing Insight*, 3(1), 1–7.
- Kaharuddin. (2021). Equilibrium : Jurnal Pendidikan Kualitatif : Ciri dan Karakter Sebagai Metodologi. *Jurnal Pendidikan*, IX(1), 1–8.
- Khilmiah, A. N., Cikusin, Y., & Abidin, A. Z. (2020). Kualitas Pelayanan Publik Pada Bidang Administrasi (Studi Tentang Pelayanan Dokumen Kependudukan di Kantor Desa Slamet Kecamatan Tumpang Kabupaten Malang). *Jurnal Respon Publik*, 14(2), 35–39.
- Marande, Y. (2020). Kualitas Pelayanan Publik di Kantor Kelurahan Gebangrejo Kecamatan Poso Kota Kabupaten Poso. In *Jurnal Ilmiah Administratie* (Issue 73).
- Miles, M. B., Huberman, A. M., & Saldaña, J. (2014). Qualitative data analysis: a methods sourcebook. In Helen Salmon (Ed.), *SAGE Publications, Inc.* (Third edit). Sage.
- MOHAJAN, H. K. (2018). Qualitative Research Methodology in Social Sciences and Related Subjects. *Journal of Economic Development, Environment and People*, 7(1), 23. <https://doi.org/10.26458/jedep.v7i1.571>
- Mufarrihah, D., Afifuddin, & Rahmawati, S. D. (2022). Inovasi Teknologi Informasi dan Komunikasi Melalui Aplikasi Among Warga Sebagai Layanan Publik Oleh Dinas Komunikasi dan Informatika Kota Batu. *Jurnal Respon Publik*, 16(9), 53–65.
- Nurjoko, Shusanty, S., & Khoiri, S. (2019). RANCANG BANGUN SISTEM INFORMASI KEPENDUDUKAN DESA BANGUN REJO BERBASIS E-GOVERNMENT. *Jurnal Sistem Informasi & Manajemen Basis Data (SIMADA)*, 02(02), 114–123.
- Nurmalasari, Y., & Erdiantoro, R. (2020). Perencanaan Dan Keputusan Karier: Konsep Krusial Dalam Layanan BK Karier. *Quanta*, 4(1), 44–51. <https://doi.org/10.22460/q.v1i1p1-10.497>
- PILENDIA, D. (2020). Pemanfaatan Adobe Flash Sebagai Dasar Pengembangan Bahan Ajar Fisika : Studi Literatur. *Jurnal Tunas Pendidikan*, 2(2), 1–10. <https://doi.org/10.52060/pgsd.v2i2.255>
- Purba, K. (2020). Kualitas Pelayanan Administrasi Kependudukan Pada Upt Disdukcapil Kecamatan Tampan Kota Pekanbaru. *Jurnal Administrasi Publik*, 11(1), 31–55. <https://doi.org/10.31506/jap.v11i1.7127>
- Purwastuti, G. A. D., Cikusin, Y., & Hayat. (2020). Pelayanan Publik Keimigrasian Berbasis Good Governance (Studi pada Pembuatan Paspor di Kantor Imigrasi Kelas 1 Malang). *Jurnal Respon Publik*, 14(1), 60–67.
- Putri, M. A., Nastion, M. I., Wijaya, C., & Saragih, W. S. (2022). Evaluasi

- Terhadap Manajemen Kelas Dalam Proses Belajar Mengajar di MAS PAB 1 Sampali Medan. *E-Journal Universitas Islam Negeri Sumatera Utara*, 6(1), 86-91.
- Rahmad, R., Tuanaya, W., Rolebessy, M. J., & ... (2023). Efektifitas Pelayanan Terintegrasi di Dinas Kependudukan dan Pencatatan Sipil Kota Ambon. ... *of Governance and ...*, 5(1), 12-21.
- Rahmawati, D. F. A., & Hertati, D. (2022). Inovasi Program Aplikasi Surabaya Single Window Alfa Dalam Meningkatkan Pelayanan Perizinan Online Surabaya Nomor 5 Tahun 2013 Tentang Pedoman Pemanfaatan Teknologi Informasi dalam hal e-government , yang salah satunya adalah pelayanan perizinan dan non. *Societas: Jurnal Ilmu Administrasi & Sosial*, 11(2), 154-164.
- Rendo, R. F. (2019). Kualitas Pelayanan Penerbitan Akta Kelahiran Dinas Kependudukan Dan Catatan Sipil Kota Malang. *JISIP: Jurnal Ilmu Sosial Dan Ilmu Politik*, 8(3), 22-28.
- Ritonga, M. (2022). Strategi Manajemen Layanan Administrasi Dalam Meningkatkan Kepuasan Masyarakat Pada Kepala Seksi Pendidikan Diniyah Dan Pondok Pesantren Kab. Labuhanbatu Utara. *ALACRITY : Journal of Education*, 1, 87-93. <https://doi.org/10.52121/alacrity.v1i3.49>
- Sarmini, A. (2019). Kualiatas Pelayanan Surat Izin Mengemudi (SIM) Pada Kantor Satuan Lalu Lintas Polres Karimun. *Antimicrobial Agents and Chemotherapy*, 2(246-257), 7250-7257. <https://doi.org/10.1128/AAC.03728-14>
- Shafira, A., & Kurniasiwati, A. (2021). Implementasi E-Government Dalam Upaya Peningkatan Pelayanan Berbasis Online Di Kabupaten Kulon Progo. *Jurnal Caraka Prabhu*, 5(1), 52-68. <https://doi.org/10.36859/jcp.v5i1.457>
- Suryadevi; Fanida. (2020). Inovasi Program Online Single Submission (OSS) Dalam Layanan Izin Usaha Di Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu Kabupaten Sidoarjo. *Publika*, 8(1).
- Widiani, Y. N., & Abdullah, A. (2018). ANALISIS PENGARUH KUALITAS PELAYANAN E-GOVERNMENT MELALUI APLIKASI E-FILING KANTOR PELAYANAN PAJAK PRATAMA BANDUNG CIBEUNYING TERHADAP KEPUASAN PENGGUNA APLIKASI. *Jurnal Riset Bisnis Dan Manajemen*, 11(2), 38. <https://doi.org/10.23969/jrbm.v11i2.721>
- Wiratno, W. (2020). IMPLEMENTASI PENINGKATAN KUALITAS PELAYANAN PUBLIK PEMERINTAH DAERAH KABUPATEN BONE, SULAWESI SELATAN. *SUPREMASI HUKUM*, 16(2), 1-23. <https://doi.org/10.33592/jsh.v16i2.739>
- Zamroni, Z., Afifuddin, A., & Widodo, R. (2019). Kualitas Pelayanan Publik Pada Pelayanan Kependudukan Dan Catatan Sipil Di Kantor Kelurahan Dinoyo Kecamatan Lowokwaru Kota Malang (Studi .... *Respon Publik*, 13(2), 75-82.