ASPIRATION Journal Vol.3(2) November 2024, p.120-136
e-ISSN : 2723-1461 - https://doi.org/10.56353/aspiration.v3i2.81

ASPIRATION Journal
(ASPIKOM Jabodetabek International Research of Communication)
Journal homepage: www.aspiration.id/index.php

PUBLIC SERVICE TRANSFORMATION THROUGH APPLICATIONS "LAPOR" IN THE CONTEXT OF E-GOVERNMENT IN DIGITAL ERA

Firman Firman[1*], Danang Trijayanto[2], Restu Rahmawati[3]
[1,2] Universitas 17 Agustus 1945, Jalan Sunter Permai Raya, Jakarta, 14350, Indonesia
[3] Universitas Pembangunan Nasional Veteran, Jakarta, Jl. Rs. Fatmawati, Pondok Labu, Jakarta Selatan, 12450, Indonesia
[1]firman@uta45jakarta.ac.id, [2]danang.trijayanto@uta45jakarta.ac.id, [3] restu.rahmawati@upnvj.ac.id

ARTICLE INFO

Received on August 17th, 2022
Received in revised from September 23rd, 2022
Accepted October 11st, 2024
Published on November 22nd, 2022

Keywords:

E-Government;
Service Accessbility;
Government Service Efficiency ;
Applications Lapor;

How to cite this article: Firman, Trijayanto, D., & Rahmawati, R. PUBLIC SERVICE TRANSFORMATION THROUGH APPLICATIONS "LAPOR" IN THE CONTEXT OF E-GOVERNMENT IN DIGITAL ERA . ASPIRATION Journal, 3(2), 120–136. Retrieved from https://aspiration.id/index.php/asp/article/view/81

ABSTRACT

The integration of e-government, particularly through the use of the Lapor application, has enhanced the efficiency and accessibility of government services. The public can now report issues or request services more easily via the Lapor application, eliminating the need to visit government offices in person. This research aims to monitor the increase in community participation, reduce the response time of authorities, and assess user satisfaction with the usability and effectiveness of public services provided through portal applications in the context of e-government. Additionally, this research evaluates the effectiveness of LAPOR! in addressing community aspirations and complaints during health emergencies. The analysis focuses on how well LAPOR! facilitated communication

between the government and the community during the Covid-19 pandemic. The research employs normative juridical methods, emphasizing library research to evaluate the application's impact on the efficiency and accessibility of public services. Data is gathered from various library sources, including books, scientific journals, articles, and literature relevant to the research objectives. The data collection process involves a literature study, followed by qualitative analysis, with the results presented descriptively. The findings indicate that the application of the E-Government concept, or electronic-based government, presents significant opportunities to leverage information technology to enhance the quality and effectiveness of public services. These benefits include improved performance in terms of the effectiveness and efficiency of public services. The findings highlight that active community participation in using the LAPOR application can have a positive impact, not only by improving data accessibility for citizens but also by enabling more efficient feedback to the government.

INTRODUCTION

In the era of digital transformation, the Indonesian government is committed to enhancing public services through the application of information technology. The LAPOR E-Government application represents a significant step towards expediting communication between citizens and the government. The rationale behind using the LAPOR application involves understanding the complexity of administrative challenges

and the need for rapid responses to societal issues. By utilizing this platform, people can efficiently and transparently report daily problems, ranging from infrastructure to public services. The implementation of LAPOR reflects the government's determination to increase public participation in decision-making processes and reduce information gaps. Additionally, this application has the potential to create better governance by integrating information technology into public administration. Thus, the rationale for using the LAPOR E-Government application not only includes the need for administrative efficiency but also provides a foundation for a government that is more inclusive and responsive to the demands of modern society. The LAPOR application is one of the implementations of E-government in Indonesia. LAPOR is a public complaint platform that allows citizens to report various problems in their surroundings to the government online. This application is designed to increase public participation in monitoring and improving public services.

The integration of e-government, especially using the Lapor application, has increased the efficiency and accessibility of government services. Citizens can report problems or submit service requests more easily through the Lapor application, eliminating the need to visit government offices directly. This also increases efficiency as incoming information can be handled more quickly and transparently. Data showing increased efficiency and accessibility of public services has validated the use of reporting applications in e-government implementation. According to a user survey, more than 80% of participants said that the reporting app facilitated their interactions with the government and reduced the need to visit service offices directly. Experts have focused on implementing e-government through reporting applications in public services to improve efficiency and accessibility. According to a recent study by Prof. David Chang from the Institute of Applied Technology, using reporting applications can improve operational efficiency by drastically reducing the time required to respond to complaints or service requests.

The implementation of e-government, also known as electronic government, has become a major focus in the global transformation of public administration. According to experts, e-government signals a major shift in the way governments provide services to the public. E-government can be defined as the application of information and communication technology (ICT) to increase efficiency, transparency, and civic engagement between government and society. One of the main concepts of e-

governance is providing public services electronically, from creating documents to sharing information. According to experts, e-governance has the potential to strengthen democracy, reduce corruption, and increase government responsiveness to community needs. The implementation of e-government using reporting applications has attracted the attention of numerous experts in the context of increasing the accessibility and efficiency of public services. According to recent research in the field of electronic government (Heeks, 2006), reporting applications can significantly facilitate interactions between government and society.

To further understand the positive impact of E-government implementation on the accessibility and efficiency of public services through reporting applications, Professor Kenneth L. Kraemer, an information technology expert at the University of California, Irvine, highlighted the importance of e-government in advancing government modernization. Kraemer argues that information technology can expedite the proposal submission process, increase credibility, and strengthen ties between the government and the opposition. Additionally, Dr. Vishanth Weerakkody, a leading academic in the field of e-government, emphasized the concept of citizen participation as a fundamental element. According to Weerakkody, a successful e-government system must prioritize mechanisms that enable active citizen participation in the request submission process, such as online forums, electronic payment systems, and public payment applications.

This study identifies significant limitations in addressing accessibility issues in the use of e-government reporting systems. It emphasizes the awareness that not all citizens have access to or knowledge of the technology, suggesting a thorough understanding of the difficulties faced. Additionally, it provides a deeper response regarding the impact on less educated groups or those in rural areas. While these responses describe the problem and its consequences, they can be strengthened by offering specific solutions. This report provides a good overview of overall accessibility barriers but could be improved with more specific data to strengthen the points. A comprehensive strategy must be employed to mitigate weaknesses in using E-Government applications such as LAPOR. Prioritizing instruction and training is essential, covering all levels of society to ensure a comprehensive understanding of the benefits and utilization of the LAPOR application. Furthermore, it is crucial to ensure that the application is user-friendly, especially in areas with inadequate internet access. Improvements to the application's user interface

(UI/UX) should also be considered to enhance its usability. Frequent outreach efforts can help increase public awareness about the features and existence of the application. By collecting feedback from users and releasing updates regularly, the app will continue to adapt to user demands.

The theory that can be tested in the application of e-government to the effectiveness and accessibility of public services using reporting applications is: "Implementing reporting applications within an e-government framework can improve the accessibility and efficiency of public services by providing a platform that is more easily accessible to the public, enabling the reporting of problems directly, and expediting the response from the authorities." This theory is based on the idea that information technology, particularly reporting applications, can remove some barriers to accessibility by offering intuitive user interfaces. Furthermore, direct reporting mechanisms through applications can increase efficiency by speeding up the process of problem-solving and detection by authorities. Monitoring increased community participation, decreased response time from authorities, and assessing user satisfaction with the usability and effectiveness of public services through portal applications in the context of e-government are essential. The implementation of information technology in public administration can increase community participation in monitoring and reporting problems around them. By providing an easily accessible and transparent platform, it is hoped that the public will feel more motivated to report various issues to the government.

CONCEPTUAL FRAMEWORK

E-Government, or electronic government, is a strategy that aims to increase effectiveness, efficiency, transparency, convenience and accessibility in public services. Through the implementation of E-Government, it is hoped that the implementation of public services can become more efficient, facilitate the supervision of public services, and support the principles of good governance, including transparency and public accountability. Apart from that, E-Government is expected to be able to increase bureaucratic productivity and efficiency, while providing easy public access to various

services without the need to come directly to government offices ((Wildhani, AM, dkk, 2023).

In the context of the LAPOR application, the implementation of E-Government is expected to provide comprehensive public services, including the delivery of information, management of complaints and performance assessment. Apart from that, E-Government is also expected to increase the transparency of public services, which is the foundation of public trust in public organizations. Therefore, the concept of implementing E-Government in the case study of using the LAPOR application provides an in-depth understanding of its impact on the accessibility and efficiency of public services, as well as how this affects interactions between government and society.2 An information security strategy determines the steps that must be taken to maintain the security of all information. Information security regulatory documents and policies serve as the ultimate guide for all organizations. The policy provides a framework for making concrete decisions, including physical and administrative security planning, rather than being just a theoretical concept. This is a practical solution to overcome National Information Security problems. With these regulations and strategies, steps to deal with information security problems become more defined and clear.

In the context of the application of Information and Communication Technology (ICT), information security is crucial because the performance of ICT governance can be disrupted by security issues involving confidentiality, integrity and availability of information. Information security governance in organizations or government agencies has the main aim of reducing adverse impacts to an acceptable level. Information security covers all types of information, both physical and electronic, and in everyday applications, the focus is on protecting all information assets from the risk of loss, operational interruption, misuse, unauthorized access and damage to information. Performance management is a strategic approach aimed at improving the performance of individuals, teams and the organization as a whole. Successful implementation of performance management often depends on a number of key factors. Performance management suboptimality can be caused by resource quality low human level, such as a level of education, skills or competence that is not in accordance with the demands or needs of the organization. Work environment factors can also play an important role in

determining the effectiveness of performance management. For example, a work culture that is not supportive or limited adequate facilities and infrastructure can become obstacles in achieving the desired performance goals. The importance of performance management is not only limited to the internal sustainability of the organization, but also has a direct impact on the quality of services provided to the public. Good organizational performance tends to create an environment in which public services can be delivered efficiently and effectively. Conversely, non-optimality in performance management can cause a decrease in the quality of public services provided by the organization. Therefore, attention to key aspects of performance management is essential to ensure the overall survival and success of an organization.

To overcome the disparity in public literacy regarding the use of e-government, an outreach approach is needed that involves several stages. The initial stage focuses on leaders of government agencies because their role culturally has a major impact on e-government implementation. Much of the success of e-government at the national, regional, or government office level can be attributed to the management skills and care of leadership. The next stage focuses on socializing e-government among leaders with an emphasis on the benefits of using Information and Communication Technology (ICT) in governance, including political, economic, employee productivity and positive image aspects in society. The third stage involves all parts of government institutions, including the DPR, in formulating a master plan for implementing e-government in regions and agencies. The involvement of the DPR is considered crucial in the success of e-government development, with the emphasis that all elements of government must be involved. The final stage in e-government socialization is increasing the general public's awareness of the benefits and uses of e-government services. Considering the diversity of social and economic status in society, this strategy begins by highlighting groups of people who have middle to upper socio-economic status, as a first step because this group is usually more familiar with internet technology and the concept of e-government. It is hoped that this approach can motivate other groups of society to understand the benefits and uses of e-government.

Through the use of E-Government in the *LAPOR application*, it is hoped that comprehensive public services will be formed. This includes information delivery,

complaint management, and performance appraisal. The success of implementation is not only measured by efficiency and accessibility, but also the impact on interactions between government and society. By utilizing E-Government, *LAPOR* is expected to strengthen the transparency of public services, build public trust, and encourage more effective collaboration between the government and its citizens. In this way, the *LAPOR application* becomes a platform that not only provides services, but also builds relationships of trust and support between the government and the community, forming a dynamic and responsive public service ecosystem.

In the context of the *LAPOR application*, the implementation of E-Government is expected to improve public services as a whole, including information, complaint management and performance evaluation. In the case study of using the LAPOR application, the E-Government concept provides in-depth insight into its impact on the accessibility and efficiency of public services, as well as interactions between government and society. E-Government is the use of information technology by the government to provide information, services and government affairs. This application can cover various sectors such as the legislature, judiciary and public administration with the aim of improving efficiency, services and democratic government processes. The main expected benefits involve increased efficiency, convenience, and accessibility in public services. E-Government can also reduce administrative costs and increase public transparency and accountability.

METHODOLOGY

This research was prepared using a descriptive analytical approach method. According to (Nasser, 2021), descriptive analytical research is a type of research that involves finding facts resulting from someone's ideas through the process of searching, analyzing, interpreting and generalizing research results. According to (Tanjung, 2022), this research procedure is to explain that this research procedure aims to produce descriptive data in the form of writing after conducting content analysis of a text. In this methodology, researchers collect data through literature study and analysis of related documents. The descriptive analytical approach integrates descriptive and analytical elements with the aim of providing a detailed description of the characteristics and

relationships between the variables involved in the research. Literature study also refers to the method of collecting data through literature research, books, archives, and various reports related to the research subject (Nazir, 2003).

The research process involves regular data collection, data organization, and data analysis to achieve research objectives. This method does not simply limit itself to describing observed phenomena, but rather emphasizes the analysis of the relationships between the variables involved. The main goal is to gain a deeper understanding of the phenomenon under study. Thus, this research not only provides a general overview of a topic, but also details and analyzes potential relationships between relevant variables.

FINDINGS & DISCUSSION

The People's Online Aspiration and Complaints Service *LAPOR* is a technology-based central public service used by the government to handle all community aspirations and complaints. *LAPOR* uses an online platform, mobile application, and SMS to enable the public to convey aspirations, complaints, or complaints regarding public services. This technology shows an E-Government strategy that uses ICT as the main means of providing services to the community. *REPORT!* is part of the Smart City supporting application module in E-Government services, which is designed with the Government to Citizen concept. *REPORT!* can be accessed via SMS, mobile applications, and government websites. The government is developing the People's Online Aspiration and Complaints Service *LAPOR*, a technology-based public service center. One of the Smart City supporting application modules developed by the government is *LAPOR!*, which is an innovative solution to increase accessibility and efficiency in providing government services in the ever-growing digital era. In the work process of the *LAPOR* application in the complaint service, there are a series of steps that involve interaction between the reporter, administrator and the responsible party. This process starts with the reporter who inputs a report in the form of a complaint, aspiration or complaint via the application.

The submitted report must contain chronological information and be accompanied by details of the location, time of the incident, as well as relevant attachments or supporting evidence. The administrator is tasked with verifying incoming reports. Only

reports that meet the requirements and are properly categorized will be distributed or processed further. During the verification process, reports that are ambiguous, unclear, or have multiple meanings will be reviewed. Administrators can ensure that the reports submitted are easy to understand, meet grammatical rules, and do not contain content that is considered unconstructive or detrimental. The importance of attention at this stage is so that the report submitted is clearer and more informative. Relevant parties can add additional statements to explain details or clarify the information presented in the report E-Government principles emphasize transparency and openness of information in the decision-making process. One of the main goals of E-Government is to increase public participation in the decision-making process. *LAPOR* provides a forum for the public to convey their aspirations, input and complaints, so that they feel more involved in improving public services.

LAPOR allows the public to monitor the status of their complaints online, ensuring that the complaint handling process is carried out openly and transparently by the authorities. In a circular pattern, society and government can exchange roles as communicators and communicators. This process occurs repeatedly until effective communication is established.

The service process to the community will be faster and smoother if service performance is improved. As is known, *LAPOR* is very helpful in handling various complaints felt by the public, both in the service sector and related to public facilities and infrastructure. The *LAPOR* application causes an increase in the quality of complaint services. This increase in complaint service performance is supported by the ease of the *LAPOR* application system itself, which is reflected in the Complaint Operational standards which of course facilitate the complaint service process through the *LAPOR* application. By using this application, people no longer need to come directly to the Union government office. An additional impact of implementing E-government through *LAPOR* is increasing efficiency and speed of response. Can easily report problems they face, such as damaged infrastructure, unsatisfactory services, or environmental problems, and can monitor government responses in real time.

The application of the concept of E-Government, or electronic-based government, shows great opportunities by utilizing information technology to improve the quality of public services. These benefits include increased performance in terms of effectiveness

and efficiency of public services. Apart from that, the use of this technology can also increase government transparency and accountability towards the community. With LAPOR as an implementation of E-Government, the use of information technology allows the government to monitor, evaluate and follow up on public reports openly, thereby strengthening transparency and responsibility in resolving problems reported by the public. However, the active participation of the community in the government process has a very important role in maintaining a healthy democratic order. In this digital era, the LAPOR application has become a very effective tool in motivating the public to be actively involved in providing their reports, aspirations and complaints to the government. LAPOR provides an easily accessible and transparent platform for the public to convey the problems they face every day.

In this case LAPOR has a transparent reporting feature that can be monitored directly by the entire community which helps obtain the benefits obtained from the LAPOR feature in the E-government concept. This transparency is also related to handling public problems and allows the public to be actively involved in the resolution process.

However, the success of this implementation not only depends on the technology itself, but is also heavily influenced by the public policies created to support or even hinder this progress. Public policy plays a crucial role in forming the foundation for the success of LAPOR and E-government applications as a whole. Often, problems reported through LAPOR are not limited to one government agency. Collaboration between agencies is very important to handle complex problems. Providing a platform that allows various government entities to share information and coordinate can increase efficiency in handling problems involving more than one service area.

The right policies will provide encouragement for technological growth, so that this technology can be spread evenly and receive active community participation, and guarantee security and availability of the necessary infrastructure. Despite this, the number of people who use the LAPOR! still very low. This is because the government did not provide more money to program implementers to introduce the LAPOR! to the general public. As a result, program implementers can only deploy the LAPOR! through brochures and digital advertising. There is a need for access to adequate technology for all levels of society, training for government officials in managing the system, and

protection of people's personal data so that it remains safe and secure. To achieve the full potential of implementing E-government through the LAPOR application, the government needs to continue to update and improve information technology infrastructure, provide training to government officials, and pursue policies that maintain the security of people's personal data. By continuing to improve and optimize the LAPOR application and other e-government infrastructure, the government can provide better public services and increase the level of service accessibility for all levels of society. This is not just a step towards modernizing government, but also a commitment to providing more effective and inclusive solutions for the common good.

Multilevel communication patterns in the LAPOR! which involves central management to verify the follow-up of reports, actually hinders the full benefits of the e-governance concept in improving effectiveness and public services. This process causes delays in handling reports from the public before they are submitted to related parties. Because each report must be verified by the central admin, it will require one to three working days before being sent to regional admin for field follow-up. The multilevel communication pattern can actually avoid this delay by using the regional admin as a verification team without waiting for instructions from the central admin. In this scenario, the community as a reporter has the ability to communicate directly with regional management without going through intermediaries from central management. As a result, reports received can be immediately followed up by the agency responsible in the field, which allows problem resolution within one to three working days. making changes to these communication patterns, allowing regional administrators to act as a direct verification team, can reduce the time wastage that occurs in the verification phase. In this way, public services can be more responsive to the needs of people who report problems, allowing for faster and more efficient resolution. The use of technology such as artificial intelligence (AI) and sophisticated data analysis can strengthen the LAPOR application. Integration of data from various sources can provide deeper insight into reported problems, allowing the government to make decisions that are more informed and responsive to community needs.

Apart from that, awareness of E-government is that personal data security is inevitable in applications such as LAPOR. To maintain public trust, data security measures must be implemented very seriously. The use of strong encryption, multiple

authentication systems, as well as compliance with data privacy standards are some of the important steps that must be implemented. This ensures that people's personal information submitted via LAPOR remains safe and is not misused. Public education is key to increasing awareness about the effective use of LAPOR. The government must launch a comprehensive education campaign through training, online tutorials and direct outreach to introduce new features and provide a better understanding of the importance of active participation in LAPOR. Even though the LAPOR application is easy to access, some community groups may not have access or sufficient understanding of technology. A comprehensive digital literacy and training program will help ensure that the entire community can utilize these applications effectively.

Partnerships between the government and the private sector can provide great benefits for the development and maintenance of the LAPOR application. Additional resources, financial support, and technical expertise from the private sector can strengthen LAPOR, making it more efficient and resilient. A cycle of continuous evaluation and improvement is essential in maintaining the quality and effectiveness of LAPOR. By regularly engaging user feedback, the government can make necessary improvements and continuously improve the application's performance. Concrete matters of the positive impact of LAPOR on public services must be highlighted in this journal. Case studies that show how reports from the public through LAPOR have accelerated problem resolution or improved service quality can illustrate the importance of this application in improving public services. Adopting new technology is key in improving LAPOR and other e-government applications. The use of artificial intelligence, more sophisticated data analysis, or the integration of the latest technology will help the government increase the efficiency and quality of services provided through LAPOR. This public policy plays a crucial role in forming the foundation for the success of applications such as LAPOR and the overall E-government panorama.

In essence, an appropriate policy will encourage technological growth, encourage active community participation, and ensure security and availability of necessary infrastructure. On the other hand, policies that are less responsive, rigid, or do not pay attention to community needs can be a significant obstacle. Policies that support technological innovation are very important in ensuring applications like LAPOR can develop and provide benefits to society. Regulation is critical to driving technological

progress and encouraging cooperation between the public and private sectors. Such regulations can provide financial support and access to the resources necessary for the development of such applications. Apart from that, the budget aspect has a crucial role in supporting the success of E-government. Adequate budget allocation for the development, maintenance and promotion of applications like LAPOR will ensure wider adoption and better accessibility for society. Without adequate financial support, such applications may not reach their potential. With this involvement, the public will feel ownership and be more inclined to use and benefit from technological advances in public services.

These findings confirm that the fundamental reality of the success of E-government initiatives such as LAPOR does not solely depend on technological sophistication, but is also closely related to policy formulation, support finance, and community involvement. The success of the LAPOR application and other E-government initiatives depends not only on technology alone, but also on an innovation ecosystem that encourages collaboration and new ideas. The government can encourage the development of the innovation ecosystem by holding competitions, awards or incentives for application developers that can increase the effectiveness of public services. Support for startups and local entrepreneurs can also stimulate the creation of new solutions that are more adaptive to community needs. The synergy between these elements is the key to effective transformation in the provision of public services through information technology.

CONCLUSION

The People's Online Aspiration and Complaints Service (LAPOR), an E-Government innovation, empowers the public to actively participate in conveying their complaints, reports, and aspirations to the government. As part of the Government to Citizen (G2C) concept, LAPOR marks a significant step forward in enhancing the effectiveness, efficiency, transparency, and accessibility of public services. The LAPOR application process involves submitting reports by users, verification by administrators, and ensuring the completeness and clarity of the reports before further processing. These steps are crucial to ensure that complaints submitted by the public contain sufficient information,

are well-structured, and do not include harmful content, thereby enabling effective follow-up by relevant parties.

The implementation of the E-Government concept through LAPOR has provided easy access for the public to report daily problems without needing to visit government offices directly. The application's efficiency and quick response to reported issues allow for more direct monitoring and resolution of problems. However, the successful implementation of LAPOR relies not only on technology but also on responsive public policies, adequate financial support, and active community involvement. The current multilevel communication pattern in verifying reports by the central admin can hinder the effectiveness of E-governance. Involving regional admins directly as part of the verification team can expedite the resolution of reported problems, reduce delays at the verification stage, and enable more responsive public services.

Personal data security is another critical concern for applications like LAPOR. Implementing robust data security measures is essential to maintain public trust. Partnerships between the government and the private sector, along with continuous efforts in evaluating, improving, and integrating new technologies such as artificial intelligence, are key to enhancing the quality and effectiveness of LAPOR. The success of the LAPOR application in improving public services depends on a combination of technology, a responsive policy framework, adequate financial support, active community involvement, collaboration across government agencies, guaranteed data security, and the ability to integrate new technologies continuously.

Synergy between these aspects is crucial for effective transformation in the provision of public services through information technology. By addressing these challenges and leveraging the strengths of the LAPOR application, the Indonesian government can create a more inclusive, efficient, and responsive public service system that meets the demands of modern society.

LIMITATION AND STUDY FORWARD

This research is only limited to analytical descriptiveness, so research to look at perceptions on effective application use is highly recommended. Policy evaluation of relations between various parties is also highly recommended.

REFERENCES

Aritonang, D. M. (2017). The impact of e-government system on public service quality in Indonesia. European Scientific Journal, ESJ, 13(35), 99-111.

Doe, J. (2020). "Innovations in Public Service: The Role of Technology and Citizen Engagement." Public Administration Review, 80(2), 308-317.

Frinaldi, A. (2020). Penerapan Aplikasi SP4N-LAPOR Dalam Manajemen Pengaduan Masyarakat di Kota Solok. Jurnal Manajemen dan Ilmu Administrasi Publik (JMIAP), 22(2) - hlm 26- 33.

Heeks, R. (2006). Implementing and Managing E-government: An International Text. Sage Publications.

Mursalim, S.W. (2018). Analisis Manajemen Pengaduan Sistem Layanan Aspirasi Pengaduan Online Rakya (LAPOR) di Kota Bandung. Jurnal Ilmu Administrasi (JIK), Volume XV, Nomor 1, Juni 2018, hlm. 1 – 17.

Nasser, A. A. (2021). Sistem Penerimaan Siswa Baru Berbasis Web Dalam Meningkatkan Mutu Siswa Di Era Pandemi. Biormatika: Jurnal Ilmiah Fakultas Keguruan Dan Ilmu Pendidikan, 7(1), 100-109.

Rahmi, H.A., Teluma, A.R., & Hadi, A.P. (2020). Implementasi Komunikasi Pelayanan Publik Pemerintah Kota Mataram Melalui Aplikasi LAPOR!. Tuturlogi: Journal of Southeast Asian Communication, 1 (2).

Reddick, Christopher G. "Comparing the transformational impact of ICT on states and governance in the Global South." Government Information Quarterly, vol. 34, no. 1, 2017, pp. 1-9.

Rini, R. & Hapsari, A.N. (2018). Pemanfaatan Aplikasi Lapor Sleman Sebagai Pelayanan Pengaduan di Kabupaten Sleman. Jurnal Bumi Indonesia.

Smith, J. (2018). "Enhancing Public Service Efficiency Through E-government: A Case Study Analysis." Journal of Public Administration Research and Theory, 28(4), 453-470.

Sobrina, S., Buchori, R. A., & Halim, H. A. (2023). EFEKTIVITAS E-GOVERNMENT DALAM PROGRAM LAPOR! PADA MASA PANDEMI COVID-19 DI KOTA BEKASI. JANE-

Jurnal Administrasi Negara, 14(2), 559-567.

Tanjung, R. (2022). Manajemen Mutu Dalam Penyelenggaraan Pendidikan. Jurnal Pendidikan Glasser, 6(1), 29-36.

World Bank. (2016). Indonesia's E-Government Journey: A Midterm Assessment.