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DIGITAL ACCESSIBILITY BARRIERS FOR PEOPLE WITH DISABILITIES IN PUBLIC SERVICE APPLICATIONS: A CASE STUDY OF E-GOVERNMENT IMPLEMENTATION IN JAMBI CITY

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ABSTRACT

This study aims to identify digital accessibility barriers faced by people with disabilities in using public service applications in Jambi City. The method used is purposive sampling with questionnaires distributed to 150 respondents with disabilities. Qualitative data were obtained from various official documents, online media, journals, and other literature sources. Data analysis used SEMpls 3.0 and NVivo 12 Plus. The results show that the main barriers are the limitations of inclusive technological infrastructure, which account for nearly half of the total identified problems, the lack of education and training in technology for people with disabilities, which account for nearly one-third of the total barriers, and the lack of awareness and attention from application developers and policymakers regarding the needs of people with disabilities, which account for more than a quarter of the total problems. Statistical analysis shows that community participation in the development and evaluation of digital services and data analysis of digital service users by people with disabilities are significant factors in the success of digital accessibility policies. Conversely, the existence and effectiveness of regulations and the available technological infrastructure do not show strong statistical significance. Therefore, increasing community participation and more in- depth data analysis related to digital service users by people with disabilities should be prioritized to ensure the success of digital accessibility policies in Jambi City .

Keywords: *(a) Digital accessibility, (b) people with disabilities, (c) e-government, (d) public services, (e) Jambi City*

1. INTRODUCTION

The provision of public services is a series of activities and processes carried out by the government or public service agencies to provide various services and facilities to the community. The effective and high-quality provision of public services plays a crucial role in creating a responsive government that is oriented toward the needs of the community (Halim et al., 2021). However, the paradigm of public service provision that has been used tends to be hierarchical and slow in decision-making. This paradigm is based on a formal structure with unclear levels of authority and procedures that are sometimes complex (Kurniawan et al., 2021). Bureaucracy often demands multiple layers of approval and processes that slow down the response to changes or requests from the community. In facing the era of disruption, where

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technological and governmental environment changes occur very quickly, this service and bureaucratic paradigm becomes less relevant (Yusriadi & Farida, 2019).

The era of digitalization is an opportunity for the government to enhance efficiency and quality of services to the community. In this modern era, various technological innovations have changed the way government works and approaches public service delivery (Prasodjo, 2017). Additionally, the public now expects faster, easier, and more personalized services. The traditional service and bureaucratic paradigm may not be able to meet these demands, as it may be stuck in manual processes and lack the flexibility to adapt to the preferences and needs of the broader community(Tiaranika & Maesaroh, 2020). The importance of quick and responsive service is increasing in the digital era. The government must be able to adapt to market changes and continuously innovate to remain competitive in providing optimal services to the community (Wirawan, 2020).

In practice, the implementation of digital services in Indonesia is still considered as merely owning a website without caring about the actual optimization and utilization. This statement aligns with the findings of the Ombudsman, stating that local governments are the most frequently reported by the public regarding public services. This includes the Jambi City Government, which has received many public service complaints reported by the mass media. The Ombudsman of the Republic of Indonesia also revealed that the current quality level of public services provided by local governments is declining(H. N. Saputro, 2023). Governments in various regions, including Jambi City, have been striving to implement e - government to facilitate public access and interaction with public services. E -government aims to provide faster, more transparent, and accountable services. However, despite the numerous benefits offered, not all segments of society can fully reap the advantages of this development. One group that often experiences difficulties in accessing e-government services is people with disabilities(Dunan, 2020). People with disabilities face various digital accessibility challenges that hinder their ability to access public information and services independently. These challenges can include physical, sensory, cognitive, and technical limitations that are not always accommodated in the design and implementation of public service applications(Yanti, 2022).

A case study of e-government implementation in Jambi City is relevant considering the technological advancements and the local government's efforts to advance digital-based public services. However, the success of e-government implementation is not only measured by the sophistication of the technology used but also by how inclusive and accessible these services are for all members of society, including people with disabilities(Cohen & Hertz,2020). E-government implementation in Jambi City has been carried out with various innovations in digital-based public services. From administrative service registration, tax payments, to handling population documents, everything can now be done online(Zarychta et al., 2020). This aligns with the government's efforts to minimize direct face-to-face interactions to increase efficiency and reduce bureaucratic complexity. However, despite these innovations bringing many benefits, the reality is that public service applications in Jambi City are not yet fully disability friendly (Hartati, 2020).

According to data from the Central Statistics Agency (BPS), the number of people with disabilities in Indonesia is significant. They include various types of disabilities, including physical, sensory, intellectual, and mental disabilities. In Jambi City, this group also has the same right to access quality public services (R. H. Saputro, 2021). However, in reality, people

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with disabilities still face many barriers in accessing e-government services. Existing public service applications are not designed with the specific needs of people with disabilities in mind, making it difficult for them to access and use these services(Hendriyaldi & Musnaini,2021).

One of the main obstacles faced is that the design of public service applications is not fully disability friendly. Many applications do not adhere to universal design principles, such as using text that can be read by screen readers for the visually impaired or interfaces that can be operated by those with motor disabilities. Additionally, the lack of training and socialization regarding the use of technology for people with disabilities is another significant barrier (Sayuri, 2021). The physical and sensory limitations of people with disabilities are often not accommodated in the design of e-government applications(Rahayu & Ibrahim,2023).

For instance, visually impaired individuals need applications compatible with screen readers, while hearing-impaired individuals require information presented in easily understandable visual formats. Individuals with physical disabilities might need user interfaces that do not require fine motor skills or difficult-to-use mice. Besides technical challenges, there are also cognitive and educational barriers (Novita, 2014). Individuals with intellectual disabilities might find it challenging to understand complex procedures or follow intricate instructions. In this context, it is crucial for the government to provide clear and easy-to-understand guidelines, as well as responsive support services for people with disabilities who need additional assistance (Asif & Rathore, 2021).

The theory of digital government is broader than e-government, encompassing the use of digital technology for a comprehensive transformation in governmental processes, interactions, and public services(Agustina, 2021). According to Mergel, Edelmann, and Haug (2019), digital government is a holistic approach that integrates digital technology into all aspects of government to enhance efficiency, transparency, and citizen engagement. This transformation includes the use of big data, artificial intelligence (AI), and the Internet of Things (IoT) to create more responsive and adaptive public service (Karim & Wahyu, 2020).

Research by Beninger et al. (2014) emphasizes that digital government is not only about the application of advanced technology but also must consider social and structural factors that affect digital accessibility(Azwar, 2020). Beninger et al. stress that barriers to accessibility are often not only due to technological limitations but also due to inadequate policies, unsupportive culture, and underdeveloped infrastructure. In the context of Jambi City, evaluating local policies is crucial to ensure that existing regulations support digital accessibility for all residents, including those with disabilities. One of the main indicators that must be evaluated is the presence and effectiveness of regulations requiring public service providers to meet accessibility standards(Lestari & Hamid, 2020). These policies should include universal design requirements that allow applications and digital services to be accessible to everyone without the need for additional adaptation. For example, public service applications should be designed with features such as alternative text for images, easily accessible navigation, and support for assistive technologies like screen readers (Riyadi et al.,2020).

Additionally, another indicator is the available technological infrastructure. Good infrastructure includes fast and stab(Granados & Vargas, 2022)le internet networks and technology devices accessible to people with disabilities. The Jambi City Government needs to ensure that this infrastructure is evenly available throughout the city, including in remote and underdeveloped areas(Dovvi, 2020). Providing adequate internet access and affordable

ISBN : 978-623-5644-10-3

technology devices will help reduce the digital divide and increase the participation of people with disabilities in digital services. Another indicator is community participation in the development and evaluation process of digital services. People with disabilities should be actively involved in consultations and decision-making related to digital services (Supriyatna,2015). Effective feedback mechanisms must exist to gather input from people with disabilities about their experiences using digital services. This participation not only provides valuable insights into the barriers they face but also helps create more precise and effective solutions(Widodo, Agus; Putranti, 2016).

Finally, the success of digital accessibility policies can be measured through the analysis of data on the use of digital services by people with disabilities. This data must be collected and analyzed regularly to assess whether the services provided are truly accessible and usable by people with disabilities(Fauzi et al., 2020). The Jambi City Government can use this data to identify areas needing improvement and develop more effective strategies to enhance accessibility. Overall, the evaluation of local policies supporting digital accessibility in Jambi City must include analysis of regulations, infrastructure, organizational culture, community participation, and data usage. By understanding and addressing these social and structural barriers, digital government can become more inclusive and responsive to the needs of people with disabilities, ensuring that all citizens can fully benefit from digital services(Sari, 2018)

This study aims to identify the digital accessibility challenges faced by people with disabilities in using public service applications in Jambi City. Furthermore, this research is essential to explore the efforts that have been and can be made by local governments to fulfill the rights of people with disabilities in utilizing technology in public services, ensuring that e-government services are more inclusive and accessible to all segments of society.

2. RESEARCH METHODS

This research uses purposive sampling method for meticulous data collection, where questionnaires are distributed to respondents consisting of the general public or persons with disabilities in Jambi City. Meanwhile, to support qualitative data analysis, information sources are obtained from various documents such as official websites of related agencies, online media, literature reviews, journals, and print media. By combining quantitative and qualitative approaches, this study can provide a more holistic and in- depth picture of the phenomena being studied, resulting in a more comprehensive and relevant understanding.

Primary data in this research is obtained through the distribution of questionnaires to respondents from the community of Jambi City. Meanwhile, secondary data sources include various sources, ranging from the official website of the Jambi City Communication and Information Office and other relevant sources. The data collection technique in this study is conducted through the distribution of questionnaires using the Google Forms platform. The respondents who are the subjects of this research are the general public or persons with disabilities, with a total of 150 respondents. By using this method, the researchers can collect data efficiently and evenly across Jambi City, allowing for a representative view of the issues being studied.

Data management in this study uses the SEMpls 3.0 software, which aims to test the linkage and correlation between research variables and to prove the hypotheses made by the researchers related to the Barriers to Digital Accessibility for Persons with Disabilities in Public Service

ISBN : 978-623-5644-10-3

Applications for E-Government Implementation in Jambi City. The use of regression tests in data analysis aims to obtain valid and accountable results. The questionnaire value indicators use a Likert scale approach with values ranging from 1 to 5, which include the following categories: "1. Strongly Disagree, 2. Disagree, 3. Neutral, 4. Agree, and 5. Strongly Agree." This approach allows the researchers to measure the level of agreement or disagreement of respondents to the statements presented in the questionnaire in a more detailed manner and can be statistically analyzed in-depth.

Meanwhile, in the qualitative method, it is determined based on normative or literature research, which is conducted by examining library materials or secondary data from online news media related to Barriers to Digital Accessibility for Persons with Disabilities in Public Service Applications for E-Government Implementation in Jambi City. The literature review approach is carried out by reviewing journals related to the research object (Hoang Tien et al., 2020). The data analysis technique in this study also uses the NVivo 12 plus data processing application, a computer-assisted qualitative document analysis tool. The equipment used can process words and explore word frequencies, attributes, and cases from large data, as well as generate categories of factors or sub-factors in journalistic applications and research related to the research topic (Sundari et al., 2022). To facilitate the researchers, the media news data is processed using the NVivo 12 Plus analysis tool to present data that is then narrated by the researchers (Sundari, 2022). Here is a compilation of online media sources used as data sources.

Table 1. News Media Source

Media Daring	Situs web	Consuming Online Media as a Source of News(Newman dkk., 2022)	*Brand TrustOnline Media*(Newman dkk., 2022)	News related to the topic of sexual education in children
detik.com	https://www.detik.com	65%	61%	35
Kompas	https://www.kompas.com	48%	65%	30
CNN.com	https://www.cnnindonesia.com/	35%	66%	27
SindoNews.com	https://www.sindonews.com	16%	49%	21
Tribunnews.com	https://www.tribunnews.com	32%	52%	31

Table 1 shows that the researchers analyzed five online news media. In this study, five sources of online news media were used, with the main focus on assessing the level of trust associated with the online media brands and having high media credibility ba sed on keyword calculation and analysis using the SEMrush tool. SEMrush is an internet-based software that aids in the strategy and implementation of initiatives related to SEO (search engine optimization), SEM (search engine marketing), as well as social media exploration and video advertising, all

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rooted in keyword analysis. It should be mentioned that in this study, the software functions by categorizing terms into groups based on predetermined topics. Then, it performs a thorough examination of the collected and selected keywords, simplifies them, and then exports them to SEMrush. SEMrush also provides daily updates on the ranking of news websites and online media globally, including those in Indonesia. Among the five media, they were chosen as representatives for reporting on the Barriers to Digital Accessibility for Persons with Disabilities in Public Service Applications for E-Government Implementation in Jambi City. The next stage of data analysis is illustrated in Figure 1 below.

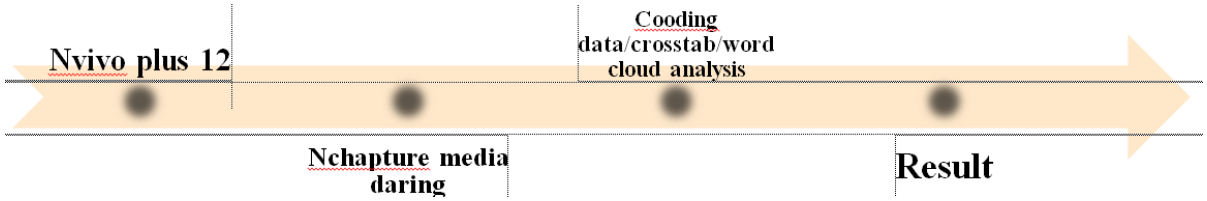

Figure 1.Teknik analisis data

The collected data is then analyzed using the Ncapture feature available in Nvivo 12 Plus. The Ncapture feature, which functions as a web browser extension, is designed to capture various types of web content, including website materials, social media content, and other document types such as scientific articles. At the analysis stage in Nvivo 12 Plus, the cross-tab query analysis feature is used. This function is used to determine the percentage of news data that has been manually coded using the Nvivo 12 Plus tool. After that, the author uses word cloud analysis to visually represent words or concepts that frequently appear in the data set, aiming to identify similarities and differences between the collected data and words.

3. RESEARCH RESULTS & DISCUSSION

Identify digital accessibility obstacles faced by people with disabilities in the use of public service applications in Jambi City

In Jambi City, the implementation of the digital era in public services by the bureaucracy has substantially changed the dynamics of interaction between the government and the community. Through the integration of digital technology, the bureaucracy in Jambi City has successfully streamlined public service processes, enabling citizens to access services more efficiently and easily. Administrative processes that were previously time-consuming and complicated have now been replaced by online systems that accelerate the response to the community's needs.

With the adoption of official online portals and mobile applications, accessibility to information and public services has significantly increased. The public can now easily obtain information related to policies, government programs, and public services without having to visit government offices in person. Transparency in government policies and performance has also been enhanced through the availability of open information to the public. This change not only simplifies service processes but also brings improvements in overall bureaucratic efficiency. Automation and data integration processes have helped reduce administrative barriers, minimize operational costs, and speed up the completion of various public service requests. Through these

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steps, Jambi City has demonstrated a commitment to providing more responsive public services for the community in the digital era.

The implementation of digital government in the form of the Jambi City Information System (SIKOJA) was established by the Jambi City Communication and Information Office (Diskominfo Kota Jambi) and has been in use since July 30, 2019, until now. This innovation is supported by the Jambi City Information System (SIKOJA) developed based on information technology. This application is also compatible with Android-based smartphones, which can be downloaded from Google Play, as well as iPhones and iPads by entering the appropriate purchase information in the Apple Store. However, the SIKOJA application interface design can be seen in the image below:

Figure 2 SIKOJA application design

According to the antimicrobial design, the information on the SIKOJA application that can be viewed and used by users is as follows: 1) Air Status, 2) Government web page links of Jambi City, 3) Public services such as SIKESAL, BMKG, education, health, online CCTV, Sipaten, licensing, emergency phone, KojaTrans, and others, 4) Internal services including Arrival Information, E-Planning, SIDAK, SIPKD, E-SAKIP, and related services, 5) Information about places such as offices, gas stations, ATMs, couriers, tourist sites, shopping places, police stations, and others. However, there is no access found for persons with disabilities to operate the application to fulfill their rights in public services in Jambi City.

Identifying digital accessibility barriers faced by persons with disabilities in using public service applications in Jambi City reveals various challenges that require serious attention. Digital accessibility is a basic right that must be fulfilled by the government to ensure inclusion for all its citizens, including persons with disabilities. However, the reality on the ground shows that there are still many obstacles faced by this group in utilizing technology to access public services.

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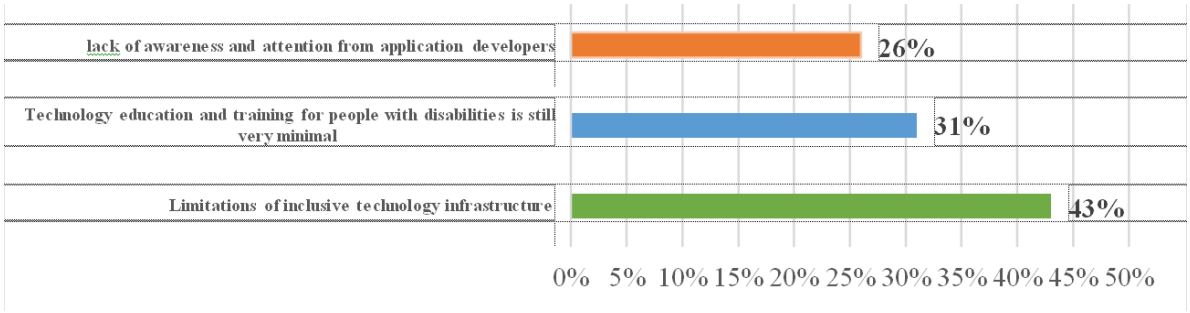
Graph 1. Barriers faced by groups with disabilities in utilizing technology to access public services



Source: Processed By : Researcher Using NVivo Application

Identifying digital accessibility barriers faced by persons with disabilities in using public service applications in Jambi City reveals several major issues that require serious attention. Based on the available data, the biggest obstacle is the limitatio n of inclusive technological infrastructure, which accounts for 43% of the total identified issues. Many public service applications have not been designed with the special needs of persons with disabilities in mind. Essential features such as screen readers, easy navigation for the visually impaired, and large text options for those with vision impairments are often absent or not optimal. This hinders the ability of persons with disabilities to independently and efficiently access the information and services provided by these applications.

Additionally, education and technology training for persons with disabilities are still very minimal, accounting for 31% of the total barriers. Many persons with disabilities lack sufficient skills and knowledge in using technology devices and digital applications. This is due to the lack of special training programs designed to meet their needs. The lack of educational materials that are easily accessible and understandable for persons with disabilities exacerbates this situation. As a result, many persons with disabilities feel unconfident or unable to effectively utilize technology, ultimately hindering their access to public services.

Another barrier is the lack of awareness and attention from application developers and policymakers to the special needs of persons with disabilities, which accounts for 26% of the total issues. Many public service applications are not inclusive because application developers do not consider accessibility standards in their design and development processes. Additionally, the

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lack of regulations ensuring that every public service application must meet accessibility standards indicates that this issue has not yet become a priority. Awareness and education about the importance of digital accessibility must be increased among technology developers and policymakers so that they are more sensitive and responsive to the needs of persons with disabilities.

From the word cloud analysis, the most frequently appearing term is "Digital Accessibility." Meanwhile, the second most frequently appearing term is "Persons with Disabilities." Overall, the data and analysis highlight the inherent complexity in managing processes and interactions across various sectors, demanding awareness of the importance of balancing technology use, planned approaches, inclusive collaboration, responsive adaptation, and effective public service. By understanding and integrating these aspects holistically, it is expected that each entity or individual will be able to achieve optimal performance levels and make a significant positive impact on society and the surrounding environment.

Respondents' demographic profiles

Table 2. Digital Accessibility Respondent Data for Persons with Disabilities in Public Service Applications: A Case Study of the Implementation of E-Government in Jambi City

	Freq	**%**
Age		
17-25 th	56	22,4%
26-35 th	69	27,6%
36-45 th	70	28%
>45 th	55	22%
Gender		
Woman	135	54%
Man	115	46%

Source: curated by researchers, (2024)

The presented data reflects the characteristics of respondents from various regencies/cities across Indonesia in this study. From the age analysis, the majority of respondents are in the age range of 26 to 45 years, with the highest percentage in the 36-45 years age group (28%). However, there is also a significant proportion of respondents aged 17-25 years and over 45 years, each approximately 22%. In terms of gender, the proportion of female respondents (54%) is slightly higher than that of male respondents (46%), though both have balanced representation in this study.

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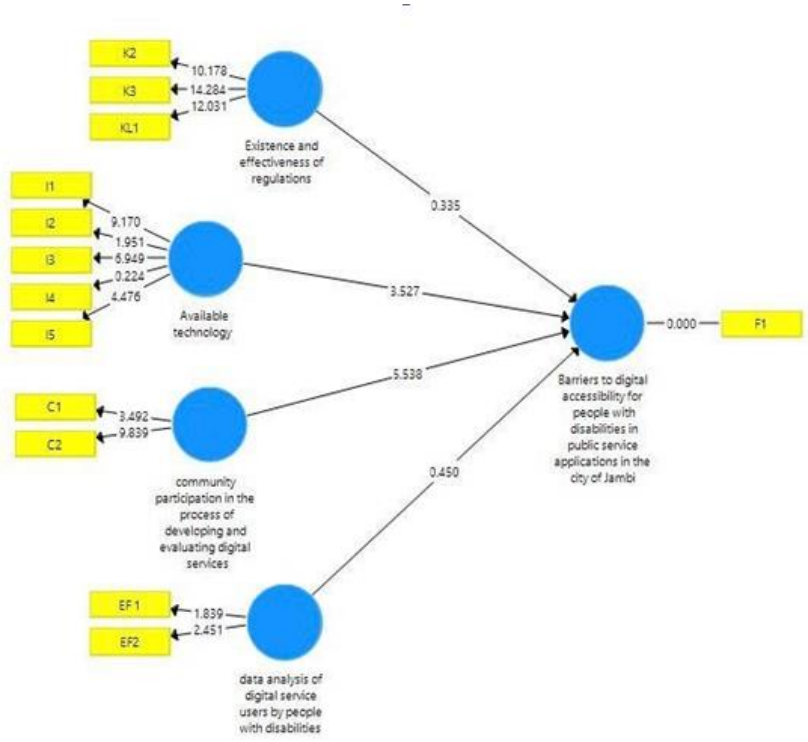
Hypothesis testing

Figure 3. Hypothesis test results



Source: processed by the author using SEMpls in ,(2024)

In Figure 1, the hypothesis test is carried out between independent and dependent variables using the bootstrapping method in SEMpls to determine the validity and reliability of the research data. This test uses T-statistics and P-values which will later be presented in the form of a t table, to determine valid research data, of course for the T-statistic value, namely > 1.96 and P-values, namely <0.05. The following is the t table of the results of the hypothesis test. Digital Accessibility Constraints for People with Disabilities in Public Service Applications: Case Study of E-Government Implementation in Jambi City:

Tabel 3. Hasil uji hipotesis

Variabel	Original Sample (O)	Sample Mean (M)	STDEV	T-Statistic (O/STDEV/)	P Value	Hipotesis
Existence And	**0.030**	**0.029**	**0.089**	**0.340**	**0.734**	**Ditolak**

ISBN : 978-623-5644-10-3

Effectiveness Of Regulations						
Available Technological Infrastructure	**-0.042**	**-0.024**	**0.093**	**0.453**	**0.651**	**Ditolak**
Community Participation In The Process Of Developing And Evaluating Digital Services	**0.400**	**0.393**	**0.068**	**5.842**	**0.000**	**Diterima**
The Success Of Digital Accessibility Policies Can Be Measured Through Data Analysis Of The Use Of Digitalservices By Peoplewith Disabilities	**0.030**	**0.033**	**0.090**	**0.338**	**0.735**	**Ditolak**
Data Analysis Of Digital Service Users By People With Disabilities	**0.417**	**4.035**	**0.113**	**3.693**	**0.000**	**Diterima**

Source: processed by the author, (2024)

Based on the table of statistical analysis results provided, it appears that several variables were tested to determine their impact on the success of digital accessibility policies. The following detailed explanation presents the results in paragraph form: The first variable, "Existence and effectiveness of regulations," has an Original Sample (O) value of 0.030 and a Sample Mean (M) of 0.029, with a standard deviation (STDEV) of 0.089. The T-Statistics value obtained is 0.340 with a P-value of 0.734. The high P-value indicates that this variable is not statistically significant, so the hypothesis that the existence and effectiveness of regulations affect the success of digital accessibility policies is rejected. The second variable, "Available technological infrastructure," shows an Original Sample (O) value of -0.042 and a Sample Mean (M) of -0.024, with a STDEV of 0.093. The T- Statistics value obtained is 0.453 with a P-value of 0.651. This high P-value indicates that the available technological infrastructure does not significantly affect the success of digital accessibility policies, so this hypothesis is also rejected. Conversely, the third variable, "Community participation in the process of developing and evaluating digital services," shows significant results. With an Original Sample (O) value of 0.400 and a Sample Mean (M) of 0.393, and a STDEV of 0.068, this variable has a T-Statistics value of 5.842 and a P-value of 0.000. This very low P-value indicates strong statistical

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significance, so the hypothesis that community participation in the development and evaluation of digital services positively affects the success of digital accessibility policies is accepted. The fourth variable, "The success of digital accessibility policies can be measured through data analysis of the use of digital services by people with disabilities," has an Original Sample (O) value of 0.030 and a Sample Mean (M) of 0.033, with a STDEV of 0.090. The T-Statistics value obtained is 0.338 with a P-value of 0.735. This high P-value indicates that this variable is not statistically significant, so this hypothesis is rejected. Finally, the fifth variable, "Data analysis of digital service users by people with disabilities," shows significant results. With an Original Sample (O) value of 0.417 and a Sample Mean (M) of 4.035, and a STDEV of 0.113, this variable has a T-Statistics value of 3.693 and a P-value of 0.000. This very low P-value indicates that this variable is statistically significant, so this hypothesis is accepted. Overall, the analysis results show that community participation in the development and evaluation of digital services, as well as data analysis of digital service users by people with disabilities, are significant factors in the success of digital accessibility policies. Conversely, the existence and effectiveness of regulations and the available technological infrastructure do not show strong statistical significance. Therefore, efforts to increase community participation and conduct more in-depth data analysis related to digital service users by people with disabilities should be prioritized to ensure the success of digital accessibility policies.

4. CONCLUSION

The conclusion of this study indicates that there are several major obstacles faced by persons with disabilities in accessing digital public services in Jambi City through the SIKOJA application. The biggest obstacle is the lack of inclusive technological infrastructure, which accounts for the majority of the identified issues. Many public service applications have not been designed with the special needs of persons with disabilities in mind, such as screen readers and navigation-friendly features for the visually impaired, as well as large text options for those with vision impairments. Additionally, the lack of educational and technology training programs for persons with disabilities hinders their ability to use technology devices and digital applications. This is exacerbated by the lack of attention from application developers and policymakers to the special needs of persons with disabilities, indicating that this issue has not yet become a priority in the planning and development of digital public services. From the hypothesis testing results using SEMpls, it was found that community participation in the development and evaluation of digital services, as well as data analysis of digital service users by persons with disabilities, has a significant impact on the success of digital accessibility policies. Conversely, the existence and effectiveness of regulations and the available technological infrastructure do not show significant influence. Therefore, to ensure digital inclusion and accessibility for persons with disabilities, it is necessary to increase community participation in the digital service development process and conduct more in-depth data analysis related to the use of digital services by persons with

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disabilities. These steps should be prioritized to achieve successful and inclusive digital accessibility policies in Jambi City.

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