

Measuring E-Service Quality through Village SIAP Application: The Success Key of Public Information Services in Bojonegoro

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ABSTRACT

The Village SIAP application designed to support public services at the village level still faces problems that are not optimal due to incomplete and inaccurate data. This study aims to determine the success of implementing the Village SIAP application by assessing the quality of electronic services using the D&M Model. In this edition, information, systems, and services become three dimensions to determine the quality of IS services, namely Information Quality (INFQ), System Quality (SYSQ), and Service Quality (SERQ). The type of research used is descriptive qualitative research. This study involved in-depth interviews with government officials and residents to obtain a comprehensive understanding of the use of the application. Data collection was carried out through observation, interviews, and documentation. The study shows that the Village SIAP application is generally effective in providing budget transparency through accurate and complete budget and realization features, although improvements are still needed in the details and relevance of information, especially in the village planning menu which is considered too general. These findings highlight the advantages and disadvantages of the application while providing recommendations to improve the quality of electronic services. The results of the study are expected to provide practical recommendations that can be applied to improve the quality of service effectiveness of application use in Bojonegoro Regency.

Keywords: Application; Quality; Service; Village SIAP

ABSTRAK

Aplikasi SIAP Desa yang dirancang untuk mendukung pelayanan publik di tingkat desa masih menghadapi permasalahan yang tidak optimal karena data yang tidak lengkap dan tidak akurat. Penelitian ini bertujuan untuk mengetahui keberhasilan penerapan aplikasi SIAP Desa dengan menilai kualitas layanan elektronik menggunakan Model D&M. Pada edisi ini, informasi, sistem, dan layanan menjadi tiga dimensi untuk menentukan kualitas layanan IS, yaitu Kualitas Informasi (INFQ), Kualitas Sistem (SYSQ), dan Kualitas Layanan (SERQ). Jenis penelitian yang digunakan adalah penelitian kualitatif deskriptif. Penelitian ini melibatkan wawancara mendalam dengan pejabat pemerintah dan warga untuk mendapatkan pemahaman yang komprehensif tentang penggunaan aplikasi tersebut. Pengumpulan data dilakukan melalui observasi, wawancara, dan dokumentasi. Studi menunjukkan bahwa aplikasi SIAP Desa secara umum efektif dalam memberikan transparansi anggaran melalui fitur anggaran dan realisasi yang akurat dan lengkap, meskipun masih diperlukan perbaikan dalam detail dan relevansi informasi, terutama pada menu perencanaan desa yang dinilai terlalu umum. Temuan ini menyoroti kelebihan dan kekurangan aplikasi sekaligus memberikan rekomendasi untuk meningkatkan kualitas layanan elektronik. Hasil penelitian

diharapkan dapat memberikan rekomendasi praktis yang dapat diterapkan untuk meningkatkan kualitas efektivitas pelayanan penggunaan aplikasi di Kabupaten Bojonegoro.

Kata kunci: Aplikasi; Kualitas; Dinas; SIAP Desa

INTRODUCTION

World modernization continues to experience transformation over time, especially in the aspect of information and communication technology (ICT) (Susilowati, 2020). The use of ICT is not only limited to social activities but has also penetrated various other fields, thanks to sophisticated automation aspects that make every job more efficient and practical (Suprastiyo, 2021). The rapid development of technology makes it the main source of information (Rahman et al., 2022). The information technology system plays an important role in the current era of globalization and functions as a supporting tool that meets the various needs and aspects of people's lives (Alfiyatur et al., 2023). Significant developments in the field of technology have encouraged various regions to innovate in public services, by utilizing modern information and communication technology to improve the quality of services to the community (Septi Wulandari, 2024).

Public services are defined as all activities carried out by the public organizer to meet the needs of service recipients, as well as implementation based on applicable laws and regulations (Nababan, 2020). Public services are the focus of the government's attention to meet the needs and expectations of the community. The government needs to organize and provide an optimal and committed public service system to support and improve the quality of public services provided (Nurjanah & Mahendra, 2022).

E-government is a process that utilizes information technology to support the implementation of a more efficient government system (Hamrun et al., 2020). E-Government provides a variety of significant benefits and opportunities, including efficiency in access to services and government officials, reducing government administrative costs, increasing public access to budget information, and increasing access to government documents and activities (Musthofa et al., 2024). Public services and e-government have a very close relationship, where e-government acts as a means to improve the quality and accessibility of public services. Information technology plays an important role in increasing the effectiveness of public services through the development of e-government (Septian, 2021). Organizations are expected to improve the quality of electronic services which not only includes the quality of information and systems but also includes the responsiveness and reliability of these services (Ming et al., 2018).

Indonesia has made substantial progress in digital governance, as revealed in the results of the UN E-Government Survey 2024. Indonesia has increased 13 ranks, from 77th to 64th among 193 UN member states. This increase reflects Indonesia's dedication to strengthening the Electronic Government System (ESG) and encouraging digital transformation to achieve sustainable development. Improving

the quality of services in the electronic-based government system is inseparable from the performance of regional governments, in this case, the Department of Community and Village Empowerment. One of the main functions of government is to organize e-service quality as a manifestation of the general task of government to realize the welfare of the community. Regulation of the Regent of Bojonegoro Regency Number 18 of 2022 concerning implementing Electronic-Based Government Systems within the Bojonegoro Regency Government. This Regent Regulation is stipulated to regulate the implementation of Electronic-Based Government Systems within the Regional Government. The implementation of the system is carried out based on the following principles of a. effectiveness; b. integration; c. continuity; d. efficiency; e. accountability; f. interoperability; and g. security. The scope of implementing Electronic-Based Government Systems in the Regional Government includes a. Governance of Electronic-Based Government Systems; b. Management of Electronic-Based Government Systems; c. Information and Communication Technology Audit; d. Organizers of Electronic-Based Government Systems; and e. Monitoring and evaluation of Electronic-Based Government Systems.

As an effort to support the transformation of digital governance in Indonesia, Bojonegoro Regency has implemented the Village SIAP Application to improve the quality of public services at the local level. This application is managed by the Community and Village Empowerment Service to provide an open source of information for the wider community and enable transparent and beneficial data access and utilization for fund and community development. The Village SIAP application is a web-based platform that provides various menus, such as budget tracking, village development index, and public service transparency tools, which aim to improve governance in 419 villages in Bojonegoro.

Research conducted by (Wirayudha, 2023) states that although various significant efforts have been made in operator training and socialization to the community, as well as a commitment to technological progress through the provision of infrastructure, the implementation of SIAP Desa has not yet reached an optimal level. Although it has succeeded in increasing transparency and efficiency in village government, several obstacles hinder it, such as lack of attention to data input by village officials, low public understanding of the Village SIAP Application, and limited support for facilities and infrastructure. Although previous studies have examined the technological infrastructure and transparency benefits of the Village SIAP Application, there are still gaps in evaluating the quality of electronic services using proven frameworks, such as the Information System Success Model (DeLone & McLean, 2003). In this edition, information, systems, and services become three dimensions for assessing the quality of IS services, namely Information Quality (INFQ), System Quality (SYSQ), and Service Quality (SERQ). The author can take lessons from previous studies to direct this research in a more exploratory and in-depth direction.

Although the Village SIAP application in Bojonegoro Regency has potential, this application faces various challenges, such as incomplete data and low public

understanding, which reduce its effectiveness in improving public services. Based on the description above, this study aims to assess the quality of electronic services in the Village SIAP Application using the DeLone & McLean Information System Success Model. Through an assessment of information quality, system quality, and service quality, this study is expected to provide recommendations that can be implemented to improve the effectiveness of the application in Bojonegoro Regency.

METHODS

This study uses a qualitative method with a descriptive approach. The selection of this descriptive qualitative method is based on the researcher's desire to provide a more specific, transparent, and in-depth picture of the conditions to be observed in the field. Qualitative research involves describing data that is in line with the facts of the issue being studied. Qualitative research aims to find out experiences, views, or social events from the perspective of participants. Qualitative methods will be applied to analyze narratives and interviews to understand the research topic and to explore the meaning that may be hidden in qualitative data.

This study focuses on e-service quality through the Village SIAP Application, the key to the success of information services in Bojonegoro based on the Model of Information Systems Success (DeLone & McLean, 2003). In this edition, information, systems, and services become three dimensions for assessing the quality of IS services, namely Information Quality (INFQ), System Quality (SYSQ), and Service Quality (SERQ). Qualitative methods will be applied to analyze narratives and interviews to understand the research topic and to explore the meaning that may be hidden in qualitative data (Jhon, W, 2015). The qualitative approach was chosen because it provides an opportunity to conduct in-depth and contextual exploration of participants' experiences with the Village SIAP Application, and can explore insights that may be difficult to measure quantitatively. By focusing on subjective user experiences and perceptions, qualitative methods such as interviews and narrative analysis are considered more appropriate to understand the complexity of electronic service quality in this study.

This study involved employees of the Bojonegoro Regency PMD Service, Village SIAP application managers, and the community who use the Village SIAP application. The selection of participants was carried out using the purposive sampling method to ensure that they had direct experience in using the Village SIAP application. In this study, data sources were obtained through primary and secondary data collection carried out using observation, interview, and documentation techniques. Data analysis in this study follows the framework proposed by Miles and Huberman in Sugiyono (2017), which includes four stages: data collection, data editing, data presentation, and conclusion.

At the data collection stage, data were collected through semi-structured interviews with key informants, including employees of the Bojonegoro Regency PMD Service, Village SIAP application access managers, and residents of Suwaloh Village,

Sobontoro Village, and Balenrejo Village. The selection of participants was based on their direct involvement with the application. Interview transcriptions were checked to ensure completeness. In addition to interviews, observations were also conducted on residents discussing the use of the application, as well as secondary data collection from official documents related to the Village SIAP application. At the data editing stage, information that was considered irrelevant or excessive was removed. Furthermore, at the data presentation stage, thematic coding was used to identify recurring patterns related to the quality of electronic services. Finally, conclusions were drawn through triangulation of data obtained from interviews, observations, and document reviews to ensure the validity of the findings.

RESULTS AND DISCUSSION

The Village SIAP (Village Government Administration Information System) application is an initiative launched by the Bojonegoro Regency Government to increase transparency and efficiency in government administration at the village level. This application is designed to facilitate the management of data and information related to village government, including the management of Village Fund Allocation (VFA) and the preparation of the Village Revenue and Expenditure Budget (APBDes). This application is a combination of applications integrated with Siskeudes. This application, which is supported by the Communication and Informatics Service, provides manual input related to village data, containing the processing of existing Siskeudes data.

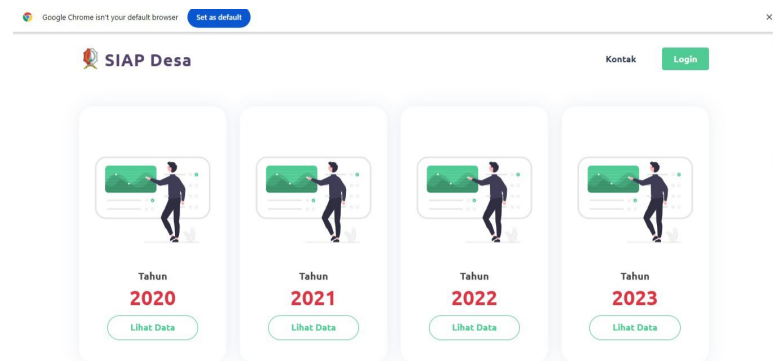


Figure 1. Village SIAP Website

Source: <https://siapdesa.bojonegorokab.go.id/web>

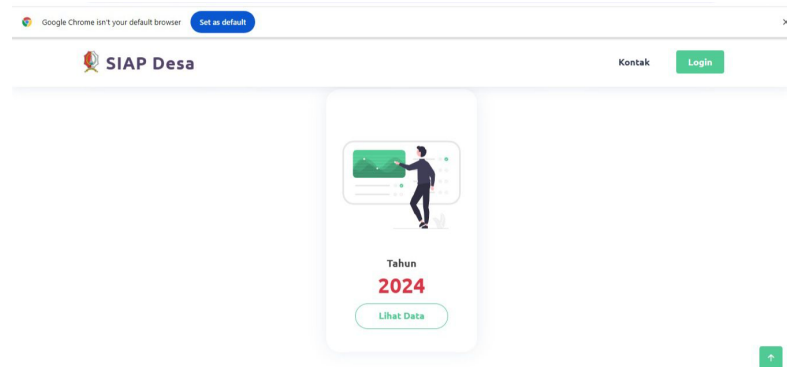


Figure 2. Village SIAP Website

Source: <https://siapdesa.bojonegorokab.go.id/web>

The SIAP Desa application contains information on the implementation of village government in 2020-2024. The SIAP Desa application is a web-based platform that provides various menus, including the Budget Convergence menu for stunting prevention, budget and realization menu for food security, budget and realization menu for village BLT funds, village development index menu, village planning menu, APBDes realization menu, APBDes publication menu, top 10 village budget realization menu, transfer fund proposal menu, village government apparatus menu, and legal product menu in 419 villages in Bojonegoro Regency.

The quality of electronic services according to the model (DeLone & McLean, 2003) is a crucial concept in assessing the success of information systems, especially in the context of digital services. This model identifies several interrelated dimensions that influence service quality and its impact on users. In this edition, information, systems, and services become three dimensions for assessing the quality of information system services, namely Information Quality (INFQ), System Quality (SYSQ), and Service Quality (SERQ).

Information System Success Model in Village SIAP Application

1. Information Quality (INFQ) of Village SIAP Application

Information quality can be interpreted as a way of delivering structured information in a comprehensive and detailed manner, resulting in deeper understanding, and contributing to user education (Amarin & Wijaksana, 2021). Information quality refers to a measure that emphasizes the output produced by the system and assesses the accuracy and relevance of the information and the value of the output to users. The quality of information in the village-ready application is very important to ensure the completeness, accuracy, and relevance of the information

because these factors affect the functionality, user satisfaction, and success of the application.

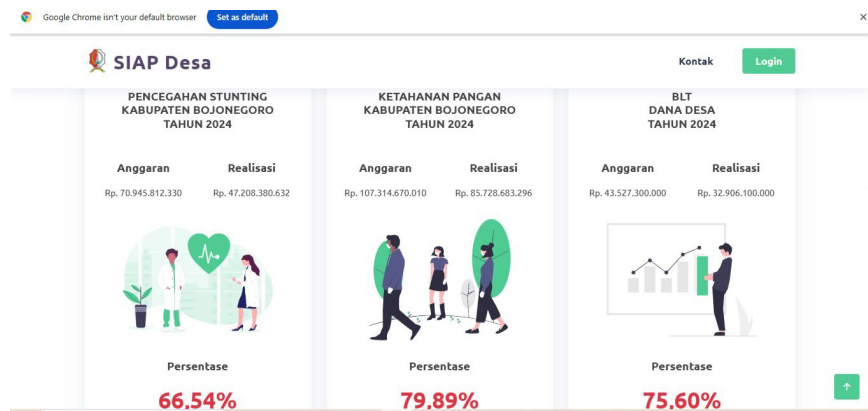


Figure 3. Village SIAP Website

Source: <https://siapdesa.bojonegorokab.go.id/web/home>

Based on the results of interviews conducted by researchers with the community who use the Village SIAP application, people stated "The presentation of information on the Village SIAP application is accurate for users where the SIAP Desa application provides various features that support access to information, especially in the context of budget transparency." Where in 2024 the budget for stunting prevention convergence in Bojonegoro Regency was IDR 70,948,812,330 with a realization of IDR 47,208,380,632 with a percentage of 66.54% with various activities such as organizing integrated health posts (additional food, pregnant women, the elderly, and intensive classes), counseling and training in the health sector for the community, health workers and cadres, joint care or coaching for toddler families and many more. The food security budget for Bojonegoro Regency is IDR 107,318,096,610 with a realization of IDR 85,728,683,296 with a percentage of 79.88% with various activities such as the construction of tertiary or simple irrigation channels, strengthening village-level food security, maintaining tertiary or simple irrigation channels, increasing food crop production and many more. The BLT village fund budget is IDR 43,527,300,000 with a realization of IDR 32,906,100,000 with a percentage of 75.60%. The BLT village fund budget and realization menu also contains information on the names and addresses of the recipients.

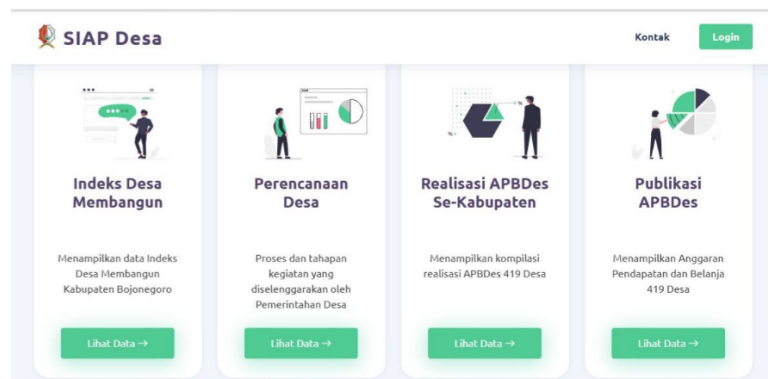


Figure 4. Village SIAP Website

Source: <https://siapdesa.bojonegorokab.go.id/web/home>

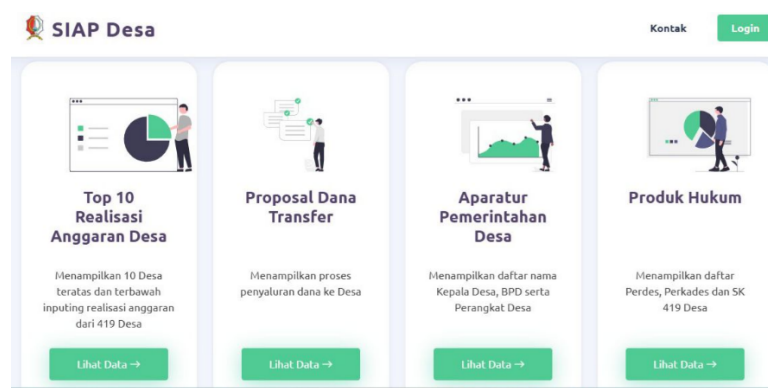


Figure 5. Village SIAP Website

Source: <https://siapdesa.bojonegorokab.go.id/web/home>

In addition, the information presented is by user needs, where in the village index menu the community can find out the status and value of the village index, realization, and publication of the APBDes in 419 villages, the top 10 APBDes realizations where there is information on the top 10 highest spending and the top 10 lowest spending, the community transfer fund proposal menu can obtain information on the type of proposal, nominal and also the status of the proposal, the village government apparatus menu displays a list of names of Village Heads, BPD, and Village Apparatus. The community obtains information on the name, position, SK number, term of service, and remaining term of service, and is also equipped with a photo. Then there is a legal product menu that displays legal products in each village.

However, people stated "The quality of information on the menu is still less accurate and relevant, where the menu does not provide complete and detailed information related to the process and stages of activities organized by the village government, especially those covering the planning and implementation of development activities in villages in Bojonegoro Regency." When opening the menu, only a pamphlet appears containing information about the village planning cycle in general, without details of the specific stages of activities directly related to the village government in Bojonegoro Regency. This pamphlet is more of a general description of the planning cycle, which does not provide in-depth information about activities

that are being or will be carried out at the village level, meaning that if information about the process and stages is not listed in the village planning menu, then the information is considered less relevant because it does not meet the needs of users in understanding the concrete steps from the planning stage to implementation.

Then, in the Village Government Apparatus menu and the Legal Products menu, there are quite significant obstacles related to updating information. Many people complain that the data available in both menus is not updated regularly, so the information presented is less accurate and less relevant. In the Village Government Apparatus menu, people expect to get the latest information regarding the organizational structure, names of village officials, and their respective positions and responsibilities. However, the information available often does not reflect the latest changes in village governance, such as changes in positions or the addition of new village officials. Likewise, in the Legal Products menu, people want to access legal documents that include village regulations, village head decisions, and other policies that have a direct impact on their daily lives. However, many of these documents have not been updated or are not yet available in an easily accessible format. This condition indicates that the information in the menu is not complete and relevant enough, so there needs to be a clearer explanation or additional visual aids to increase the accessibility of the information.

The quality of information in the Village SIAP application is considered effective in supporting transparency and facilitating public access to data, especially related to budget realization and programs such as stunting prevention, food security, and village BLT funds. However, there are still shortcomings, such as incomplete village planning menu data and minimal updates to village apparatus menu information and legal products. In this case, the accuracy of the information in the Village SIAP application is in line with the emphasis of the DeLone & McLean model as the main determinant of user satisfaction. However, completeness and relevance can still be improved, especially by simplifying the process of updating data and village planning. This condition emphasizes the importance of more optimal information management to ensure accuracy, timeliness, relevance, and ease of access for users in obtaining the information they need. This is in line with research (Gunawan & Ayuningtiyas, 2018) that information in an application must be up-to-date to meet user needs.

2. System Quality (SYSQ) of Village SIAP Application

System quality is an indicator that assesses the information system itself and the interaction between the system and the user (Isnaeningsih et al., 2021). System quality plays an important role in how the system works in meeting several main aspects such as reliability, flexibility, ease of use, and responsiveness. Each element of system quality is interrelated and has a significant impact on the overall success of the application.

In general, people feel satisfied because they do not experience technical problems such as disruptions or errors when using this application. This shows that

the Village SIAP application runs well and is stable so that users can rely on it without having to worry about obstacles that interfere with their experience. When people use the application to access information, they feel comfortable because the application runs smoothly. This reliability is important to create a sense of security and trust among users. When people feel that the application is reliable, they will tend to be more active in using it.

According to (Elyanovianti et al., 2021) a flexible system is a system that can achieve goals in various ways, meaning that the system must be able to adapt to the needs of users, not vice versa where users must adapt to the way the system works as determined by its creator. The Village SIAP application has a very good flexibility value, which allows people to access and utilize this application anywhere and anytime. The Village SIAP application allows people to access village administration information in real-time. Thus increasing efficiency. This flexibility is also very important for village operators because village operators can input data according to their needs, without being bound by a certain location or time. An operator who is out of town or busy can still input data related to the BLT budget, DD budget, and recipient information. The application's ability to adapt to the needs of its users is one of its main advantages. Operators don't need to worry about time or location constraints, they can access the application through a device connected to the internet. This is very helpful for those who may not always be in the village office so that no important information is missed.

The Village SIAP application shows a high level of ease of use, which is felt by the community. Based on interviews, people stated "This application can be operated very easily." One of the main factors that supports this ease is the accessibility of the application which can be done anytime and anywhere, giving users the freedom to use it without time or place restrictions. In addition, the appearance of the Village SIAP application is designed to be simple and intuitive, making it easy for users from various groups, including those who are less experienced in using technology, to understand and operate the application quickly. With such a design, this application is not only easy to access but also very user-friendly, allowing the community to utilize the various features available effectively and efficiently.

The speed of access and responsiveness of the Village SIAP application is one of the advantages that is directly felt by the community, especially in the context of system speed in accessing services. Speed of access and responsiveness can be interpreted as alertness in serving users, the ability to provide and provide fast and accurate services, and responsiveness to user needs (Riadi, Slammat, Hayati, 2020). Based on community observations and experiences, access to the Village SIAP application is very fast, both when first entering the system and when accessing various features and services available. This shows that this application can respond to community requests efficiently, without any obstacles or long waiting times. In other words, the Village SIAP application not only provides convenience to the community but also ensures that every interaction and request from users can be responded to quickly, thereby increasing user satisfaction and minimizing potential

obstacles that can disrupt the service process. This response speed greatly supports the smooth use of the application in any situation, so that the community feels more comfortable and efficient in utilizing the available services.

Overall, the Village SIAP application has excellent system quality with an emphasis on the DeLone & McLean model. This application shows high reliability, flexibility that supports various user needs, user-friendly ease of use, and fast response, all of which contribute to the success of the system and increase user satisfaction.

3. Service Quality (SERQ) of Village SIAP Application

Service quality can be interpreted as a comparison between the hopes or expectations held by the community with their perception of the service received. If the service provided exceeds user expectations, then the quality will be considered ideal (Budiarti, 2024). Therefore, it is very important to understand and maintain service quality to meet user expectations and satisfaction and achieve success. Service quality should not be seen from the perspective of the organizer or service provider, but from the perception of service users, because they are the ones who directly experience the service. Therefore, service users should assess and determine how good the quality of service provided is (Septiani et al., 2020).

In this case, service quality does not only depend on how well a service is provided but also on how the service meets or even exceeds the expectations that have been formed by the service user. In other words, service quality concerns the assessment of the extent to which the service provided is to customer desires. If the service provided is by or better than expectations, then the quality of the service is considered high. Conversely, if the service received is lower than expectations, then the quality of the service is considered poor.

Based on interviews, the Village SIAP application users want complete, relevant, and easily accessible information regarding various village government activities. They expect the information obtained to be not only in the form of budget and realization data but also a more detailed explanation of the implementation of programs or activities and their impact on the community. The mismatch between expectations and reality indicates a gap between the desires of the community and what is provided by the Village SIAP application. This can affect their satisfaction with the quality of services provided by the application. The community feels that the application does not fully meet their needs or does not provide enough in-depth information to help them understand the planning process taking place in their village or surrounding areas. As a result, although the Village Siap application aims to facilitate access to information and increase transparency in village governance, the mismatch between the information provided and user expectations can reduce public trust and satisfaction with this application. It should be noted that good service quality is not only determined by how fast or easy it is to access but also by the relevance and depth of the information available. Therefore, to improve service

quality, application providers need to ensure that the information provided is by user expectations and meets their needs comprehensively.

In terms of service quality, although the Village SIAP application is designed to facilitate access to information and increase transparency, the gap between user expectations and the information available indicates a gap in the quality of service provided. Users want more detailed and relevant information about village programs and activities, not just budget and realization data. This dissatisfaction reflects the inconsistency with the service quality dimensions in the DeLone and McLean model because the application has not fully met user needs related to the depth and relevance of information which are the main factors in assessing service quality. Therefore, to improve service quality, application providers need to ensure that the information provided meets the needs and expectations of users as a whole.

CONCLUSION

This study aims to evaluate the service quality of the Village SIAP application in Bojonegoro Regency, focusing on Information Quality, System Quality, and Service Quality. The results of the study indicate that although this application shows good performance in several aspects, such as system stability and information accuracy, improvements are still needed in several other areas, especially related to the detail and relevance of the information provided for the service. The Village SIAP application is generally considered effective in providing budget transparency, with budget and realization features that are considered accurate and complete. However, the village planning menu, which is currently still too general, needs to be expanded with more detailed information on specific activities and development stages. This mismatch has the potential to reduce user trust and satisfaction with the application. The findings of this study not only provide an overview of the advantages and disadvantages of the Village SIAP application but also contribute to the development of the quality of e-services in the local government system. This study emphasizes the importance of alignment between user expectations and the information provided and suggests that similar digital government platforms can benefit from continuous user engagement and feedback. In addition, it is recommended to add several new menus or features to the application to adjust to the needs of public services in rural communities.

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