

Effectiveness of Information Technology (SIAK) in Population Administration Services in Rejomulyo Village, Panekan District, Magetan Regency

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Abstract

Abstract: This study analyzes the effectiveness of the Population Administration Information System (SIAK) in population administration services in Rejomulyo Village, Panekan District, Magetan Regency. Using descriptive qualitative methods through interviews, observation, and documentation, this study examines five indicators of effectiveness: productivity, quality, efficiency, flexibility, and satisfaction. The results show that SIAK has increased the productivity of population data management with a faster and more organized process. Service quality has improved significantly, evidenced by the administration compliance award from 2021 to 2024. Time efficiency has increased drastically from days to 15-30 minutes, saving transportation costs and community labor. Flexibility is demonstrated through the adaptation of village officials to new technologies and the appointment of dedicated operators. The level of community satisfaction has increased thanks to easy access and speed of service. Challenges faced include limited human resources and the condition of computer equipment. This study concludes that the implementation of SIAK in Rejomulyo Village has been effective in improving the quality of population administration services to the community.

Abstrak: Penelitian ini menganalisis efektivitas Sistem Informasi Administrasi Kependudukan (SIAK) dalam pelayanan administrasi kependudukan di Desa Rejomulyo, Kecamatan Panekan, Kabupaten Magetan. Menggunakan metode kualitatif deskriptif melalui wawancara, observasi, dan dokumentasi, penelitian ini mengkaji lima indikator efektivitas: produktivitas, kualitas, efisiensi, fleksibilitas, dan kepuasan. Hasil penelitian menunjukkan SIAK telah meningkatkan produktivitas pengelolaan data kependudukan dengan proses yang lebih cepat dan terorganisir. Kualitas pelayanan mengalami perbaikan signifikan, dibuktikan dengan penghargaan taat administrasi sejak 2021-2024. Efisiensi waktu meningkat drastis dari hitungan hari menjadi 15-30 menit, menghemat biaya transportasi dan tenaga masyarakat. Fleksibilitas ditunjukkan melalui adaptasi perangkat desa terhadap teknologi baru dan penunjukan operator khusus. Tingkat kepuasan masyarakat meningkat berkat kemudahan akses dan kecepatan layanan. Tantangan yang dihadapi meliputi keterbatasan sumber daya manusia dan kondisi perangkat komputer. Penelitian ini menyimpulkan bahwa implementasi SIAK di Desa Rejomulyo telah berjalan efektif dalam meningkatkan kualitas pelayanan administrasi kependudukan kepada masyarakat.

Introduction

Throughout the history of Indonesian governance, villages have experienced significant development, necessitating protection and empowerment to become resilient, advanced, independent, and democratic (Sugiman, 2018). Law Number 6 of 2014 stipulates that the Village Government, consisting of the village head and village officials, is responsible for administering government under the supervision of the Village Consultative Body, which represents the community. As the lowest level of government that interacts directly with the community, the village serves as a strategic arena for realizing the interests and meeting the community's collective needs (Sulaeman et al., 2019). Village governments are required to improve their performance in providing professional, effective, efficient, and accountable public services. The quality of public services is a benchmark for government performance, because its impact is directly felt by the community and shapes the government's image.

Good and transparent governance requires the use of information technology to improve the quality of public services and public participation (Ganda et al., 2017). The Population Administration Information System (SIAK) is an implementation of information technology designed to improve efficiency, service quality, data uniformity, and public awareness of population administration. Magetan Regency has implemented SIAK with the hope of improving administrative efficiency, information accessibility, and service quality. Through the application of good governance principles such as transparency, openness, accountability, and the rule of law, SIAK is expected to realize better governance at the village level, particularly in Rejomulyo Village.

However, the implementation of information technology at the village level still faces various challenges. Limited human resources, infrastructure, and technical capacity are obstacles in optimizing the use of SIAK in Rejomulyo Village. This problem is exacerbated by the fact that many people still do not have complete population documents. Public services are a strategic issue and are the responsibility of the state as mandated in Article 34 paragraph (3) of the 1945 Constitution (Jilke & Baekgaard, 2019). As one of the eight areas of change in the Grand Design of Bureaucratic Reform 2010-2025, improving the quality of public services is a priority. The government has responded to this condition by issuing Instruction of the Minister of Home Affairs Number 470/837/SJ of 2018 concerning the Indonesian Administrative Awareness Movement (GISA) which encourages local governments to create innovations in population administration services (Marpaung et al., 2023).

Several previous studies have shown varying results regarding the effectiveness of information technology in population administration services. Syahputra Marpaung (Marpaung et al., 2023) study on the implementation of e-government in South Tapanuli Regency identified three aspects supporting effectiveness: support, resources, and value, but found obstacles in the form of a relatively new implementation and low community capacity in operating the system. Rahmawati (Rahmawati et al., 2024) study on the Saturday Tuntas service at the Magetan Regency Population and Civil Registration Office showed limited effectiveness due to limited service frequency and technical constraints such as application maintenance. The findings of these studies indicate that although information technology

has great potential to improve population administration services, its implementation still requires improvement and appropriate strategies.

This study focuses on the effectiveness of SIAK in Rejomulyo Village, Panekan District, Magetan Regency, a region with limited information and previously unstudied. The novelty of this study lies in its in-depth analysis of the effectiveness of information technology, the identification of specific obstacles, and the village government's efforts to address them. This study aims to determine the extent to which SIAK has improved administrative efficiency, information accessibility, service quality, data uniformity, and public awareness in Rejomulyo Village. The data collected cover detailed aspects of information technology implementation, obstacles encountered, and implemented solutions. Therefore, this study is expected to contribute to the development of information technology-based population administration services at the village level within the context of implementing good governance and bureaucratic reform.

Research Method

This study used a qualitative descriptive research method to assess the effectiveness of the Population Administration Information System (SIAK) in Rejomulyo Village, Panekan District, Magetan Regency. The qualitative approach was chosen because of its flexibility in capturing meanings that naturally emerged from participants and its adaptability to field conditions throughout the research process (McArdle, 2022). Data were collected through three main techniques: in-depth interviews with key stakeholders, including the village head, village secretary, head of government department, SIAK operator, and ten local residents; direct field observation of the daily operations and implementation of SIAK in population administration services; and documentation analysis to provide additional information on system performance and legal aspects. Research subjects were selected based on their expertise and direct involvement in SIAK operations, ensuring they possessed sufficient knowledge, went beyond a superficial understanding, and had sufficient time to provide comprehensive information about the phenomenon under study (Rony, 2017).

This research was conducted in Rejomulyo Village, which was purposively selected due to identified challenges in information technology effectiveness, limited available documentation as evidenced by infrequent website updates, and the absence of previous similar research in this location. Primary data sources include interviews and observations that capture firsthand experiences of SIAK implementation, while secondary data include statistical information from institutional databases such as Statistics Indonesia (BPS) and qualitative analysis of interview transcripts and observation notes (Santhi & Junaidi, 2024). This multi-method approach allows for comprehensive triangulation of findings, thereby enhancing the validity and reliability of conclusions regarding SIAK's impact on the provision of population administration services. This methodological design allows for a systematic examination of five key effectiveness indicators: productivity, quality, efficiency, flexibility, and satisfaction, measured through the perspectives of service providers and recipients in the village administration context.

Results and Discussion

Service procedures and implementation

The population administration service procedures managed through the SIAK application are relatively simple, requiring applicants to visit the village office with the necessary documents (Salsabila et al., 2024). This process typically takes 15 minutes to one business day, as explained by Mr. Siswanto, a SIAK operator: "The process can take 15 minutes because we input the data and wait for a response from the Population and Civil Registration Office (DISPENDUKCAPIL). Cards can also be printed at the village office after the data is verified." This aligns with research by (Yunus et al., 2023), which found that digital innovation in public services can increase effectiveness and efficiency through the provision of easily accessible services. However, the flexibility of on-site document printing depends on the speed and accuracy of verification by DISPENDUKCAPIL, indicating external influences from the volume of applications and the condition of the regional technological infrastructure.

Delays in verification by relevant agencies remain a major obstacle. As noted by Mr. Siswanto, "The process can take 30 minutes to one day waiting for verification from the relevant agencies." This finding aligns with research by (Rahmawati et al., 2024) identified that staff provide alternative document processing when urgent issues arise, such as application maintenance. To improve effectiveness and expedite the service process, better communication between village offices and the Population and Civil Registration Agency (DISPENDUKCAPIL) is crucial, along with improvements to information technology infrastructure to increase responsiveness, in line with (Suprianto, 2023) recommendation regarding optimizing technology to improve the quality of public services.

Infrastructure and facilities

Infrastructure at Rejomulyo Village Office demonstrates adequate capacity with one laptop and one computer dedicated to services, plus internet access supporting governmental operations, particularly SIAK-based services. According to Pak Muhajrin, the village secretary: "We have provided facilities and infrastructure to support government operations in this office, from wifi, computers, laptops, to training we conduct so that officials can increase capacity in this modern era." This reflects government awareness of information technology's importance in enhancing public service effectiveness, consistent with (Ekram et al., 2022) who noted that significant changes in Samsat service quality resulted from continuous improvement efforts in infrastructure provision.

The village government emphasizes training importance for its officials, as stated: "We conduct training so that officials can increase capacity." This demonstrates that the village government focuses not only on providing tools but also on human resource development, as suggested by (Lenak et al., 2021) who found that understanding and comprehension of e-government implementation among operators and related agencies significantly affects service effectiveness. Training aims to improve village officials' skills in using modern technology, enabling optimal utilization of provided facilities, thereby reducing potential errors in data processing because automated systems are more accurate than manual methods (Lusiana et al., 2024).

Community perspectives support these improvements. Mas Rio, a Rejomulyo Village resident, stated: "It's good now, processing demographic administration is faster, even in minutes because with the advancement of the times, everything is technology-based, making it easier to connect from one agency to another, for example through the SIAK application itself." This testimony confirms that technological advancement has made administrative processes easier and faster, demonstrating SIAK's capability to accelerate services to the community and reduce previously longer waiting times. This finding supports (Akbar et al., 2023) who concluded that service quality significantly influences community satisfaction, with citizens tending to feel satisfied with received service quality.

Service accessibility

Service accessibility is critically important in village service implementation. Law No. 6 of 2014 concerning Villages, Chapter 3 on Village Arrangement Article 7, explains that government and local governments can conduct village arrangement, one purpose being to accelerate public service quality. This includes easy access for citizens to obtain current information supporting administrative service convenience (Madsen et al., 2021). Rejomulyo Village provides information to citizens processing demographic administration both directly and through information boards at the village office, showing active steps in providing information to the community about demographic administration services.

The availability of two communication channels provides Rejomulyo Village citizens with ease in obtaining information. This reflects village government efforts to increase transparency and community participation in administrative processes, consistent with Majid (2021) who stated that good governance principles like transparency, openness, accountability, and legal rules can be applied through technology to improve service quality. Information access ease also potentially increases community satisfaction with provided services because citizens feel more involved in the process, supporting participatory governance implementation at the village level.

Driving and inhibiting factors

Collegiality among employees makes apparatus performance more effective because employees mutually help fill gaps or address officials' lack of knowledge in performing tasks using information technology. Pak Siswanto explained: "I understand the situation if other officials are older, approaching retirement and find it difficult to understand current developments. This should be part of Pak Sucipto as head of government section, but he has difficulty understanding, so I was appointed by Pak Saeno to fill the SIAK operator position." This appointment highlights the important role of village officials or individuals more familiar with technology in village government structure, reflecting strategic steps to ensure demographic administration can run well through appropriate human resource management, as emphasized by Bambang Suprianto (2023) regarding the importance of human resource capacity in information technology utilization.

Internet connectivity serves as another driving factor for administrative service effectiveness through SIAK. Adequate internet strongly supports service processes, as explained by Pak Siswanto: "Fast internet connection is also a supporting aspect for operating this SIAK application, making it faster to modify or upload other documents." This

was confirmed by Mas Rio: "The internet is fast here, I checked it can reach 10mbps, very supportive for SIAK operations and surrounding residents' needs." These interviews demonstrate fast internet connection's importance as one aspect supporting SIAK application operation, proving that information technology infrastructure has direct impact on demographic administration service efficiency and effectiveness, consistent with findings by Kurniawati & Mursyidah (2024) regarding the importance of adequate infrastructure for information system effectiveness.

Human resources represent a primary obstacle in providing satisfactory demographic administration services to the community. Service success is determined by the quality of officials appointed as administrative servants. Research observations and interviews show that inhibiting factors in demographic administration services through SIAK include human resources unable to operate the SIAK application, so services focus only on several people capable of operating this application. Pak Sucipto stated: "I feel it's too late, especially since I'll retire in a few years." This statement depicts feelings experienced due to approaching retirement, possibility that individuals feel alienated by workplace changes and feel no longer relevant to more modern work contexts, supporting Bambang Suprianto's (2023) findings about limited expertise in computer application operations.

This statement opens consideration space for how village government can provide support to officials to adapt to occurring changes, such as training programs designed specifically for officials approaching retirement so they can feel more confident and ready to face new challenges. Computer performance issues also hamper optimal service delivery. According to Pak Siswanto: "Sometimes it's slow, creating documents or updating documents should only take about 5 minutes, but when the computer is slow, I have to wait for the computer to return to normal condition about 10 minutes." This interview shows certain hopes and standards regarding time needed to complete administrative tasks, indicating technology infrastructure problems when systems function poorly, consistent with Azizah et al. (2023) who found facility constraints where the Salaman application is only available on Android devices.

SIAK Effectiveness in demographic administration services

Productivity

Productivity represents results from successful implementation and achievement of work quantity or quality (activities/programs) planned or predetermined (Royuela & Suriñach, 2013). Rejomulyo Village's productivity level in SIAK application use can be considered quite effective because it successfully implements according to what was planned or predetermined. Pak Siswanto, as SIAK application operator, stated: "For SIAK application use productivity, it can be said to be productive, demographic data management and population registration can be done anytime during working hours. After that I communicate with the village head, village secretary and head of government section if there are demographic data changes." This interview provides a positive picture of SIAK application use productivity, showing that SIAK has successfully increased productivity in demographic data management and population registration, consistent with Yunus et al. (2023) who found that Go Digital innovation represents increased effectiveness and efficiency in demographic administration employee performance.

The ability to make changes and process data continuously during working hours illustrates ease of access provided by this application. Additionally, it shows individual awareness and responsibility in village demographic administration affairs. Pak Siswanto demonstrates commitment to his duties and awareness of his work's impact on society. This responsibility creates encouragement to continue communicating and coordinating with related parties so that community services run according to work plans. Similarly, Pak Sucipto as head of government section explained that good communication among various parties, including village head and SIAK operator, is key to preventing errors in demographic data management, supporting Rahma Dinillah & Rodiyah's (2024) findings about the importance of coordination in administrative service delivery.

Quality

Quality is a dynamic condition related to products, services, people, processes, and environments that meet or even exceed established expectations (Golder et al., 2012). For public service quality, including demographic administration, Rejomulyo Village has been proven effective by receiving administrative compliance competition awards from 2021 to 2024 given by district and regency levels. Pak Muhajrin, village secretary, stated: "Regarding administration, we indeed prioritize it so everything runs orderly. On the other hand, so it doesn't pile up and disturb village officials' performance. Moreover, we as village government are also given authority to manage Rejomulyo village area, so we want to prove performance quality, one of which is through demographic administration services." This interview reflects village government commitment in managing administration well, consistent with Akbar et al. (2023) who emphasized that service quality improvement efforts can be done by identifying existing weaknesses and involving community participation in decision-making.

Village government awareness of systematic management importance ensures all processes run smoothly. Avoiding task accumulation and performance disruption shows village government efforts to create an efficient and quality environment, supporting Heryanto Monoarfa's (2012) theory about effectiveness and efficiency in public service implementation. Community perspectives provide positive pictures of demographic administration service quality in Rejomulyo Village. Mbak Nur stated: "Service quality here is quite good, for demographic administration services it can be said to be fast, about 15 to 30 minutes, at most 1 day depending on what document needs to be processed. Besides that, as a citizen I can also process demographic administration needs without having to go to the office, just through home. When documents are printed I pick them up at the office, so I can allocate my time for other activities while waiting for documents to be printed without having to wait at the village office."

This interview provides positive descriptions of demographic administration service quality in Rejomulyo Village, emphasizing that demographic administration services proceed quickly, showing efficiency in implemented systems. This illustrates good service quality because it doesn't take long time, supporting findings by Yunus et al. (2023) that Go Digital technology in Probolinggo Regency proved quite effective with easily accessible public services. Additionally, after documents finish printing, they only need to pick them up at the office, showing well-organized systems where citizens still receive services without having to be directly involved in long processes. Good and fast service quality plus ease of access contribute to community satisfaction levels toward demographic administration

services through SIAK, making citizens tend to appreciate responsive and easily accessible services.

Village Head Pak Saeno's explanation shows commitment to improving demographic administration service quality in Rejomulyo Village: "For quality I want to present the best for the community, therefore appointing Pak Siswanto as SIAK operator can bring new ways for the community, especially those who still don't understand technology so they can more easily understand the importance of managing demographic administration." Interview results reflect orientation toward quality public services where community needs become top priority, showing awareness of responsibility as village government to meet Rejomulyo Village community expectations, consistent with good governance principles emphasized by Majid (2021).

Efficiency

Efficiency encompasses the ratio between work results and used resources, including costs, labor, and time. Rejomulyo Village has implemented efficiency according to established categories. According to Pak Sucipto, for demographic administration services citizens only wait 15-30 minutes. Different from time before SIAK information technology existence, time periods needed to change demographic data could reach days. Pak Sucipto stated: "In the past, citizens who wanted to process demographic data had to wait days for demographic administration processing, not to mention if they had to go around from village office to sub-district office to DISPENDUKCAPIL office. Now it's easier, just come to village office, then explain what needs to be processed, in minutes it's done." This interview provides clear explanation regarding efficiency improvement in demographic administration processing in Rejomulyo Village, supporting Afriyanni et al. (2021) findings about best practice demographic administration services in Padang Pariaman Regency.

Speed reflects better operational efficiency where previously time-consuming processes can now be done faster thanks to more integrated systems (Zheng et al., 2021). With simpler and faster processes, citizens not only save time but also other resources like transportation costs and energy, contributing to overall efficiency in demographic administration management, consistent with Gapri et al. (2025) findings about population administration information system implementation toward Single Identity Number. Pak Siswanto added: "With SIAK this is very efficient because it can save costs, labor, and time because everything can be completed from village office without needing to travel to sub-district office or DISPENDUK Office." Stating that processes can be completed from village office means providing ease of access with SIAK application existence, reflecting transformation in public services where citizens no longer have to travel far distances and face long queues outside village offices.

Flexibility

Flexibility is organizational response capability toward changes occurring in time development ([Anning-Dorson, 2021](#)). As time develops and age increases for officials, Rejomulyo Village officials must accept changes, done through technical guidance several months once to increase village apparatus capacity. Village Head Pak Saeno stated: "For response from village side is appointing Pak Siswanto who was initially Kamituwo of Panger Hamlet appointed as SIAK operator because Pak Siswanto is more superior in latest information technology compared to other officials, so everything runs easily and smoothly." Interview results explain strategic steps taken by Rejomulyo village government regarding Pak Siswanto's appointment as SIAK application operator because he has superior understanding and skills in information technology, ensuring village government performance related to demographic administration services through SIAK is more effective, supporting Kurniawati & Mursyidah ([2024](#)) findings about solutions in handling information systems in public services.

When meeting Pak Siswanto about his appointment as SIAK operator, he explained: "I don't mind, on the other hand being kamituwo for Panger hamlet I also fill the office part for SIAK application management, it can be said I also help lighten Pak Sucipto's work as head of government. Moreover, I'm counted as younger than other officials, I also accepted the appointment because I feel capable of running and operating an application based on technology and information, on the other hand I consistently also guide other officials to understand how to operate it so they can adapt to the times and facilitate work matters." This demonstrates individual willingness to contribute despite holding dual positions, reflecting dedication to improving village government services. Pak Subandi from Dosi Hamlet stated: "It can be said Rejomulyo village office follows existing time developments, previously used typewriter, until now already using computer, village government always experiences changes related to services each time toward more effective direction without making Rejomulyo Village citizens feel burdened, even if there are citizens who don't understand information technology, officials will definitely guide until citizens' administrative matters are resolved."

Satisfaction

Satisfaction is a measure used to determine the extent to which organizations can meet community needs ([Zhang et al., 2021](#)). Rejomulyo Village Government must accept any community assessment to become evaluation for improving government performance to meet needs, especially in demographic administration. Mbak Santi, resident of RT 03 RW 01, stated: "I feel quite satisfied with Rejomulyo village government, village office parties are always responsive in handling village problems in anything, from conflicts, community needs, to demographic administration. Officials also always remind to always be aware of citizenship documents and civil registration, moreover outside office hours they are also neighbors because they live in the same environment, so it can be more relaxed to ask questions." This interview shows village office parties are always responsive in handling various village problems, demonstrating village government commitment to be responsive to issues faced by residents, consistent with findings by Akbar et al. ([2023](#)) about service quality influence on community satisfaction.

Officials' dedication to ensure all administrative needs can be well met provides security for citizens because they know there is support ready to help. All these factors contribute to community satisfaction levels toward village government services. When citizens feel heard and helped, they tend to have positive views toward village government, supporting good governance implementation at village level ([Handayani et al., 2023](#)). Mas Septian from Panger Hamlet stated: "Rejomulyo village office is always open to village citizens, what we need for demographic administration interests is always helped and directed by officials, officials are also always responsible until administrative needs are completed. Moreover we are all neighbors so it's more relaxed, there's no awkward feeling when wanting to ask something because officials will always be ready to explain everything in detail."

Pak Gampang from Dosi Hamlet stated: "I feel satisfied with officials' performance here, everything is clear, transparent and open. Always invite deliberation if there will be decision-making like MMD or Village Community Deliberation implementation, meaning they still listen to aspirations from us as Rejomulyo Village citizens." This interview shows community satisfaction levels toward village officials' performance, especially regarding transparency and participation in decision-making. MMD or Village Community Deliberation existence as forum for decision-making also becomes important point. Overall these interview results confirm that village government tries to create transparent, participatory government environment responsive to community needs, representing positive steps toward better government and more effective services in Rejomulyo Village, supporting Majid's ([2021](#)) findings about good governance implementation through information technology use in Indonesia.

Conclusion

The implementation of the Population Administration Information System (SIAK) in Rejomulyo Village, Panekan District, Magetan Regency demonstrates substantial effectiveness across five key indicators: productivity, quality, efficiency, flexibility, and satisfaction. SIAK has successfully transformed demographic administration services by reducing processing time from several days to 15-30 minutes, enabling continuous data management during working hours, and eliminating the need for citizens to travel between multiple government offices. The system's effectiveness is evidenced by Rejomulyo Village receiving administrative compliance awards from 2021 to 2024, reflecting sustained quality improvements in service delivery. Key driving factors include adequate infrastructure provision (computers, internet connectivity reaching 10mbps), regular capacity-building training for village officials, and strong collegial support among staff members who assist each other in technology adoption. These improvements align with broader e-government initiatives and good governance principles, demonstrating how digital innovation can enhance transparency, accountability, and accessibility in village-level public services.

However, the study identifies significant challenges that require strategic intervention. Primary obstacles include human resource limitations, particularly among older officials approaching retirement who struggle with technology adoption, and technical infrastructure constraints such as slow computer performance that doubles processing time from the expected 5 minutes to 10 minutes. External dependencies on DISPENDUKAPIL verification

processes also create unpredictable delays extending from 30 minutes to one full day. Despite these challenges, community satisfaction remains high due to the village government's responsiveness, transparency through Village Community Deliberation (MMD) forums, and officials' willingness to provide guidance until administrative matters are resolved. To optimize SIAK effectiveness, recommendations include: expanding technical staff to distribute workload, implementing regular computer maintenance schedules, developing targeted training programs for senior officials nearing retirement, and strengthening inter-agency coordination with DISPENDUKCAPIL to minimize verification delays. These findings contribute to understanding how village-level governments can successfully leverage information technology for improved public service delivery while addressing the human and technical capacity challenges inherent in digital transformation processes.

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