
The Effectiveness of SP4N-LAPOR-Based Complaints! At the Department of Communication and Information Technology of Tasikmalaya City

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Abstract

When the public service process is still not maximized, the community will submit a complaint report to the Government on the suggested complaints from the community regarding public services that have not been effective. The presence of SP4N-LAPOR! is a need for a system that can integrate all complaints management in government agencies, because complaints cannot be managed partially. The purpose of this study was to determine the effectiveness of SP4N-LAPOR! at the Department of Communication and Information of the City of Tasikmalaya. This study uses the theory of Sedarmayanti (2009) regarding the effectiveness of the program with 4 indicators, namely: Input, Production Process, Output (Output), Productivity. Using descriptive research methods with a qualitative approach. Data collection techniques by observation, interviews, and documentation. Data analysis used Miles and Huberman (1984) in Sugiyono (2019), namely data collection, data reduction, data presentation and conclusion drawing/verification. The result of this research is that the complaints based on SP4N-LAPOR! has been effective in accordance with the existing mechanism in the SOP, but there are still obstacles, namely limited human resources and employee understanding and not optimal in conducting socialization.

Keywords: *Local Government, E-Government, Program Effectivity, SP4N-LAPOR!*

Introduction

In the digital age, the Government is always trying to transform. With the development of communication and information technology, it can provide solutions in the performance of public services based on good governance. E-government provides opportunities to improve the quality of government through increasing efficiency, providing new services, and increasing public participation. The use of technology can simplify the way the bureaucracy works and make it more innovative. Good innovation can provide convenience for bureaucrats and the public as beneficiaries of public service providers. With the existence of this system, the work of the bureaucracy can finally respond competitively and give advantages to the state.

Based on the Presidential Instruction of the Republic of Indonesia Number 3 of 2003 concerning the National Policy and Strategy for the Development of e-Government that the Government must carry out the demands of the community which includes the affairs of the general public by upholding accountability, being actively accessible and listening to the aspirations of the community as well as providing communication facilities in formulating a policy. One of the conveniences for the public to submit suggestions, complaints and aspirations is through complaints, where the handling of these complaints is the responsibility of the government. As stated in Article 36 and Article 37, handling complaints is the duty and responsibility of the government. As stated in the law that regulates public services, it is

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addressed to the community which is the special handling of complaints. In line with Law No. 25 of 2009 on Public Services, employees are required to provide the best service and facilitate access to the community while the aim is to convey messages to employees in providing their services.

The People's Online Aspirations and Complaints Service System (LAPOR!) is an online-based complaint facility. Established and managed by the Presidential Work Unit for Development Supervision and Control (UKP4). Based on Presidential Regulation Number 76 of 2013 and Minister of State Apparatus Empowerment and Bureaucratic Reform Regulation Number 3 of 2015, LAPOR! designated as the National Public Service Complaint Management System (SP4N). REPORT! used to involve community participation and improve two-way relations between the people and the government in supervising development programs.

SP4N-REPORT! now connected with 34 Ministries, 96 Institutions, and 493 Local Governments in Indonesia. When a report is received through the SP4N-LAPOR! can categorize according to the categories available on the system. The following features are included in SP4N-LAPOR! First of all, the tracking id is a unique number, which functions to monitor the process of following up on aspiration reports from the community. The second is anonymous, which is a feature to hide identity data when making reports. The identity of the reporting party will not be known or read by the reported party or the general public. And the third secret is a report that comes in but the report will not be seen by the general public.

In Tasikmalaya City Mayor Regulation Number 37 of 2019 concerning Guidelines for Managing Public Complaints About Public Services in Tasikmalaya City, the Government provides for the general public in terms of expressing the complaint stage. When the community is not dissatisfied with government services at the regional level, the community has the right to submit reports, either verbally or in writing on paper. Reports submitted by part of the community to the government which are part of the public service, are accepted by the community for the government. Any complaints that come in, especially regarding the implementation and development of public services will be submitted to the relevant parties within the Tasikmalaya city officials for further processing.

Then on the theory of effectiveness that effectiveness comes from "effective" which means that it achieves and gets success by achieving the process of the goals that have been set. This effectiveness has to do with the relationship between the results obtained. Effective service obtains various points of view (view points) and gets an assessment by having links and various ways that are very closely related to efficiency. The Liang Gie (Halim, 2004), says the opinion about effectiveness which sees the existence of a situation that does occur to the will of a person by treating the act with a certain and desired purpose, then the person is said to be effective, if the result arises or has the intended purpose. that person.

According to (Siagian, 2018) Effectiveness is the facilities and infrastructure and resources with a certain amount that has been determined to produce a number of activities that have been carried out. With the effectiveness that can show the success of the actions that have been set goals. The more these activities lead to action from the goals/targets, the higher the effectiveness of the activities.

Effectiveness is that there are main elements in order to achieve the goals or objectives that have been previously completed in activities, programs or organizations. According to Mahmudi in the journal (Fatmala, 2019) expressed an opinion about the effectiveness that is part of the relationship between goals and output, with an increase in the contribution of the output regarding the acquisition of goals, that it increases the effectiveness of activities, a set

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of programs or organizations. Based on the view that the existence of an effectiveness has a reciprocal interaction between goals and outputs.

According to Sedarmayanti (2009), expressed his opinion, namely an effectiveness that embodies a form of measurement that continues the description of the concept of the targets it has achieved. In this way, the effectiveness manifests itself in more measures that continue to the concept of targets that have been previously set by the organization to achieve what is achieved. Some of the definitions of effectiveness that are part of the experts can be concluded that the effectiveness of improving welfare for the community through certain programs, according to him, is very important for the community to have very important goals with a better development process.

E-government (Indrajit, 2005), is an effort to create an atmosphere of government service that is in line with the shared objectives (Shared Goals) of a number of interested communities, therefore the vision made must reflect the shared vision of stakeholders, such as improving productivity and government operational performance related to public services; Promote governance with integrity and transparency; Improving the quality of life of the community with the performance of community services; and Ensure the creation of a democratic state administration.

Backus (2001) expressed an opinion related to E-government regarding the form of e-business implemented by the government, which refers to structures and processes aimed at providing public services in electronic or digital form aimed at entrepreneurs and the general citizens. Meanwhile, according to Sudrajat *et al* (2015) in the journal of Wulandari (2019) E-government is an information technology process in disseminating and collecting information for a government purpose.

According to the World Bank (2000) in (Habibullah, 2010), with the implementation of E-government to facilitate transactions as well as progress for the utilization of technology for banking around the world. Growing e-government is aimed at advancing the level of efficiency, accountability, and transparency of government management by using digital technology or other internet. Meanwhile, according to the Government of Indonesia, E-government is an application of information technology, internet-based and other digital devices, which are run by the government for the purpose of delivering information from the government to the public, business partners, employees, business entities, and other institutions online.

According to Moenir (2006) in the book Mulyawan (2016), service is a fulfillment for the needs of community activities with the aim of taking care of or preparing what is needed for others. Public service is defined as public or community. According to Syafiie (2010) an understanding of the public which consists of several social beings who have togetherness to express feelings, with ways of thinking, attitudes, hopes and the existence of good and right actions, on the basis of their norms and values. Thus, public service is an activity that is often carried out to help the general public.

Concept of the National Public Service Complaint Management System (SP4N) The implementation of the management of the national public complaint system is the integration of complaint management in stages at each provider within the framework of the public service information system (PERPRES Number 76/2013). The National Public Service Complaint Management System (SP4N) is an integrated system in the management of complaints in stages at each organizer within the framework of a public service information system (Permenpan No. 24/2014).

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The Memorandum of Understanding was then followed up in the form of a Cooperation Agreement. Based on the Cooperation Agreement between the 3 institutions, the responsibilities of these three institutions are in implementing SP4N and using the LAPOR! can be broken down as follows:

Kemenpan RB as the coordinator of SP4N is responsible for preparing the policy framework, socializing the implementation, providing guidance related to the implementation of the mechanism, managing complaint reports through the LAPOR system! SP4N and supervise the management performance. The Presidential Staff Office (KSP) as the provider of access and technical support for the LAPOR!-SP4N system is in charge of managing the LAPOR! SP4N, provides support in the utilization of the LAPOR!-SP4N application, maintains and develops LAPOR!-SP4N application tools and systems, provides support and facilities for complaint application integration, provides guidance modules and organizes LAPOR! system training, and uses LAPOR! data. to carry out the function of monitoring and controlling development. The Ombudsman of the Republic of Indonesia as the supervisor of the SP4N implementation is responsible for managing and resolving complaints through the LAPOR! SP4N especially in the case of delays in the completion of the handling of complaints, managing reports with complaints that are disposed of to the Ombudsman of the Republic of Indonesia from the LAPOR! system, and taking the necessary follow-up actions to encourage changes to a data-based system.

From this explanation, the researcher estimates that the effectiveness of the SP4N-LAPOR! the Tasikmalaya City Communication and Information Office can influence the smooth running of the tasks/functions of the Tasikmalaya City Government in an effort to improve public services, as well as knowing the extent of the SP4N-LAPOR! effective.

Methods

The type of research approach used is a qualitative approach with a descriptive method. The qualitative approach according to Sugiyono (2019), which has the principle of a research work mechanism, which is guided by non-statistical or non-mathematical subjective assessments. The measure of value in qualitative research is not score numbers, but the categorization of quality values. While the descriptive method according to Sugiyono (2019), by describing the results carefully will later be in the form of painting, depicting, or exposing the condition of the object being studied as it is, according to the situation and conditions when the research was conducted.

According to Sugiyono (2019), data collection techniques are the most important step in research, because the main purpose of research is to obtain data, including through observations or observations made through observations and recordings to obtain more accurate information about the things being studied. related to the process in the SP4N-LAPOR! at the Department of Communication and Information of the City of Tasikmalaya. Then interviews were conducted to collect materials or information, based on the questions and answers process orally and face to face with research informants, carried out in depth to be considered to understand the problems studied. The interview chosen by the researcher was an unstructured interview. And on the documentation technique at the time of taking pictures or data needed by the author at the Office of Communication and Information Technology of the City of Tasikmalaya, in the form of soft copies of data and photos related to the implementation of services.

According to Moleong (2017) explaining an informant must have a lot of experience related to the research background. The criteria for an informant are mastering the problem, having data, and being willing to convey accurate information. Informants were determined using the purposive sampling technique, which is the process of determining informants based on certain criteria. Informants in this study are:

Table 1
Research Informants

Nama	Jabatan
Informan B	Sub Coordinator for Information, Communication, and Public
Informan A	JFT Skilled Computer Administrator and SP4N-LAPOR Admin
Informan R	JFT Skilled Computer Administrator and SP4N-LAPOR Admin

Source: Processed by Authors, 2022

For data validation, Triangulation technique is used as a technique to review the validity of the data. Triangulation can be done using different techniques (Nasution, 2003) namely interviews, observations and documents. This triangulation is not only used to review the validity of the data but also to enrich the data. According to Nasution, besides that triangulation can also be useful to investigate the validity of the researcher's interpretation of the data, because triangulation is reflective. Miles and Huberman (1984) in (Sugiyono, 2019) conducted qualitative data analysis to be carried out interactively and continuously until it was completed. Activities in data analysis, namely data reduction data, presenting data, and drawing conclusions.

In this study, the data obtained in the form of a description of the results of the interview process. The data that has been obtained is then processed and interpreted so that researchers can find and understand the implied meaning of the state of the subject. Process and analyze data systematically so that later the data obtained is of high quality. The location for conducting research is at the Department of Communication and Information of the City of Tasikmalaya, Jalan Ir. H. Juanda No. 191, Sukamulya Village, Bungursari District, Tasikmalaya City, West Java 46151. This research was carried out with initial observations on 27 September 2021 and for in-depth research carried out in January - March 2022.

Results and Discussion

The determination of the change in the status of a Village to a Village is stated in Regional Regulation No. 30 of 2003 dated October 31, 2003. Through this regional regulation, the City of Tasikmalaya has an area of 69 Kelurahan. Based on Regional Regulation No. 6 of 2008 concerning the formation of Bungursari and Purbaratu sub-districts, which are divisions of Indihiang and Cibeureum sub-districts, thus the number of sub-districts in the Tasikmalaya city area becomes 10 sub-districts, including: Bungursari sub-district, Cibeureum sub-district, Cihideung sub-district, Cipedes sub-district, Indihiang sub-district, sub-district Kawalu, Mangkubumi District, Purbaratu District, Tamansari District, Tawang District

Image 1

Total Population and Population Density by District in 2022

No	Kecamatan	Jumlah Penduduk	%	Luas (KM2)	Kepadatan Penduduk
1	Cihideung	73.065	10,07	5,49	13.309
2	Cipedes	82.403	11,35	11,35	9.197
3	Tawang	63.463	8,74	7,07	8.976
4	Indihiang	58.327	8,03	11,04	5.283
5	Kawalu	98.088	13,51	42,77	2.293
6	Cibeureum	69.379	9,56	19,04	3.644
7	Tamansari	77.901	10,73	35,99	2.165
8	Mangkubumi	97.901	13,49	24,53	3.991
9	Bungursari	59.976	8,26	16,90	3.549
10	Purbaratu	45.058	6,21	12,01	3.752
	Total	725.561	100,00	183,80	3.948

Source: data.tasikmalayakota.go.id

The results of this study are based on the results of data and facts in the field based on the results of interviews with informants who refer to indicators of program effectiveness (Sedarmayanti, 2009). These indicators are used as a measure of how the effectiveness of the program has been implemented or not. So that the results of this study can be used as material for consideration by the agency in order to achieve the goals to be achieved. The results of this study are described as follows:

1. Input

Input is data or information needed by the system for further processing in accordance with predetermined specifications. Input is the initial stage of implementing the objectives which will then enter the system. Each input has a purpose of facilities and infrastructure, human resources, and available funding sources for improvement. In the process of implementing the vision and mission through planning, good input is needed so that the goals and targets can be carried out as planned, so public complaints to the Government are based online using SP4N-LAPOR!.

There are 34 employees at the Tasikmalaya City Diskominfo, and the SP4N-LAPOR admin manager! totaling 3 people. The Tasikmalaya City Diskominfo apparatus is tasked with conducting socialization and being the admin coordinator of the City Government with the aim of distributing or disposing of reports of complaints or aspirations that are submitted to the City Government. if the report enters the realm of government, the Diskominfo will submit it to the central government, but if it is for other regional governments, it will be sent to several regional governments directly.

As for the supporting facilities used by Diskominfo, it only requires a computer and internet network, each SP4N-LAPOR! At Diskominfo, it is given to hold 1 computer unit in managing complaints and aspirations of the community so that they can be assigned to the related OPD. On the SP4N-REPORT! There are features that are beneficial to society. Such as the anonymous feature where the identity of the reporter will not be known by the public, the Government and others, the secret feature makes the report invisible to the public and the tracking id feature is a unique number to review the follow-up process for reports submitted by the complainant.

2. Production Process

The production process is a system that plays a role in processing inputs to realize the planned goals, based on the results achieved. In order for this production process to be carried out successfully, by means of communication and socialization, it will lead to a good interaction between the community and the Government, in addition to decision making and development of the apparatus, with the existence of these points in order to find out how clear the time must be in a plan and can improve the performance of the apparatus.

On the SP4N-REPORT! This will run more optimally when in planning, do not forget to focus on a budget, where the budget will be prepared within one year. Regarding the source of funds or budget, this is in accordance with the Mayor's Regulation in article 20, namely, the financing for handling public complaints is charged to the Tasikmalaya City Regional Revenue and Expenditure Budget. The funding issued by the Tasikmalaya City Diskominfo is the cost for making leaflets and posters when the apparatus socializes the SP4N-LAPOR-based public complaint program! to society. In this socialization and communication, the SP4N-LAPOR! at Diskominfo Tasikmalaya City provide understanding to the public regarding how to report complaints and convey aspirations.

1. Whistleblower: For the public in submitting a complaint or aspiration report to SP4N-LAPOR! can go through the website lapor.go.id, SMS 1708, and can download the SP4N-LAPOR! application. Reports must be verified first by the report admin! for clarity and completeness and for further disposition by certain agencies.

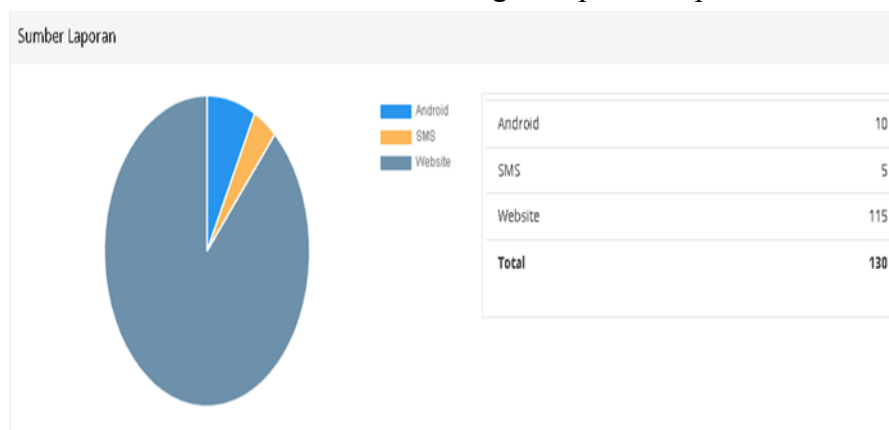
2. Follow-up report: The relevant agency will give time according to the classification of the report, when the complaint report does not have a level of supervision, it is 14 days, while for a report with a level of supervision it is more than 14 days. However, the SOP only takes 5 working days to carry out internal coordination and prepare follow-up reports provided by the community. Furthermore, the agency will confirm through the comment column.

3. End of report: The report is completed when the relevant agency or service has followed up on the report and if within 10 working days after the follow-up there is no response, the report will be considered complete and the report will be deemed to have come from the reporting party.

Furthermore, in making decisions on how to receive public complaints through the admin, report to the Diskominfo of Tasikmalaya City. From the point of view of Diskominfo, if a complaint comes in, the admin coordinator of SP4N-LAPOR! The Diskominfo of Tasikmalaya City immediately made a disposition, while the resolution of the problem was by a certain party because it was not the authority of the Diskominfo, but for incomplete complaints such as no names, locations not listed, and incomplete chronology, the admin coordinator of SP4N-LAPOR! at Diskominfo did not follow up on it so it had to be postponed before being archived. In the sense that it is returned to the complainant that the report is not complete and must be completed if it is to be followed up.

Image 2

Number of Incoming Complaint Reports



Source: lapor.go.id, 2021

3. Hasil/Output

Effectiveness can be seen from a person's performance. Personal performance is how employees do their jobs. Therefore, improving employee performance greatly affects the performance of the organization where the employee is involved in achieving predetermined organizational goals. In addition, job satisfaction in the workplace can be used as input, assuming that job satisfaction is a condition that can indicate a person's performance. So that the results (Output) given by the Diskominfo of Tasikmalaya City are in the form of success in providing services related to disposition, and filtering in managing reports of complaints and public aspirations.

The following data is seen from the large number of reports submitted in the last 1 year, there are 64 reports that the ability of the SP4N-LAPOR admin apparatus! In completing the process of reporting complaints and public aspirations, the Diskominfo of Tasikmalaya City has been completed or has been assigned to the relevant OPD, but for November and December 2021 it is still in the process stage.

Image 3

Monthly Incoming Report Details

Bulan	Belum diverifikasi	Selesai	Sedang diproses	Belum ditindaklanjuti	Pending	Diarsipkan	Total
January 2021	0	6	0	0	0	0	6
February 2021	0	5	0	0	0	0	5
March 2021	0	6	0	0	0	0	6
April 2021	0	2	0	0	0	0	2
May 2021	0	7	0	0	0	0	7
June 2021	0	6	0	0	0	0	6
July 2021	0	8	0	0	0	0	8
August 2021	0	7	0	0	0	0	7
September 2021	0	1	0	0	0	0	1
October 2021	0	2	0	0	0	0	2
Bulan	Belum diverifikasi	Selesai	Sedang diproses	Belum ditindaklanjuti	Pending	Diarsipkan	Total
November 2021	0	9	1	0	0	0	10
December 2021	0	3	1	0	0	0	4

Source: lapor.go.id, 2021

When a report comes in from Permenpan to Diskominfo, it is necessary to verify first, including where the report is, because for now there is a new system in which the report goes to the level of supervision or not to the level of supervision, then directly distributed to the OPD, and from the OPD a maximum of 5 -7 days for the complaint has been responded to by the agency. If the report has been followed up, then there is a point for the apparatus, namely regarding rewards where the community can give a rating for the services provided by the Communication and Information Office to the community regarding the management of complaints reports and community aspirations.

As can be seen, the Tasikmalaya City Diskominfo is the admin coordinator for SP4N-LAPOR! to manage the report, the maximum of the existing SOPs is 3 days, sometimes when the incoming report is complete, it is immediately disposed of. In addition, it can be seen from how effective it is in resolving complaints using the SP4N-LAPOR! it's been effective. Not only that, in terms of communication between the two directions, from the community and government perspective, it has been effective. So that the Diskominfo of Tasikmalaya City is ranked 2nd in West Java.

4. Productivity

Productivity in Sedarmayanti's book education is related to how to produce quality graduates, according to needs. By improving the quality of education, it is hoped that graduates will be able to become employees who can carry out their job duties better. So that in the application of public complaints based on SP4N-LAPOR! This requires quality human resources, this educational component will be a measuring tool in the implementation of SP4N-LAPOR! especially in the scope of Diskominfo Tasikmalaya City. To see the work productivity of a graduate depends on the input given at the time when they are given training or technical guidance to manage SP4N-LAPOR!. When the admin of the Tasikmalaya City Diskominfo coordinator is quick to respond or work according to the SOPs applied in managing reports of complaints or aspirations of the people that come in.

Education for SP4N-LAPOR Admins carried out by the Kemenpan RB in Jakarta for 3 years related to the management of SP4N-LAPOR!. In educational supplies SP4N-LAPOR!, this is done every time there are changes or additions to features related to the lapor.go.id website. The Tasikmalaya City Diskominfo also provides information door to door visiting SKPD and provides technical guidance to SP4N-LAPOR admins! OPD. This will continue and be maintained because the information and knowledge gained through this educational provision will not stop at one person, but everyone can know this knowledge.

Conclusion

The community will submit a complaint report to the Government on complaints suggested by the community regarding ineffective public services. One of the conveniences for the public to express their aspirations and complaints is through SP4N-LAPOR!. As for the results of observations, interviews and documentation on the SP4N-LAPOR-based public complaints program that the input has not been effective due to limited human resources, especially in the related OPD, thus affecting the handling of complaints. In HR planning, it is better to focus on certain steps taken by management in order to ensure that an organization provides the right workforce. In the production process, it is quite effective in disposing of reports because it is in accordance with the target or SOP. Furthermore, the results/outputs have been effective, in the implementation of managing SP4N-LAPOR! seen from the performance of employees in managing incoming reports so as to get satisfaction from the community, by showing good performance can increase work productivity. The last point in terms of

productivity has been effective because when this is presented, the Government provides first briefing and training to admins on how to manage public complaints, so that this training and debriefing will affect the success of a program planning.

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