

## Analysis of Public Service Quality at the Department of Population and Civil Registration Using the Go Digital Application in West Lombok

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### ABSTRACT

This study analyzes the quality of public services delivered by the Population and Civil Registration Office of West Lombok Regency through the Go Digital application and identifies the main barriers that still limit its optimization. The study is important because population administration services are directly linked to citizens' legal identity and daily access to other public services, while digital transformation has become a strategic direction of Indonesian public administration. A descriptive qualitative case-study design was used. Data were collected through in-depth interviews, observation, and documentation involving three key informants: the head of population administration information management, the Go Digital service operator, and community members who used the service. Data were analyzed inductively through reduction, display, and conclusion drawing with SERVQUAL as the analytical framework, covering reliability, responsiveness, assurance, empathy, and tangibles. The findings show that Go Digital has improved service quality by making procedures more structured, reducing queues, shortening processing time, increasing transparency, and widening access to administrative services. The application also supports better document tracking and reduces informal brokerage practices. However, service optimization is still constrained by unstable internet networks, system disruptions, fluctuating service responsiveness during peak demand, and limited digital literacy among some citizens. The study concludes that Go Digital has contributed positively to the modernization of public services at Disdukcapil West Lombok, but sustainable improvement requires stronger infrastructure, better system stability, continuous public education, and more intensive assistance for digitally vulnerable users.



### Introduction

Indonesia, as one of the world's most populous countries, faces complex challenges in providing public services that are fast, accurate, transparent, and accessible to citizens.

Public complaints about long procedures, unclear information, and uneven service quality show that administrative reform must be evaluated not only through regulation, but also through the everyday experience of service users (Pranatalia et al., 2026). From the perspective of public needs, public services are important because they directly influence citizens' quality of life and access to social, economic, and legal rights (Hendrayady et al., 2023).

Public service is one of the most visible expressions of state responsibility. In Indonesia, Law Number 25 of 2009 defines public service as a series of activities carried out to meet citizens' needs for goods, services, and administrative services. The need to improve public service quality has become increasingly important because weak service performance directly affects public trust, administrative fairness, and citizen satisfaction (Pranatalia et al., 2026). In parallel, Presidential Regulation Number 95 of 2018 on Electronic-Based Government Systems positions digital transformation as an important route toward a cleaner, more effective, transparent, and accountable bureaucracy. In other words, digitalization is no longer an optional administrative improvement; it has become part of the broader reform agenda for public governance.

Among the many areas of public service, population administration occupies a strategic position because it is closely related to legal identity and civil rights. Documents such as the electronic identity card, family card, birth certificate, death certificate, and migration certificate are required for education, health services, employment, banking, social assistance, elections, and many other public and private transactions. When these services are slow, inaccurate, or difficult to access, the effects are felt immediately by citizens. For this reason, the quality of services provided by Population and Civil Registration Offices is a critical component of citizen trust in government and in everyday administrative access (Hendrayady et al., 2023).

The digitalization of population administration has therefore become an important policy direction. Beyond the general mandate of electronic government, online population administration services have been more specifically regulated through Minister of Home Affairs Regulation Number 7 of 2019, later amended by Minister of Home Affairs Regulation Number 2 of 2023. These regulations encourage local governments to organize online administrative services so that citizens can submit requests, upload supporting documents, and obtain service outcomes more efficiently. Within this policy environment, the Go Digital model emerged as an innovation intended to reduce face-to-face dependency, shorten administrative chains, and strengthen transparency in service delivery.

In practice, the promise of digital services is attractive for at least four reasons. First, digital systems can standardize administrative procedures and reduce repeated manual verification. Second, they can widen access because citizens do not always need to come to the office physically. Third, digital records improve traceability, making service stages easier to monitor and reducing opportunities for illegal brokerage or unofficial fees. Fourth, the use of digital platforms can improve institutional efficiency because staff time is no

longer dominated by repetitive manual document handling. These advantages make digital population administration relevant not only from an efficiency perspective but also from the standpoint of fairness, accountability, and citizen convenience (Amin et al., 2025).

However, digital transformation does not automatically produce high-quality service. A digital application may simplify procedures on paper but still fail in practice when internet infrastructure is weak, the server is unstable, service users have low digital literacy, or frontline staff are not able to respond quickly when problems arise. This is why service quality in a digital setting should be understood as a socio-technical issue rather than merely a technological one. The service experience depends on the interaction between the system, the employees who operate it, and the citizens who use it, including the readiness of citizens to use digital applications independently (Marfu'ah et al., 2024).

The SERVQUAL framework developed by Parasuraman, Zeithaml, and Berry (1988) is particularly useful for examining this relationship. The framework explains service quality through five dimensions: reliability, responsiveness, assurance, empathy, and tangibles. Reliability refers to the ability to provide the promised service accurately and consistently. Responsiveness concerns the willingness to help users promptly. Assurance involves competence, trust, and a sense of security in the service process. Empathy refers to attention to the specific needs of users. Tangibles relate to the visible facilities and supporting infrastructure that enable the service to function. Although originally formulated in a broader service context, the framework remains relevant for analyzing public service delivery, including services mediated by digital platforms.

Previous studies in Indonesia show that digitalization in population administration can improve service quality while still exposing structural limitations. The Dukcapil Go Digital program was designed to make administrative services more practical, efficient, and relatively fast. Ilyas (2023) found that digital KTP-el services still faced network disturbances and limited public awareness, indicating that efficiency gains often coexist with technical and social barriers. Marfu'ah et al. (2024) likewise emphasize that limited public readiness in using digital identity applications remains an important obstacle in digital public service. These studies confirm that digital services can improve performance, but they also suggest that infrastructure, literacy, and institutional support remain decisive.

However, the research gap remains visible in two aspects. First, many studies discuss digital population administration mainly as a policy implementation or technical innovation, while fewer studies critically connect the experience of citizens, operators, and institutional managers within one integrated service-quality framework. Second, studies on Go Digital services in local government often describe the existence of applications and obstacles, but do not sufficiently interpret how each SERVQUAL dimension interacts with infrastructure, staff responsiveness, and user digital literacy. This gap is important because a digital application can be formally available while its quality is still uneven in practice.

West Lombok Regency presents an important case for examining that gap. The Population and Civil Registration Office of West Lombok has implemented the Go Digital

application to facilitate online administrative services for residents. Through this application, citizens can apply for population documents by preparing the required files, submitting them online, and checking application status without relying entirely on direct office visits. Yet field realities indicate that the benefits of digitalization are not distributed evenly. Some users experience convenience and shorter waiting time, whereas others still depend on staff assistance or face technical barriers in access and completion.

Based on these considerations, this study aims to analyze the quality of public services at the Population and Civil Registration Office of West Lombok Regency through the Go Digital application and to identify the main inhibiting factors in its implementation. The study contributes in two ways. Practically, it provides input for improving population administration services in West Lombok. Academically, it enriches public administration studies by applying SERVQUAL as an interpretive framework to show that the quality of local digital public service is shaped by the interaction between technology, organizational capacity, and user readiness.

## Method

This study employed a descriptive qualitative approach with a case-study design. The qualitative approach was chosen because the research focused on understanding service processes, institutional practices, and the experiences of service users in a specific setting. Rather than measuring service quality statistically, the study sought to interpret how quality was experienced and how obstacles emerged in the implementation of a digital public service application. This design is appropriate for exploring a bounded case in depth and for capturing meanings, interactions, and contextual factors that cannot be fully explained through numerical indicators alone (Creswell & Poth, 2018).

The study was conducted at the Population and Civil Registration Office (Disdukcapil) of West Lombok Regency, especially in the service unit responsible for the Go Digital application. This location was selected because the office is the direct organizer of population administration services and the application represents an institutional innovation intended to modernize service delivery. The empirical focus included services related to identity cards, family cards, civil registration documents, and other online population administration requests handled through the application.

Informants were selected purposively based on their relevance to the research problem. Three categories of informants were involved: the Head of Population Administration Information Management, the Go Digital service operator, and community members who had used the application. This composition allowed the researcher to compare perspectives from policy management, day-to-day operations, and citizen experience. Such variation was important for understanding both institutional intentions and the realities of service use.

The research used two kinds of data. Primary data were obtained directly from the field through in-depth interviews and direct observation of service practices. Secondary data were obtained from institutional documents, service requirements, supporting files, and other

materials related to digital population administration. Data collection techniques included interviews, observation, and documentation. Interviews were used to obtain explanations about service procedures, obstacles, and perceptions of quality. Observation was used to understand how the service process actually worked in practice. Documentation helped support and verify interview results.

Data analysis was conducted inductively through three stages: data reduction, data display, and conclusion drawing (Miles et al., 2014). In the reduction stage, field findings were selected and grouped according to the research focus. In the display stage, findings were organized into a coherent narrative so that patterns could be identified. In the final stage, conclusions were drawn by relating field evidence to the conceptual framework. The analytical lens used in this study was SERVQUAL, consisting of reliability, responsiveness, assurance, empathy, and tangibles. These dimensions were used not as rigid measurement indicators but as thematic categories for interpreting the quality of Go Digital services and identifying implementation barriers.

The validity of the findings was strengthened through credibility, transferability, dependability, and confirmability procedures (Lincoln & Guba, 1985). Credibility was pursued through source triangulation by comparing information from managers, operators, and users, and through method triangulation by comparing interviews, observations, and documentation. Transferability was supported by providing contextual descriptions of the service setting, informant categories, and Go Digital procedures. Dependability was maintained through a consistent research process, including the use of interview guides, observation notes, and organized documentation. Confirmability was supported by linking conclusions to field evidence and by avoiding reliance on a single informant perspective.

This method also has limitations. The study was conducted in a single institution and involved a limited number of informants; therefore, the findings are not intended to represent all digital population administration services in Indonesia. The qualitative design also means that the analysis emphasizes depth of interpretation rather than statistical generalization. In addition, user experiences may vary depending on network access, device ownership, and familiarity with digital services. These limitations were addressed by presenting the findings as a contextual case analysis and by carefully connecting each conclusion to the available data.

## **Results and Discussion**

### **1. Context of Go Digital Service**

Public service in this study is understood as a set of activities carried out by public institutions to meet citizens' administrative needs in accordance with legal standards, service procedures, and public expectations. In population administration, service quality is not only about the completion of documents, but also about accuracy, certainty, accessibility, fairness, and the citizens' sense that the government is present in a responsive manner. Therefore, the Go Digital service must be assessed not merely as an application, but as a

public-service mechanism that connects regulation, technology, staff capacity, and citizen experience.

The Go Digital Dukcapil system is a service system that covers various population administration services, including registration, recording, and data updating, which can be carried out online, making services more practical, efficient, and relatively fast (Halim, 2024). Go Digital is a form of innovation and an initial step in improving government performance by transforming service systems in the population administration sector. Through this system, documents can be processed with digital support, including electronic signatures, so that the service chain becomes shorter and less dependent on manual physical procedures.

Before the wider use of digital services, manual handling often produced congestion at service counters, repetitive document checking, and a greater possibility of administrative delay. After Go Digital was implemented, incoming applications became easier to sort and verify because files arrived in a more structured manner. This did not eliminate all service problems, but it significantly changed the service pattern from reactive crowd management to more organized administrative processing. Analytically, this shift shows that Go Digital changed the main problem of service delivery: from visible queue accumulation at the counter to less visible issues of system stability, digital access, and user capability. This interpretation is consistent with Fildza and Noor (2022), who show that Go Digital policy implementation depends on resources, organizational structure, communication, and technical readiness.

## **2. Service Quality Based on SERVQUAL Dimensions**

Reliability was one of the strongest improvements identified in the study. In the context of public service, reliability means that citizens receive the promised service accurately, consistently, and within a reasonable time. Field findings show that the Go Digital application helped staff process documents more systematically because required files could be checked against service requirements before final processing. Compared with the previous manual method, this reduced the frequency of repeated submissions caused by missing or inconsistent information. This finding indicates that reliability improved not simply because the service became online, but because the digital workflow created a more standardized entry point for documents (Sakir, 2024).

From the institutional side, reliability was also reflected in the more orderly flow of document management. The digital system supported administrative consistency by standardizing file entry and improving the sequence of service handling. At the same time, reliability was not yet perfect. Technical interruptions such as unstable internet connection and system errors still affected continuity. Therefore, the findings suggest that Go Digital improved procedural reliability, but technical reliability remained a vulnerable foundation. This distinction is important because citizens evaluate reliability from the final service experience, not from the internal design of the application.

Responsiveness concerns the readiness of staff to assist service users and respond to problems quickly. The study found that responsiveness improved because the service process became easier to monitor and staff could guide citizens based on clearer procedural stages. Users who encountered difficulties in uploading documents or understanding requirements were generally assisted by operators either directly or through the available communication channels. This means that responsiveness in Go Digital was produced by the combination of digital tracking and human assistance, not by automation alone (Yulanda & Frinaldi, 2023).

Nevertheless, responsiveness still fluctuated depending on demand and system condition. When the number of applications rose at the same time or when the application experienced disruptions, the speed of response tended to decline. In such moments, service quality depended heavily on staff capacity and patience in dealing with backlogs and user questions. This shows that responsiveness in digital public service is not determined solely by staff attitude, but also by workload distribution, peak-demand management, and system stability (Sutaji et al., 2025).

Assurance refers to citizens' sense of trust, security, and certainty in the service process. This dimension improved because Go Digital made administrative procedures more transparent. The sequence of service became clearer, application status could be checked, and the process left a digital trace. For users, this created stronger certainty than purely manual submission, where information could be more fragmented or dependent on direct personal contact. Assurance was also supported by staff competence because citizens were more likely to trust the service when operators could explain requirements, follow procedures consistently, and demonstrate mastery of the application system. Even so, assurance weakened when the system slowed down or became inaccessible, so some citizens preferred to come directly to the office (Lubis, 2025).

Empathy remained highly relevant in the digital setting. One important finding of the study is that digital public service still requires a human-centered approach, especially for users with limited technological familiarity. Older citizens and people with low digital literacy often needed more explanation regarding document preparation, file uploading, and status checking. Staff attention to these users became a crucial part of service quality. Empathy was expressed not only in polite interaction but also in practical assistance, patience, and willingness to guide users through unfamiliar procedures (Irawan et al., 2025).

This finding indicates that successful digitalization does not mean replacing human service with automated procedures. Instead, it means reorganizing service so that technology handles repetitive administrative tasks while staff provide targeted support where users actually need help. In West Lombok, this empathetic element was visible in socialization efforts and direct explanations to community members. Such efforts helped reduce anxiety about digital procedures and encouraged more inclusive access to the service.

Tangibles, or the visible and material side of service, were represented by computers, network facilities, the application interface, and the institutional infrastructure supporting

digital administration. The presence of the Go Digital application itself signaled modernization in service delivery. Compared with a fully manual system, the office had moved toward technology-supported administration, which strengthened the visible image of institutional reform. For citizens, the tangible dimension was reflected in the availability of online procedures, service devices, and a more organized service environment.

However, the tangible dimension also exposed one of the main weaknesses of the service. The quality of digital tangibles did not depend only on office facilities; it also depended on internet access in the broader region. Users living in areas with limited or unstable connectivity faced difficulties in using the application effectively. Likewise, when the system or network encountered technical problems, the visible infrastructure of digital service seemed less reliable. This means that the tangible dimension of digital public service extends beyond office equipment to the wider ecosystem of connectivity and system performance. In this sense, digital public service quality is spatially unequal because citizens in weak-network areas face greater barriers than users with stable connectivity (Kartika & Oktariyanda, 2022).

**Table 1. Summary of Service Quality Findings Based on SERVQUAL**

Dimension	Empirical Indication	Implication
Reliability	Submission and verification became more structured, repeat visits were reduced, and processing tended to be faster, although continuity was still affected by network and system disruptions.	Procedural consistency improved, but technical stability remains essential.
Responsiveness	Staff generally helped citizens understand requirements, upload files, and resolve problems, yet response speed weakened when requests increased or the system slowed down.	Human support remains central to effective digital service.
Assurance	Service stages became more transparent and traceable, which narrowed opportunities for brokerage and strengthened trust in official procedures.	Digital traceability increased certainty and institutional accountability.
Empathy	Users with low digital literacy, especially older residents, still required explanation, patience, and direct guidance from staff.	Inclusive digital service depends on sustained user assistance.

Dimension	Empirical Indication	Implication
Tangibles	The application, office equipment, and online workflow signaled modernization, but uneven regional connectivity limited the practical experience of digital access.	Infrastructure quality shapes the real usability of the service.

Source: Processed by the author based on field data, 2026.

Taken together, these findings show that Go Digital has generally improved service quality at Disdukcapil West Lombok. Reliability improved through more structured processing; responsiveness improved through more organized assistance; assurance improved through transparency and clearer service stages; empathy remained present through staff guidance; and tangibles reflected institutional modernization. However, the improvement was uneven because each dimension depended on the same technical and social foundation. When the network was stable and users understood the procedure, the five dimensions strengthened one another. When the network failed or users lacked digital literacy, reliability, responsiveness, assurance, empathy, and tangibles weakened at the same time.

A deeper interpretation of Table 1 indicates that Go Digital does not remove the need for conventional service capacity; instead, it reorganizes it. The application shifts part of the administrative burden from the counter to the digital platform, but citizens still need clear guidance, reliable follow-up, and assurance that their documents are being processed. Thus, the quality of Go Digital should be viewed as a hybrid form of service quality. Its success depends on whether technology and human support work together consistently.

The critical implication is that digital service reform can create new inequalities if infrastructure and literacy are not addressed. Citizens who own devices, have stable internet, and understand online procedures benefit more quickly from the application. Citizens who lack these resources may remain dependent on direct assistance. Therefore, Go Digital improves efficiency, but its inclusiveness depends on the ability of the institution to provide assistance for digitally vulnerable users.

### 3. Barriers to Service Optimization

The study also identified several factors that inhibited the optimal use of Go Digital. The first and most visible barrier was the limitation of infrastructure, especially internet networks and technical system stability. Users and staff both experienced situations in which weak signal or application error slowed down or interrupted service. Because digital administration depends on continuous connectivity, such disruptions directly affected document submission, verification, and completion. Infrastructure problems therefore had a multiplier effect across all service dimensions.

A second barrier concerned system reliability under pressure. Although the application improved the overall service process, its performance was not always stable when demand increased. At peak moments, response time could slow down, making citizens uncertain about the progress of their applications. From a service-quality perspective, this kind of instability undermines reliability and assurance simultaneously: the system is perceived as less dependable, and the citizen's confidence in digital service decreases.

A third barrier was limited responsiveness during heavy service demand. Staff generally tried to assist users, but their ability to respond quickly depended on the number of incoming requests and the condition of the system. When both user demand and technical disturbance increased at once, staff assistance became stretched. This shows that the quality of digital public service cannot be separated from staffing adequacy and operational support. Even an effective application still requires enough responsive personnel to sustain user confidence.

A fourth barrier was the uneven level of citizen trust in digital procedures. When online services worked well, citizens appreciated the convenience. But when disruptions occurred, some users reverted to the perception that direct, manual contact was more certain. This reaction is understandable because administrative documents are highly important for legal and social purposes. Citizens tend to prioritize certainty over convenience when time-sensitive documents are involved. As a result, technical failure or delay did not merely create inconvenience; it also weakened the legitimacy of the digital service channel in the eyes of some users.

The fifth and perhaps most socially significant barrier was low digital literacy among a portion of the population. Not all users were equally prepared to navigate online services independently. Some still depended on staff or family members to upload documents, understand requirements, or interpret system messages. This dependence was especially visible among older residents and those with limited exposure to digital tools. The problem was not simply a lack of willingness to use technology, but also an issue of access, familiarity, and confidence.

**Table 2. Main Barriers in the Implementation of Go Digital**

<b>Barrier</b>	<b>Manifestation in Practice</b>	<b>Effect on Service</b>	<b>Improvement Priority</b>
Infrastructure limitation	Weak signal and intermittent application or server errors occurred during submission and verification.	Delayed processing and reduced user confidence.	Strengthen internet and server stability.
Peak-time system load	Application performance slowed when requests	Reliability and responsiveness declined.	Capacity planning and technical monitoring.

Barrier	Manifestation in Practice	Effect on Service	Improvement Priority
	increased at the same time.		
Operational responsiveness	Staff assistance became stretched when technical problems and user demand rose simultaneously.	Users waited longer for clarification and follow-up.	Support channels and peak-load SOPs.
Low digital literacy	Some citizens could not upload files or track status independently and relied on staff or family members.	Access became unequal across user groups.	Continuous outreach, tutorials, and village-level assistance.
Trust gap during disruption	When the system failed, some users preferred returning to manual service at the office.	Digital adoption weakened and hybrid dependency remained.	Faster recovery, clearer status information, and reassurance.

Source: Processed by the author based on field data, 2026.

These barriers show that digital transformation in public service is not a linear process. The existence of an application does not automatically guarantee equitable access or consistent quality. Rather, digital service quality emerges from the interaction of infrastructure, organizational capacity, user competence, and institutional trust. If one of these components is weak, the overall service experience is affected. This finding is in line with Rohaeti (2024), who emphasizes that sustainable e-government transformation in public service processes requires continuous integration between technology, organizational systems, and human resource readiness. The study highlights that the effectiveness of digital government such as in the operation of public service control systems depends not only on technological implementation, but also on institutional coordination and long-term adaptability to ensure service sustainability and quality improvement.

The findings of this study are in line with earlier work on population administration digitalization in Indonesia. As Ilyas (2023) showed in the context of digital KTP-el services, improvements in efficiency are often accompanied by network disturbances and the need for more intensive socialization. Similarly, Go Digital model aims to make services more practical and efficient, yet its success still depends on how well the system is implemented and used. The West Lombok case also supports Marfu'ah et al. (2024) argument that limited public readiness and digital literacy remain central obstacles in digital public service.

From a theoretical standpoint, the study suggests that the SERVQUAL dimensions remain useful for understanding digital public service, but the dimensions are closely

interconnected. In West Lombok, reliability and tangibles formed the technical foundation of service quality. When the network and system worked well, responsiveness, assurance, and empathy could be expressed more effectively. But when infrastructure weakened, all other dimensions were affected. This interdependence is important because it highlights that digital public service quality should be assessed as an integrated system rather than as isolated indicators.

## Conclusion

This study concludes that the Go Digital application has improved the quality of public services at the Population and Civil Registration Office of West Lombok Regency. Based on the SERVQUAL framework, the improvement is visible in more reliable and structured procedures, more responsive assistance, stronger assurance through transparency and process clarity, continued empathy toward users who need support, and the tangible presence of modern service infrastructure. In short, Go Digital has moved population administration in West Lombok toward a more efficient and citizen-oriented model than the previous manual service pattern.

At the same time, the study finds that service optimization is still constrained by several interrelated barriers: unstable internet networks, technical disruptions in the application, fluctuating responsiveness when demand increases, uneven public trust in digital procedures, and limited digital literacy among some citizens. These barriers show that digital transformation cannot be assessed only from the availability of an application. It must also be assessed from the readiness of infrastructure, employees, and citizens to use the service sustainably.

The theoretical implication of this study is that SERVQUAL remains relevant for analyzing digital public service, but its dimensions should be understood as interconnected rather than separated indicators. In the case of Go Digital, reliability, responsiveness, assurance, empathy, and tangibles influence one another through the same socio-technical foundation. When infrastructure and digital literacy are strong, the five dimensions can support each other. When they are weak, the overall service experience declines. This finding strengthens the argument that digital public service quality is a hybrid product of technology, organization, and human interaction.

The main contribution of this study is the contextual explanation of how local digital population administration works in practice at Disdukcapil West Lombok. Practically, the findings suggest that sustainable improvement requires stronger internet and server infrastructure, clearer service status information, operational procedures for peak demand, continuous public education, and special assistance for citizens with low digital literacy. Future studies may expand this analysis by involving more service users, comparing several regencies, or combining qualitative findings with quantitative citizen satisfaction measurement.

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