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## Evaluation of the Utilization of the Civil Service Information System (SIASN) Application for Name and NIP Correction Services

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**Abstract:** Efficient and accessible civil service is an important aspect of a country's development. Indonesia, as a country with a large and diverse civil service and a vast territory, faces complex challenges in providing equitable access to civil service for all civil servants. However, with rapid advances in information and communication technology, electronic-based government systems have emerged as a potential solution to improve service accessibility in Indonesia. The purpose of this study is to evaluate electronic-based government systems in improving the accessibility of public services in Indonesia and the benefits generated for the civil service (ASN). The Civil Service Information System (SIASN) is a digital platform developed by the State Civil Service Agency to manage ASN data and information in Indonesia. This study aims to evaluate the SIASN-based name and NIP correction service policy based on State Civil Service Agency Regulation Number 7 of 2023. This study uses a descriptive analytical approach by collecting data through literature studies and analysis of related documents. The results show that electronic-based government systems play an important role in improving the accessibility of public services and civil service in Indonesia. By reducing physical barriers, increasing efficiency, and providing additional benefits such as transparency and more active public participation, these systems can accelerate public service processes and increase the satisfaction of the civil service. To optimize the role of the electronic-based government system, joint efforts are needed between the civil service (ASN) and personnel managers in improving infrastructure, digital literacy, and data protection in order to accelerate personnel services in terms of correcting the names and NIP of civil servants (ASN) through the SKK SIASN application of the Civil Service National.

**Keyword:** Public Service, Innovation, Service SKK SIASN.

### INTRODUCTION

In this rapidly developing digital age, the government is looking for ways to improve the accessibility of civil service for all civil servants (ASN). The State Civil Service Agency, as an institution that handles civil service matters in Indonesia, faces challenges in providing

equal, fast, and efficient access to civil service. However, an electronic-based government system in the form of the ASN Information System (SIASN) has emerged as a potential solution to overcome these challenges and improve the accessibility of civil service in Indonesia. The electronic-based government system, which includes an electronic government portal, mobile applications, and various other electronic services, makes it easier for civil service administrators to overcome problems and provide services for all Indonesian civil servants (ASN) with one of its services, namely the correction of ASN civil service data.

With this system in place, all civil servants (ASN) and personnel managers are no longer limited by physical and geographical barriers that may prevent them from obtaining the civil service data corrections they need. Personnel managers can access these services from anywhere, at any time, without having to visit the State Personnel Agency office in person. In addition, the electronic-based government system, the ASN Information System (SIASN), also has the potential to improve efficiency in the delivery of personnel services. By using the SIASN platform, the process of proposing civil service data corrections can be done online, reducing the bureaucracy and time required for document processing and service requests.

Civil servants (ASN) can submit proposals to Regional Human Resource Managers, who then submit them to the State Civil Service Agency. Proposals are immediately processed by the center, and personnel administrators can track the status of their proposals and receive letters or recommendations for personnel data corrections online, saving time and energy for both the government and civil servants (ASN).

The role of electronic-based government systems in improving the accessibility of civil service is not limited to physical aspects and efficiency alone. This system also brings additional benefits, such as increased transparency, more active participation by civil servants, and better oversight of the performance of central and regional governments. It also enables feedback, suggestions, and complaints to be submitted through electronic platforms, thereby strengthening the relationship between the government and civil servants. Although electronic-based government systems offer many potential benefits, there are still several challenges that need to be overcome.

For example, the availability of internet access across Indonesia remains a challenge in ensuring that all levels of employees can access public services online. In addition, low digital literacy in some areas also affects the effectiveness of this system's use by employees. In this context, it is important to gain a deeper understanding of the role of electronic-based government systems in improving the accessibility of public services in Indonesia. Through this study, we will further analyze the role of these systems in achieving these objectives, as well as the benefits they generate and the challenges they face. The author hopes that the results of this study can provide valuable knowledge and insights for the development and optimization of the SIASN electronic-based government system in Indonesia, thereby improving the accessibility of civil service throughout the country.

## **METHOD**

This study uses a descriptive analytical approach by collecting data through literature studies and analysis of related documents. The descriptive analytical research method is an approach used in research studies to describe and analyze a phenomenon or event systematically. This method combines descriptive and analytical elements, with the aim of providing a clear picture of the characteristics and relationships between the variables involved in the study. In this research method, researchers systematically collect, organize, and analyze data to achieve the research objectives. This method not only focuses on describing the observed phenomenon but also analyzes the relationships between variables and seeks a deeper understanding of the phenomenon.

## RESULTS AND DISCUSSION

The development and advancement of information and communication technology in society provides opportunities for the government to innovate in creating a government supported by SPBE (Electronic-Based Government System). The use of information and communication technology in government administration to facilitate services for government agencies, civil servants, business actors, the community, and other parties is known as SPBE or e-government. SPBE seeks to minimize government service costs, time, and corruption.

The implementation of SPBE also aims to improve the effectiveness and efficiency of work techniques and the quality of public services. This is a type of governance innovation that aims to utilize information and communication technology to provide more efficient services for SPBE managers in society. Presidential Regulation No. 95 concerning the Structuring of Electronic-Based Government Systems (SPBE) was enacted in 2018, with the aim of realizing a clean, efficient, transparent, and accountable government system, providing quality, reliable, and trustworthy public services, as well as increasing integration and efficiency. SPBE was previously known as e-government or electronic government before the presidential decree. SPBE offers information and services to the Indonesian people, including: 1. Government to Citizen (G2C) is a government-community partnership that seeks to increase engagement and make it easier for the community to obtain government information. 2. Government to Business (G2B) is the classification of ties or connections between the government and the business world. These relationships are crucial in building good connections between the government and the business world with the aim of facilitating business transactions. 3. Government to Government (G2G) is a type of relationship between two governments. The purpose of this relationship is to fulfill the information needs of international organizations while facilitating and promoting collaboration among the countries involved. 4. Government to Employees (G2E) is a classification of connections between the government and employees. The goal of these relationships is to develop and improve the skills and prosperity of employees or government officials who work in government agencies. 5. Government to Non-Profit (G2N) is a type of relationship between the government and non-profit organizations or institutions such as NGOs, political parties, and the like. This relationship is intended to ensure that non-profit organizations or institutions can be managed properly in accordance with their mandate and mandate to achieve their objectives.

The most important managerial issue in e-government is changing people's mindset, especially at the top levels of the bureaucracy and among decision makers, because they are the ones who provide leadership. This change in mindset can be achieved by focusing on organizational development interventions and training programs. The terms e-service and e-government refer to the use of electronic services by organizations in the public sector. Rowley defines e-service as a service whose provision is mediated by information technology such as the internet, information kiosks, and mobile devices. Electronic services consist of customer support, service delivery, and the service component of e-tailing (online sales). Although e-services are mediated by the use of electronics in providing services, it is important to remember that in the relationship between service providers and users, the issues of accessibility and usability are important aspects. Some common challenges faced in the national Electronic-Based Government System (SPBE) include: 1. Political challenges Although the implementation of internal SPBE policies has improved in several ministries, agencies, and local governments, there is still a lack of integrated internal policies approved by the heads of central agencies/local governments, resulting in suboptimal SPBE implementation and transformation in all work units, which complicates matters for regional officials. We need flexible, cooperative, and proactive policies based on comprehensive regulations and procedures. 2. Management challenges The implementation of SPBE management must be synchronized and aligned with requirements and capabilities, as well as following established practices. Inefficiencies arise from inconsistencies between the use of ICT (Information and

Communication Technology) and budget planning, such as duplication of ICT procurement due to poor planning and coordination. 3. Challenges in the service sector Although e-government services and central and local government e-government services have many applications, there are still many similar applications that overlap in their use. The development and evolution of application programs are not well controlled, resulting in a lack of integration and unity. A study shows that a prominent shortcoming in the implementation of SPBE in local government is the lack of integration of applications or application systems, as well as weaknesses in human resources and IT infrastructure in each organization.

One of the key recommendations for improving digital governance is to focus on enhancing digital and data-related skills in the public sector, developing profiles and career paths based on anticipated needs, and offering training and retraining programs for government employees, according to the OECD report “Strengthening Digital Government” (2019). The Indonesian government recognizes the importance of digital skills development and has included strengthening human resource capabilities as part of the SPBE strategic plan in the Appendix to Presidential Regulation No. 95 of 2018 on SPBE. This is the latest strategy used by governments around the world that seek to increase public participation and meet regulatory compliance objectives and encourage social application innovation from various organizations that have undergone digital transformation.

Digital transformation in government administration has become a necessity in the modern era, encouraging various government agencies to adopt information technology to improve the quality of public services. The development of information technology has had a significant impact on the efficiency, transparency, and accountability of public services (Janowski, 2015; Wirtz et al., 2019). In the context of personnel management, digitization has become a strategic instrument for realizing good governance and effective bureaucratic reform (Dwivedi et al., 2015). Before the era of digitization, the process of improving personnel data often faced various obstacles, such as complicated procedures, time-consuming processes, lack of transparency, and potential for corrupt practices (Heeks, 2005; Rose et al., 2015; Rohim & Gunawan, 2019). The implementation of SIASN is expected to overcome these problems through process automation, data integration, and increased accountability (Cordella & Tempini, 2015).

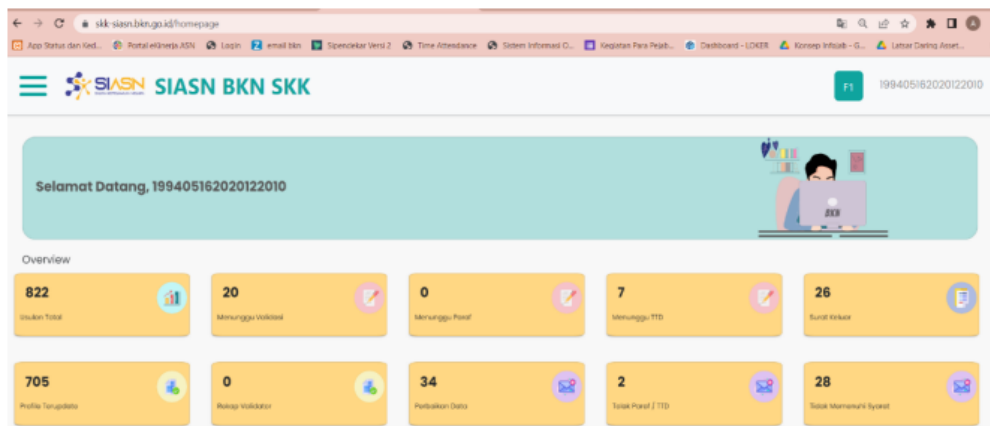
The State Civil Service Agency (BKN) as the institution responsible for managing the State Civil Apparatus has developed the State Civil Apparatus Information System (SIASN) as an integrated digital platform. SIASN is designed to manage all ASN employment data nationally, covering central and regional governments in one integrated system (Hermawan et al., 2023). Based on State Civil Service Agency Regulation Number 7 of 2023, SIASN facilitates various civil service services, including promotions, transfers, and retirements, which are carried out electronically. This policy is in line with the mandate of Presidential Regulation No. 95 of 2018 concerning the Electronic-Based Government System, which requires the creation of clean, effective, transparent, and accountable governance (Gil-García & Pardo, 2005).

In Article 92 of the State Civil Service Agency Regulation Number 29 of 2020 concerning the Organization and Work Procedures of the State Civil Service Agency, the Directorate of Civil Service Status and Position has the task of preparing and/or determining considerations regarding civil service status, preparing and/or determining considerations regarding the civil service status of civil servants involved in political excesses and who are members/officials of political parties, preparing and/or determining the resolution of Employee Identification Number issues, granting approval for leave outside the state's responsibility, approval for extension of leave outside the state's responsibility, and approval for reactivation of Civil Servants who have completed their leave outside the state's responsibility, preparing and/or determining civil service status considerations for Government Employees with Work Agreements, preparing considerations/recommendations for death and disability due to service,

determination of approval of death benefits and disability allowances due to service, preparation of considerations for determining the name and NIP, date of birth and Effective Date (TMT) of Civil Servant Candidates, preparation of considerations for other employment status and positions, as well as management of employment status and position data. Meanwhile, Article 93 states that the functions of the Directorate of Civil Service Status and Position are: 1.Preparation and/or determination of civil service status considerations; 2.Preparation and/or determination of civil service status considerations for civil servants involved in political excesses and who are members/officials of political parties; 3.Preparation for the resolution of Employee Identification Number issues; 4.Preparation of approval for leave outside the state's responsibility, approval for extension of leave outside the state's responsibility, and approval for reactivation of Civil Servants who have completed their leave outside the state's responsibility; 5.Preparation and/or determination of employment status considerations for Government Employees with Work Agreements; 6.Preparation and/or consideration of recommendations for death and disability due to service; 7.Preparation of approval for the provision of death benefits and disability allowances due to service; 8.Preparation and/or consideration of the determination of the name and date of birth, and Effective Date (TMT) of Civil Servant Candidates; 9.Preparation and/or determination of other employment status and position considerations; 10.Management of civil service status and position data; and 11.Implementation of administrative services for the Directorate.

Rapid technological developments demand changes in services, including those provided by the government. Similarly, the Directorate of Civil Service Status and Position, whose main task and function is to provide excellent service to stakeholders, must keep up with developments in line with the basic values of the ASN, namely being adaptive with the percentage of ASN management services based on digital technology that supports the main performance of the deputy field of civil service transfers to realize the improvement of the digitization of ASN management.

The Directorate of Civil Service Status and Position has services included in the SIASN-SKK feature, namely, name and NIP corrections, NIP element corrections, death, leave outside state responsibility, and reactivation. The high number of requests from agencies for name and NIP corrections has prompted the Directorate of Civil Service Status and Position to digitize its services to improve the efficiency and effectiveness of the management service process. The digitization was carried out collaboratively with the Directorate of Civil Service Information System Development and Improvement, which has developed the SIASN application, resulting in the creation of the name and NIP correction service feature in SIASN-SKK.



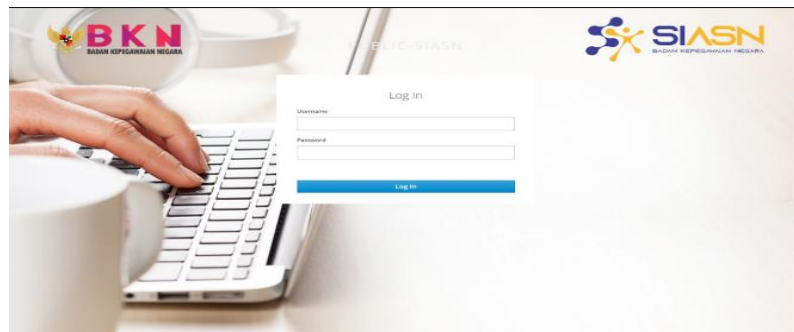
Source: Performance Report of the Directorate of Civil Service Status and Position  
**Figure 1. SIASN-SKK service display for Name and NIP Corrections**

Based on Circular Letter of the Deputy for Personnel Mutation Number 35778/B-MP.01.01/SD/D/2022 regarding the Use of the SIASN Application for Determining and Correcting Names and NIPs and Based on the mandate of Law Law No. 5 of 2014 on Civil Servants, Article 48 letter d states that the BKN has the task of managing and developing a competency-based civil servant information system supported by a comprehensive archiving information system. the services of the Directorate of Status and Position of the BKN related to the determination/correction of names and NIPs have been integrated with the SIASN application.

This encourages the digitization of services to simplify services and reduce time in service SOPs. The integration of name and NIP correction services with SIASN can be accessed at <https://siasn-instansi.bkn.go.id/>. Proposals or requests for name and NIP corrections are submitted by the Human Resources Bureau at ministries and institutions or personnel managers at provincial, regional/district governments.

### How to Use the Application SIASN-INSTANSI

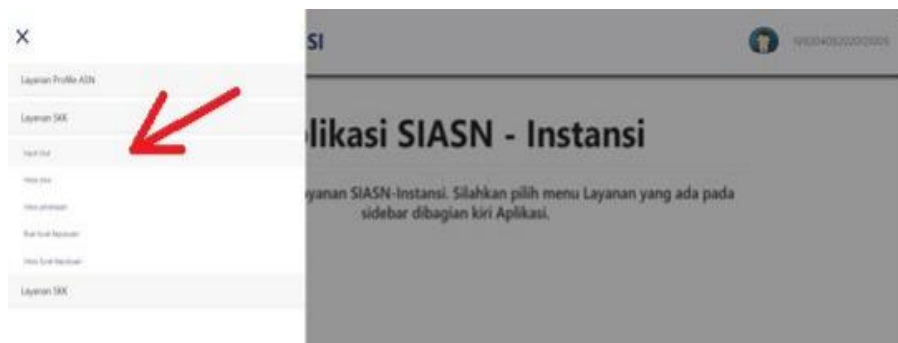
1. Open access SIASN-INSTANSI at <https://siasn-instansitraining.bkn.go.id/>, then click the button located in the upper right corner, then log in to your account using your NIP and MySAPK account password.



Source: SIASN Application User Manual for Institutions

**Figure 2. Account login page SIASN**

2. The SKK Name Change service is used to submit name change documents until the issuance of a Decree (SK) for name and NIP changes by the National Civil Service Agency (BKN).



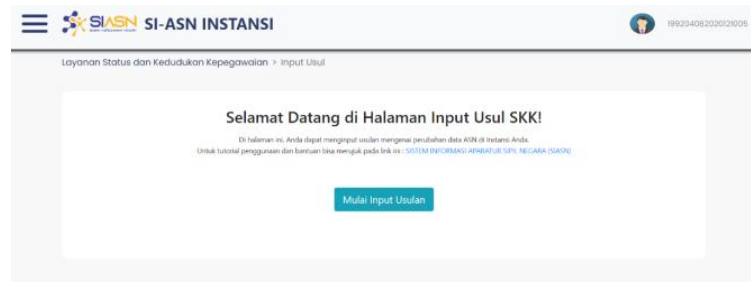
Source: SIASN Application User Manual for Institutions

**Figure 3. SKK Input Proposal Service Menu**

#### 2.1. Input suggestions for name and NIP Corrections

After you have successfully logged in, select the “SKK Services” menu, then select the “Input Proposal” submenu. A screen like the one shown below will appear. Click

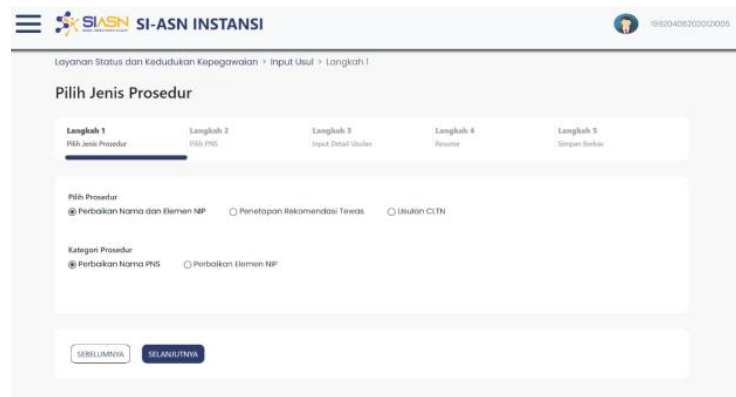
“Start Input Proposal” to begin the process of inputting your proposal for name and NIP changes.



Source: SIASN Application User Manual for Institutions  
**Figure 4. Initial Page for Inputting Proposals**

### 2.2.Procedures and Procedure Categories

The image below shows the procedures and steps that users must follow. In Step 1, users select the Name and NIP Element Correction procedure, then select the Name and NIP Correction for Civil Servants category, then click “Next.”.

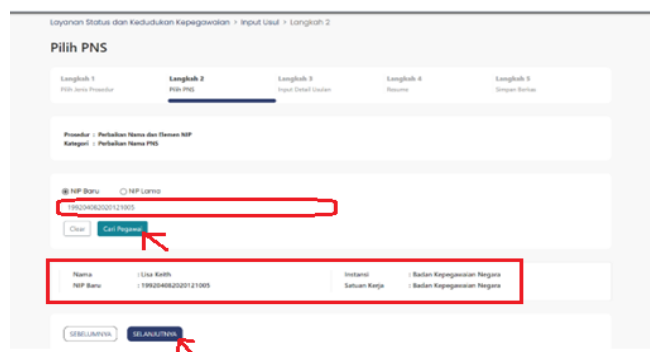


Source: SIASN Application User Manual for Government Agencies  
**Figure 5. Select Type and Category of Procedure Page**

The first step for users is to select the Procedure and Procedure Category. In this manual, the Name and Employee ID Number Correction procedure will be selected

### 2.3.Input NIP of the employee to be changed

Enter the NIP of the employee to be changed. For example, enter the NIP (e.g., 199204082020121005), then click “Search Employee” and the civil servant's NIP will appear as shown in the image. Then click “Next.”

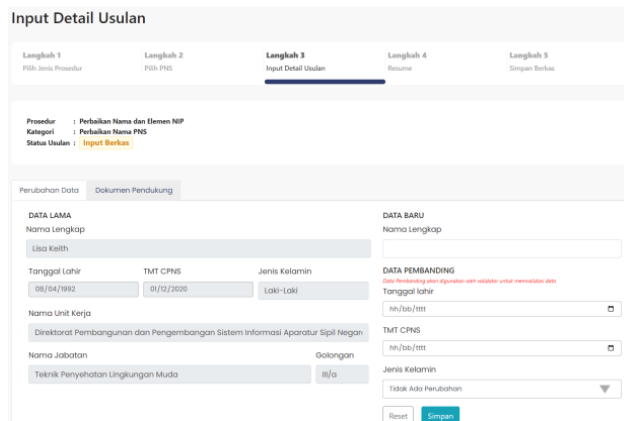


Source: SIASN Application User Manual for Agencies  
**Figure 6. Example of NIP input and search for employees whose data will be changed**

## 2.4.Entering new data and comparative data, and completing supporting documents

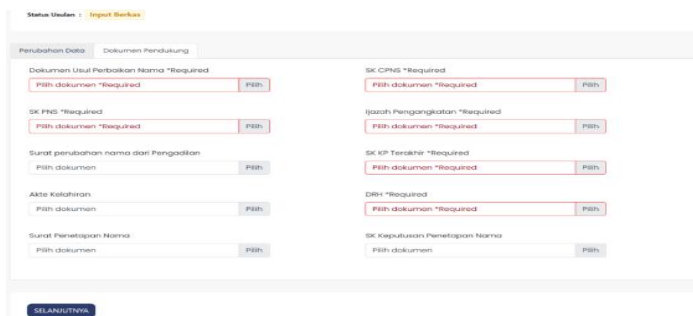
### a) Data change table:

In the data change table, users enter new data in the form of their full name and employee ID number (to correct their name and employee ID number), as well as comparative data.



Source: SIASN Application User Manual for Institutions  
**Figure 7. Data Change Table Page**

### b) Table of supporting documents



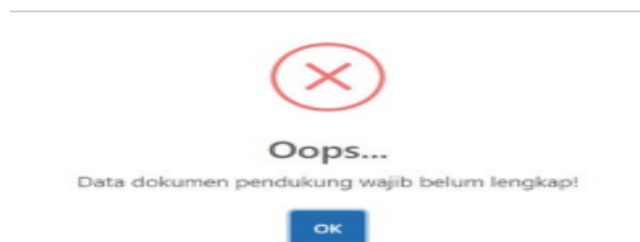
Source: SIASN Application User Manual for Institutions  
**Figure 8. Supporting Documents Table Page**

If the uploaded data is correct, a notification will appear.



Source: SIASN Application User Manual for Institutions  
**Figure 9. Notification: Data successfully uploaded.**

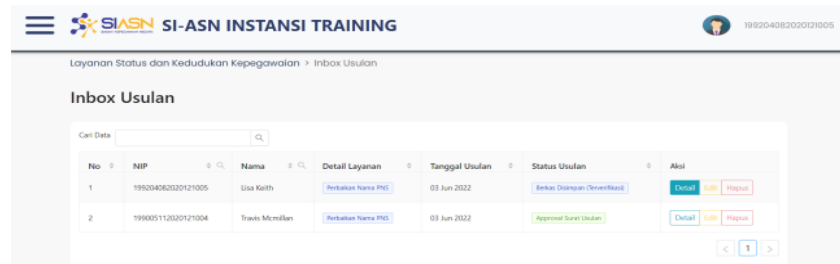
If the uploaded document is incomplete, a notification will appear





### 3.2.Review Proposal Files in the Proposal Inbox

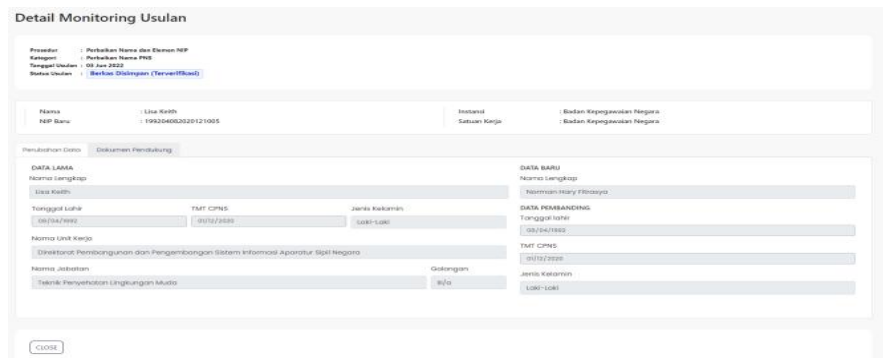
This page will display a list of users who have submitted proposals, service details, the date the proposal was submitted, and the status of the proposal. To view the data of users who have submitted proposals, select the details button in the action column, and the proposal monitoring details page will appear.



Source: SIASN Application User Manual for Institutions  
**Figure 15. Suggestions Inbox Page**

### 3.3.Monitoring Details of Proposals

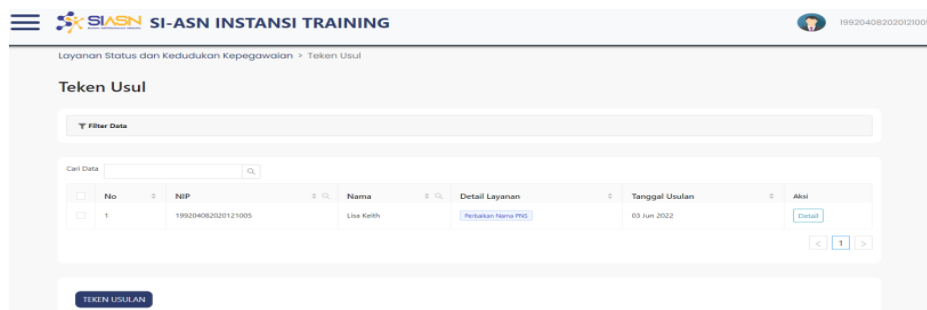
After the file is reviewed by Specimen Approval, it will be forwarded for signature.



Source: SIASN Application User Manual for Institutions  
**Figure 16. Detail monitoring proposal**

## 4.Sign the proposal

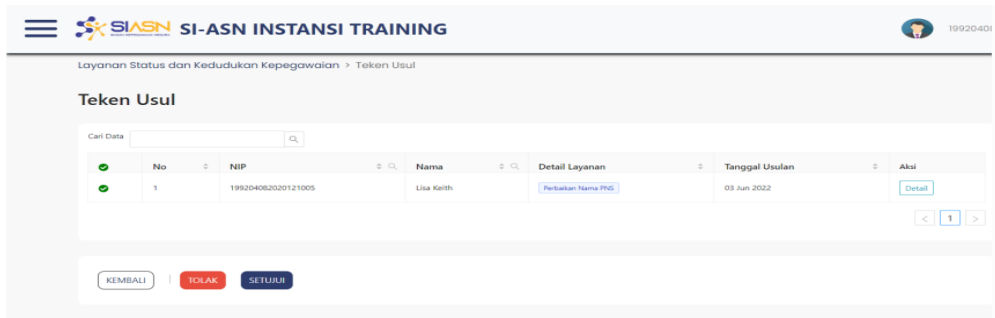
### 4.1.Sign Proposal Inbox



Source: SIASN Application User Manual for Institutions  
**Figure 17. Proposal list page**

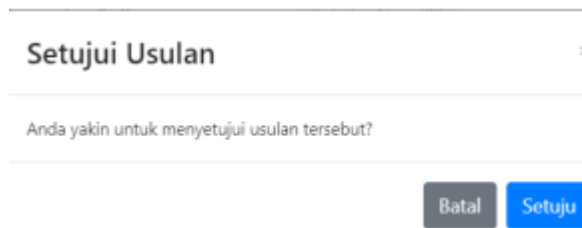
### 4.2.Sign Proposal

Select the document to be signed, then check the box on the left, then click “Sign Proposal”. After clicking, the menu will change as follows:



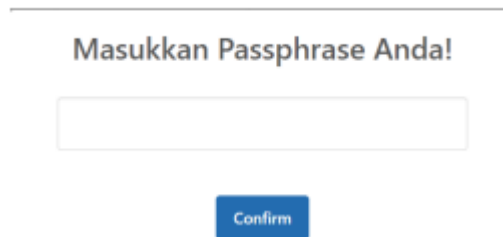
Source: SIASN Application User Manual for Institutions  
**Figure 18. Pilih dota untuk di teken usul**

Select Approve or Reject. If the document is rejected, the proposal will be returned for revision. If approved, the following dialog box will appear



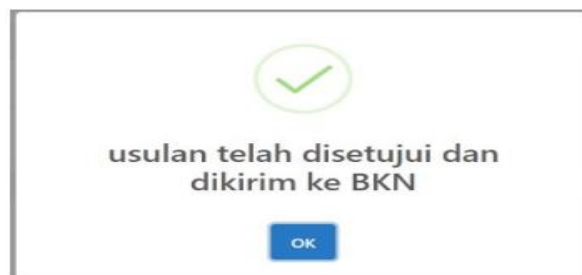
Source: SIASN Application User Manual for Institutions  
**Figure 19. Dialog box to approve proposals**

After clicking agree, a dialog box will appear to verify the user who signed, as shown in the following image:



Source: SIASN Application User Manual for Institutions  
**Figure 20. Confirmation dialog box for signer**

In the image above, the signer must enter a passphrase so that the identity of the signer is recorded. Once completed, a dialog box like the following will appear:



Source: SIASN Application User Manual for Institutions  
**Figure 21. The proposal has been signed and sent to the National Civil Service Agency**

No.	Year	Proposal submitted	Incomplete File/Reject File	Number of Settlements
1	2022	7202	0	7202
2	2023	6385	0	6385
3	2024	5989	0	5989

Source: Application SKK SIASN BKN

**Table 1. Achievements in Completing Name and NIP Determination**

The use of the SKK SIASN service for name and NIP corrections is a form of strategic transformation from a traditional personnel administration system to a modern and adaptive system. The implementation of SKK SIASN services in proposing name corrections is reflected in very significant improvements, including: a) efficiency and accuracy in administrative data processing; b) increased transparency and accountability; c) reduction of human error; d) increased accessibility and inclusiveness of services. As seen in the performance results, the name and NIP correction process in 2022 was able to complete 7,202 proposals. In 2023, it completed 6,385 proposals, and in 2024, it completed 5,989 proposals. These large numbers of decisions were achieved through the use of the application, thereby minimizing the use of paper.

However, the implementation of SKK SIASN services also faces various challenges, both from a technical perspective, such as infrastructure limitations that still experience problems when there are system improvements, and from a managerial perspective, such as the level of errors in proposals by personnel managers and resistance to change. To overcome these obstacles, a strategy is needed that includes continuous human resource training from the central government and personnel managers in ministries/agencies and central/regional and district governments, strengthening technology governance, and collaboration with third parties such as software developers, artificial intelligence (AI) service providers, and digital assistants.

**CONCLUSION**

The Electronic Government System (SPBE), commonly known as e-government, is the use of information and communication technology by the government to provide services to government agencies, civil servants, entrepreneurs, the public, and other stakeholders. SPBE is also a means of reducing costs and time, as well as minimizing the occurrence of corruption in government agencies that provide services to the public.

The implementation of SPBE aims to achieve greater efficiency and effectiveness in work and also to improve the quality of public services in the community. The State Civil Service Agency then assigns the task to the Directorate of Civil Service Status and Position, which is in charge of providing public services and also acts as the Verifier of Name and NIP Corrections for ASN in Indonesia. This service is carried out in the State Civil Apparatus Information System (SIASN) application. With service reform, streamlining of systems, mechanisms, procedures, and service timeframes in the process of name and NIP correction by the Directorate of Civil Service Status and Position is expected to address the challenges of current bureaucratic reform. The success of the name and NIP correction service innovation in SIASN lies in the readiness of the service and the human resources who will manage it.

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