

Government Service Innovation for People with Disabilities: Lessons Learned from Ball Pick-Up Service

Andi Rosdianti Razak^{1*}, Intan Fatima Tuzahrah Dinar², Hafiz Elfiansya³, Haerana⁴

^{1,2,3,4} Universitas Muhammadiyah Makassar, Jl. Sultan Alauddin, Makassar

Corresponding Author: Rosdianti.Razak@unismuh.ac.id.

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Abstract: *The study utilized four innovation indicators of the public service program of the Gowa Regency Population and Civil Registration Service to determine the supporting factors in providing pick-up and drop-off services. Qualitative research with descriptive narrative techniques was used to explain the research findings by analyzing materials or research to determine their meaning, and then drawing conclusions. Community members and office workers were used as key informants, selecting three service employees and two additional informants based on a purposive sample approach. Two of the informants were people with disabilities who provide E-KTP services. Data collection techniques included interviews, observation, and documentation, while strategies for data analysis involved data reduction, data display, and drawing conclusions. The results of the research show that the football pick-up service meets the established innovation criteria, consisting of five innovation criteria: novelty, effectiveness, usefulness, transferability/replicability, and sustainability. The innovation of the pick-up service carried out by the Gowa Regency Population and Civil Registration Service is beneficial for companies that consistently innovate and for the community, with supporting elements including infrastructure, community involvement, and human resources/ball pick-up service staff.*

Abstrak: Studi ini menggunakan empat indikator inovasi dari program pelayanan publik Dinas Kependudukan dan Catatan Sipil Kabupaten Gowa untuk menentukan faktor-faktor pendukung dalam menyediakan layanan jemput dan antar. Penelitian kualitatif dengan teknik naratif deskriptif digunakan untuk menjelaskan temuan penelitian dengan menganalisis materi atau penelitian untuk menentukan maknanya, dan kemudian menarik kesimpulan. Anggota masyarakat dan pekerja kantor digunakan sebagai informan kunci, memilih tiga karyawan layanan dan dua informan tambahan berdasarkan pendekatan sampel purposif. Dua informan adalah penyandang disabilitas yang memberikan layanan E-KTP. Teknik pengumpulan data meliputi wawancara, observasi, dan dokumentasi, sedangkan strategi analisis data melibatkan reduksi data, penampilan data, dan penarikan kesimpulan. Hasil penelitian menunjukkan bahwa layanan jemput bola memenuhi kriteria inovasi yang telah ditetapkan, terdiri dari lima kriteria inovasi: kebaruan, efektivitas, kegunaan, kemudahan penyebaran, dan keberlanjutan. Inovasi layanan jemput yang dilakukan oleh Dinas Kependudukan dan Catatan Sipil Kabupaten Gowa bermanfaat bagi perusahaan yang konsisten berinovasi dan bagi masyarakat, dengan elemen-elemen pendukung termasuk infrastruktur, keterlibatan masyarakat, dan sumber daya manusia/staf layanan jemput bola.

INTRODUCTION

The constitutional system plays an important role in the management of population statistics in government, including the population administration system as one of its components. Everyone has the right to access population administration services effectively and easily to increase population knowledge and involvement in supporting planning for the implementation of the population administration system to improve public services. Population registration and civil registration are important components of the population administration system that must be organized as effectively as possible to provide benefits with the objectives of organizing government population administration and management development (Agustina, 2019). Population data is the responsibility of the Regency or City government, which in its implementation starts from the Village or Kelurahan.

In administrative management services, be it population registration or making population certificates and others, it needs to be done correctly and quickly so that residents can feel they are getting satisfying service. The development of the times requires people to be able to adapt quickly. If not, then the community will be left behind, especially in government structures that must be a milestone in the acceleration of today's times, therefore government agencies need information system support that can support the needs of facilities and infrastructure in creating efficient and effective government staff performance to improve services to the community. With the availability of complete population administration information facilities and infrastructure, data processing will be easier and more efficient. In this case, the Gowa regional government must provide a public service reform by making policies by issuing innovative service programs to the community as carried out by Gresik City. Through Gresik Regent Regulation Number 23 of 2016 concerning guidelines for the implementation of registration and issuance of population administration documents, it launched an online population administration service application called "Dr.Kepo" or "*Dokter Kependudukan Online*" (Wulandari et al., 2020).

Public service is a new mechanism of interaction between the government and the public as well as other groups that have administrative interests involving the use of information technology aimed at organizing the protection of persons with disabilities or the quality of current public services. The Unitary State of the Republic of Indonesia as stated in Law Number 8 of 2016 concerning persons with disabilities, guarantees the survival of every citizen, including persons with disabilities who have the same legal status and human rights as Indonesian citizens and as an integral part of Indonesian citizens and society. Indeed, they are still vulnerable to various discriminatory practices to live properly, including basic services. In addition, the use of Public Services is also able to increase transparency, control, and accountability of government administration so as to create a high sense of public trust in the government and be able to reduce discrimination.

It is known that around 80% of people with disabilities in Indonesia have experienced acts of discrimination. According to Hanifa (Listiwati et al., 2023) including the tendency to ignore access to basic service rights such as lack of education, adequate health, and employment, as well as mobility and discrimination in public facilities because almost all public service institutions do not provide special accommodation (accessibility) for people with disabilities. There are still complaints submitted through the National Public Service Complaints Management System (SP4N) people's online aspiration and complaint service (LAPOR) in 2020.

Seeing the conditions that exist in Gowa Regency, there is a solution to this problem through population administration services for people with disabilities or inclusive adminduk, which is the response of the population and civil registration office in meeting service standards without

discrimination. Services are carried out in an integrated manner, in the form of easy access to biometric recording of KTP-el for persons with disabilities. services that include data collection, pick-up, and KTP-el biometric recording services. data collection is carried out by the social service for persons with disabilities given the ease of prime service without following the queue and the recording requirement files have previously been verified by the operator.

One of the programs that has been launched by the Gowa Regency government in the protection and services of persons with disabilities is empowerment in the form of providing training and rehabilitation as well as providing assistance with tools and funds to have a business. but this is considered less than maximally implemented because there are still many people who have not been touched by this program or are not evenly empowered. Meanwhile, at the Population and Civil Registration Office, there is a program called "Jemput Bola Mobile Service" for people with disabilities and mobile services for recording electronic identity cards (e-KTP), services for making family cards, birth certificates, SUKET (Certificate in lieu of Electronic ID cards) and child identity cards (KIA) which has been running for 3 years. However, this program has not touched all people with disabilities, especially for people with disabilities who live in remote villages. so that many people with disabilities who are eligible for social assistance, because they are constrained and do not have identity cards or population documents so they do not receive any social assistance from the government. other than that, the services carried out tend not to be disability-friendly in the absence of special services provided or provided to persons with disabilities at the Population and Civil Registration Office of Gowa Regency, for example the unavailability of information in an accessible format at places of public service delivery for people with visual disabilities and public service providers do not provide officers who are skilled in sign language, even though in this case people with disabilities have special needs compared to non-disabled people.

The implementation of public services is an effort to fulfill the basic needs of the rights of every citizen to goods, services, and administrative services provided by public service providers. therefore, a service information system must be developed by the government or local government, as written in the law. on this basis, the author proposes population administration services for people with disabilities inclusive adminduk at the Population and Civil Registry office in Somba Opu District, Gowa Regency. From the results of observations at the Gowa Regency Civil Registry office regarding disability services, it was said that it was rare for disabilities to come to the Gowa Regency civil registry office, usually officers went to the kelurahan or village to handle disabilities when there were kelurahan or village parties who reported to the Gowa Regency Civil Registry office, and disability services at the Gowa Regency Civil Registry office were also not running properly. Based on the background description above, the author is encouraged to raise the title of the Innovation of the Jemput Bola Service Program for Persons with Disabilities at the Population and Civil Registry Office of Gowa Regency.

RESEARCH METHOD

This research aims to deepen the understanding of a particular phenomenon through a qualitative descriptive approach. The descriptive qualitative method was chosen to explore in-depth insights from 5 informants who were selected because they were considered to have relevant knowledge and experience related to the research subject (Safari et al., 2014). The research was conducted over a two-month period using various data collection techniques, including observation, in-depth interviews and documentation. This data collection process enabled the researcher to gain a holistic and in-depth understanding of the phenomenon under

study. After the data was collected, the analysis step was carried out using a proven approach, namely Reduction, Data Presentation, and Conclusion Drawing (Sugiyono, 2014). Through this process, data obtained from various sources are carefully reviewed and arranged in such a way as to provide a comprehensive picture of the topic under study. Thus, this research aims to present an in-depth understanding of the phenomenon under study through a qualitative descriptive approach, utilizing various proven data collection and analysis techniques.

RESULT AND DISCUSSION

Service Innovation and Disability Conditions in Gowa

Innovation is defined as a form of new invention, a technology. The innovation in question is a new technology, a fresh invention, or a rejuvenation. A specific chapter on regional innovation is contained in Law No. 23/2014 on Regional Government. The innovative program of the Population and Civil Registry Office of Gowa Regency regarding shuttle services for people with disabilities was created by the government as a response to local community conditions or a form of renewal. In Law No. 23/2014 on the State Council, there are specific obligations regarding state innovation. Looking at the conditions of the community, the government presents an innovative scheme of wheelchair assistance for people with disabilities at the Population and Civil Registry Office of Gowa Regency.

Innovation may refer to the development of innovative solutions to address accessibility issues for people with disabilities in accessing Civil Registration services in the Gowa Regency area. Some of these relevant innovation theories can assist in designing innovative solutions that meet the needs of users, in this case people with disabilities, in accessing Civil Registration services. Innovative solutions can be designed based on a good understanding of the challenges and barriers faced by people with disabilities, and take into account their needs and preferences. This can help in building cooperation among stakeholders to create a conducive environment for innovation development. Cooperation between government agencies, non-governmental organizations, and businesses can help in creating innovative solutions such as the "Jemput Bola Mobile Innovation" to address accessibility issues for people with disabilities in accessing Civil Registration services. Based on the table, it can be seen that the population with disabilities in Gowa Regency in 2019 was 466 people. The largest number of people with disabilities is physical disability, which is 180 people. While the least people with disabilities are physical and mental disabilities, totaling 36 people.

Table 1. People with Disabilities in Gowa, 2020

No	Disability	Male		Female		Total	
		n	%	n	%	n	%
1	Physical	61	0,16%	47	0,12%	108	0,014%
2	Blindness	46	0,012%	26	0,007%	72	0,01%
3	Deaf/speech impaired	46	0,12%	46	0,12%	92	0,012%
4	Mental	37	0,01%	21	0,005%	58	0,008%

5	Physical and Mental	19	0,005%	17	0,004%	36	0,005%
6	Others	52	0,14%	48	0,013%	100	0,013%
Total		261	0,07%	205	0,054%	466	0,062%

Based on the table above, it can be seen that the population of people with disabilities in Gowa Regency in 2020 was 426 individuals. The most common type of disability is "other disabilities", with a total of 92 individuals. Meanwhile, the least prevalent disabilities are physical and mental disabilities, with a total of 36 individuals. The data on the population of people with disabilities in Gowa Regency can be directly related to service innovation. Understanding the types and distribution of specific disabilities within the population allows service providers and policymakers to adjust their services and innovations to better meet the needs of this demographic. This data provides insight into the distribution and types of disabilities among the population of Gowa Regency. People with disabilities are an important part of society whose welfare needs to be considered to enable their maximum participation in social and economic life. Furthermore, identifying the least prevalent disabilities, such as physical and mental disabilities, highlights areas where targeted innovation and intervention may be necessary. Service providers could focus on developing assistive devices, mental health support services, or vocational training programs specifically tailored to address the needs of individuals with these types of disabilities.

Table 2. People with Disabilities in Gowa, 2021

No	Disability	Male		Female		Total	
		n	%	n	%	n	%
1	Physical	45	0,016%	39	0,012%	84	0,014%
2	Blindness	43	0,012%	23	0,007%	66	0,01%
3	Deaf/speech impaired	44	0,12%	46	0,012%	90	0,012%
4	Mental	38	0,01%	20	0,005%	58	0,008%
5	Physical and Mental	22	0,005%	14	0,004%	36	0,005%
6	Others	49	0,14%	43	0,013%	92	0,013%
Total		241	0,07%	185	0,054%	426	0,062%

Based on the table above, it can be seen that the population of people with disabilities in Gowa Regency in 2021 was 421 individuals. The most prevalent type of disability is "other disabilities", totaling 88 individuals. Meanwhile, the least prevalent disabilities are physical and mental disabilities, with a total of 32 individuals. The data provides an overview of the number and types of disabilities experienced by the population of Gowa Regency in 2021. With this information, stakeholders responsible for providing healthcare, education, employment, and other social services can take more appropriate steps to improve the quality of life and accessibility for people

with disabilities. One innovative step that can be taken is to implement the concept of "outreach services" or jemput bola services more effectively. This concept involves a proactive approach from service providers to directly reach out to the community, including those with disabilities, to provide services tailored to their needs. For example, knowing that "other disabilities" is the most prevalent category, service providers can develop more intensive outreach service strategies to reach and meet the needs of those included in this category. This can be done by sending trained teams to make direct visits to their homes, providing information, training, or needed healthcare services.

On the other hand, for groups with fewer physical and mental disabilities, outreach services can also be specifically designed to provide more personalized and intensive support. For instance, arranging regular home visits to provide physical or mental therapy, assisting in job searching, or facilitating access to special education services. Thus, data on the population of people with disabilities can serve as a basis for the development of innovations in service delivery, especially through the implementation of more inclusive and responsive outreach service concepts tailored to community needs, thereby improving accessibility and quality of life for people with disabilities in Gowa Regency.

Innovation of the Jemput Bola Service Program

The information about the number of people with disabilities serves as a crucial foundation for the Gowa Regency Government to provide facilities enabling them to carry out daily activities smoothly, just like other citizens. One example of its application is in inclusive education, which focuses on empowering the community and providing appropriate accommodations for people with disabilities to become productive members of society. With 421 individuals with disabilities in Gowa Regency, it underscores the importance of the government's efforts to ensure accessibility and equality for all its citizens. Although the majority of Gowa Regency's population is unmarried, it remains a primary concern for the local government to provide necessary social assistance to them. This indicator is crucial for shaping government policies in restructuring service systems for those with disabilities. However, to obtain accurate data on this matter, collaboration between various stakeholders involved in disability issues and the relevant community groups is required to better depict the types of disabilities each individual possesses. Thus, this information can be used as a basis for local government to design more inclusive and responsive policies and programs for people with disabilities in Gowa Regency. Close collaboration between relevant stakeholders, disability groups, and local government will be key to ensuring that all citizens benefit from these efforts, thereby creating a more inclusive, equitable, and competitive society.

Concepts and Theories Public service is an effort made by a person/group of people or certain institutions to provide convenience and assistance to the community where its implementation prioritizes the public interest, facilitates public affairs, shortens the time for implementing public affairs and provides satisfaction to the public which is divided into several basic forms, namely the same service for all (Djamrut, 2015). According to Article 1 of Law Number 25 of 2009, public services are defined as activities or a series of activities aimed at meeting the needs of services in accordance with the regulations for every citizen and resident. These activities include the provision of goods, services, and/or administrative services provided by public service providers. This definition highlights that public services are a systematic effort to provide the necessary services to the community while complying with applicable regulations. It encompasses various aspects of community life, ranging from health services, education, to public administration such

as the issuance of official documents. Thus, public services play a crucial role in ensuring that the basic needs of the community are met fairly and evenly. Therefore, this regulation provides a strong legal basis for the government and relevant institutions to ensure the effective, transparent, and accountable provision of public services for the welfare and justice of all citizens and residents.

Society views public services as a right they possess as a means to fulfill their various needs in achieving well-being. Public services are considered a crucial component in every country, aimed at providing services or meeting the needs of individuals or communities who have interests in an organization, in accordance with applicable rules and procedures (Irenes & Setiamandani, 2019). This understanding emphasizes that public services are not only the responsibility of the government or related agencies but also the right of every citizen to receive quality and equitable services. This encompasses various aspects of community life, such as healthcare, education, licensing, and others (Mahsyar, 2011). Therefore, public services are seen as a cornerstone in the development of a country aimed at enhancing the welfare and justice for all layers of society. Hence, it is important for the government and related agencies to ensure that public services are organized well, transparently, and accountably, as well as responsive to the needs and aspirations of the community (Haque & Rohman, 2022). Another opinion states that public services can be defined as the provision of services to meet the needs of individuals or communities who have interests in that organization, in accordance with the fundamental rules and procedures that have been established (B. Kurniawan & Maarif, 2016).

The concept of public services encompasses various efforts undertaken by the government or relevant institutions to effectively and efficiently meet the needs of the community (Maryam et al., 2016). This includes services provided by the government in various fields such as education, health, licensing, transportation, and more. The concept aims to provide easier and more equitable access for the community to these services, thus improving their quality of life and well-being. In Gowa Regency, one innovation in public services is the concept of "jemput bola" service. This concept involves a proactive approach from service providers to directly reach out to the community, including those who are difficult to reach, in order to provide the necessary services. In the context of Gowa Regency, this innovation can be applied in various fields.

In Gowa Regency, the concept of "jemput bola" service can also be specifically applied to assist people with disabilities in obtaining their National Identity Card (Kartu Tanda Penduduk or KTP). This approach accommodates potential barriers faced by people with disabilities, such as mobility difficulties or lack of accessibility to public administrative facilities. Trained and sensitive teams can conduct direct visits to their homes, equipped with all necessary equipment and forms for the KTP application process. Additionally, they provide direct assistance and support throughout the process, ensuring that people with disabilities feel comfortable and fully supported. By providing "jemput bola" services for KTP issuance for people with disabilities, the Gowa Regency government ensures that their rights as citizens to have official identification are easily accessible and without barriers. This not only ensures social inclusion for people with disabilities but also enhances equity in access to public services for all residents of Gowa Regency.

One of the innovations by the Population and Civil Registry Office of Gowa Regency government is the inclusive population administration for people with disabilities, involving the direct participation of the social services department, PPDI (Indonesian Association of Persons with Disabilities), Gowa branch, and the health department. This inclusive population administration

aims to provide non-discriminatory services for people with disabilities who require identification cards such as National Identity Cards or Family Cards.

Relative Advantage, or relative benefit, is an innovation that must offer advantages and values superior to previous innovations. There is always an element of renewal in innovation that sets it apart from others. Overall, relative advantage remains an important concept in understanding the acceptance and adoption of new innovations. Various studies have shown that a strong perception of relative advantage can increase the likelihood of the community adopting new innovations. Regarding the relative advantages for people with disabilities from previous innovations, they are much better off because society greatly benefits from the innovation of "jemput bola" service for people with disabilities. However, the challenges faced by officers include network issues and problems with disability data that are not accurate.

Compatibility, or suitability, refers to the extent to which an innovation is compatible and aligns with the innovation it replaces. This is intended to ensure that the old innovation is not immediately discarded, as the costs involved are significant, and the old innovation becomes part of the transition process to the latest innovation. In the context of the "jemput bola" service innovation for people with disabilities, compatibility of the innovation can refer to how well the innovative solution aligns with the needs and preferences of people with disabilities in accessing Civil Registry services. Innovative solutions like "jemput bola" service may be more readily accepted if they are perceived to better meet the needs and preferences of users compared to traditional methods or existing innovations. The compatibility of existing regulations with the available budget is also essential. When the budget for the "jemput bola" service is depleted, officers from the Civil Registry Office of Gowa Regency continue to serve the community, especially people with disabilities. This demonstrates the commitment to ensuring that the innovative service remains accessible and continues to meet the needs of all users, even within budget constraints.

KESIMPULAN

Based on the description and findings of the research entitled "Innovation of Mobile Jemput Bola Service for People with Disabilities in the Population and Civil Registration Office of Gowa Regency," seen from the four summarized indicators, the previous innovation is much better because the community greatly benefits from the "jemput bola" innovation for people with disabilities. However, the challenges faced by officers include network issues and discrepancies in disability data. The compatibility of existing regulations with the available budget is essential. When the budget for the "jemput bola" service is depleted, officers from the Civil Registry Office of Gowa Regency continue to serve the community, especially people with disabilities. Field officers face various technical problems such as inadequate network coverage and difficult terrain. In the future, there will be many challenges faced by the community, especially people with disabilities, because the government program in Gowa Regency now requires online recording. The ease experienced by officers from the Civil Registry Office of Gowa Regency during data collection is that the community has prepared the necessary data for recording, especially for people with disabilities.

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