

Implementation of the Online Population Administration Service System (SILAMO) Policy in Sumbawa District, Sumbawa Regency

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Abstract

SILAMO is an application-based website which was created by the Population and Civil Registration Service of Sumbawa Regency with the aim of making it easier for the community to manage population administration, the services of which can only be carried out at the local village head/village office. The aims of this research are: 1) To describe the implementation of the online population administration service system (SILAMO) policy in Sumbawa District, Sumbawa Regency. 2) To describe the supporting and inhibiting factors for implementing the online population administration service system (SILAMO) policy in Sumbawa District, Sumbawa Regency. This research uses descriptive research with a qualitative approach, data collection techniques through interviews, observation and documentation, with key informants such as the Head of the population data sub-division of the Population and Civil Registry Service of Sumbawa Regency, the Secretary of the Pekat Village Head, the Pekat Village Head's government section, the Online Population Administration Operator SILAMO and the Community service recipient. The research results showed that the implementation of the Online Population Administration Service System (SILAMO) policy in Sumbawa District, Sumbawa Regency was carried out in two ways, namely a) Implementation of the policy according to George Edward III's theory, namely: Communication, Resources, Disposition and Bureaucratic Structure; b) Online population administration service standards which include: 1) service procedures, 2) completion time, 3) service costs, 4) service products, 5) facilities and infrastructure, 6) competence of service providers. Thus, it can be concluded that the implementation of the Online Population Administration Service System (SILAMO) policy in Sumbawa District, Sumbawa Regency was completed using two approaches, namely the implementation of service policies and online population administration service standards. The advice given is to speed up regulations and prepare human resources to support online population administration services.

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I. INTRODUCTION

Technological developments occurring in various parts of the world are increasingly helping human activities in various areas of life. Technology makes human work easier than before. Ease of carrying out administrative services is also very much needed by people who use administrative services today. Talking about information systems that can support data processing activities and information from the government as a public organization. The government as a public servant who is responsible for fulfilling the interests of the community is required to always provide the best and highest quality services.

There is a Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems (SPBE) which functions as a guideline in formulating policies for the implementation of quality, effective, efficient, open and accountable government management or administration in providing services to the community.

To improve the standard of community services provided by the Sumbawa Regency Population and Civil Registration Service, the Disdukcapil created and implemented information technology-based services using a web-based application called SILAMO (Online Adminduk Service System). SILAMO is a replica of the Disdukcapil Go Digital Electronic Based Government System (SPBE) and has been integrated into the SIAK

system (Population Administration Information System). SILAMO is a website-based application created by the Sumbawa Regency Population and Civil Registration Service with the aim of making it easier for the public to manage population administration, the services of which can only be carried out at the local sub-district/village office. This also supports the implementation of Smart City on Smart Governance indicators in Sumbawa Regency.

The problems experienced by the public in processing population documents are caused by obstacles due to distance, time and ignorance of the process of processing population documents. The long distance to the service location at the Sumbawa Regency Population and Civil Registration Service Office creates obstacles for the community, especially the poor, because they have to pay for transportation. Not to mention having to patiently wait for the processing process which requires queuing and takes time, especially for traders, laborers, motorbike taxi drivers, shop/factory workers, as well as private and state workers who have to leave their place of work. The public's ignorance of the process of processing population documents ultimately opens up opportunities for the practice of brokering to emerge. This is what makes people reluctant to take care of population documents such as e-KTPs, family cards, birth certificates, death certificates and children's identity cards. They will only take care of their population documents if an emergency occurs, such as illness, needing to register for school, processing at the bank, and so on.

The implementation of SILAMO is carried out to make it easier for the public to issue population documents such as Family Cards, e-KTPs, Child Identity Cards, Birth Certificates and Death Certificates online. The service is sufficient at the Lurah/Village Office, there is no longer a need to go to the Sumbawa Regency Population and Civil Registration Service Office, except for processing the creation of new e-KTPs for people who are 17 years old, they still have to come to the Sumbawa Regency Population and Civil Registration Service Office to do so. recording process and so on. So, you can save money and time and the service is free and there is no charge. The list of services available on the SILAMO Website includes the dashboard menu, population data menu, population registration menu, and civil registration menu.

2. RESEARCH METHOD

This research uses descriptive research with a qualitative approach, data collection techniques through interviews, observation and documentation, with key informants such as the Head of the population data sub-division of the Population and Civil Registry Service of Sumbawa Regency, the Secretary of the Pekat Village Head, the Pekat Village Head's government section, the Online Population Administration Operator SILAMO and the Community service recipient.

3. RESEARCH RESULT

Implementation of Online Adminduk Service System (SILAMO) Policy

George Edward III emphasized that the main problem of public administration is *lack of attention to implementation*. He said that *without effective implementation the decision of policy makers will not be carried out successfully*. Four main issues for effective policy implementation, namely *communication, resources, disposition or attitudes, And bureaucratic structures*.

1) Communication

Based on the results of an interview with the Pekat Village Secretary on 25 August 2024, it was stated that:

"The Pekat Subdistrict Government has made a new breakthrough in providing easy

public services to the people of Pekat Subdistrict through the innovation of the Online Adminduk Service System (SILAMO), where this innovation is in collaboration with the Sumbawa Regency Population and Civil Registration Service which was marked by the signing of a cooperation agreement between the two parties. on September 28 2022. SILAMO is an innovation created to make it easier for the people of Pekat Subdistrict to provide services for issuing population documents such as Family Cards, e-KTPs, Child Identity Cards, Birth Certificates and Death Certificates online."

The trial of the population administration service system at the Pekat sub-district office began on September 22 2022 as a new innovation in providing public services to the community in the Sumbawa sub-district area, especially the Pekat sub-district. This means that population administration services are accelerated and people do not have to wait in long queues at the Population Office (DUKCAPIL).

Good communication between policy makers and policy implementers is very important because all policies, especially the SILAMO Adminduk Application Program policies, will run smoothly if communication and coordination between actors in implementing policies is carried out well. So that the wishes of policy makers and the description of actual conditions in the field from policy implementers will give rise to ideas to anticipate obstacles that may occur so that policies continue to run smoothly in order to achieve policy goals. Mr Pekat Village Secretary stated that:

"Good communication is a necessity to revive an organization, it is very important for an organization to have good communication. The Pekat sub-district office tries to always maintain communication between implementing units. Communication is the main priority of the Sumbawa Regency Population and Civil Registration Service with the Pekat sub-district office, Sumbawa District. "Every agenda is always accompanied by a good communication process before and during implementation" (Interview, secretary, 25 August 2024).

2) Resource

The success of implementing the Silamo Population Administration application program policy in realizing effective services cannot be separated from good resource factors. Resources are an important element in determining the level of success of an implementation. If communication is good, but without adequate resources, implementation will also be hampered and fail. There are 3 resources that need to be researched, namely:

a) Officer

One of the resources that determines the success of the Silamo Adminduk Application Program policy is the ability and adequacy of employees. Employee abilities are important because by having abilities, employees will be more productive and not depend on other employees. The Head of the Administration Sub-Division of the Population Information Technology Management Unit of the Sumbawa Regency Population and Civil Registration Service in an interview said that:

"For employees of the Sumbawa Regency Population and Civil Registration Service, initially a selection was held to procure employees to implement the program, then after being selected they would be placed in the population administration services section. After that, they will be given knowledge about this program, then they will be given instructions on how this program will be run, then how to use the system, then they will immediately put it into practice. "Because it's been a long time, they will definitely get used to it so they have enough basic skills to work using a computer network or online system" (Interview, Head of Infocom DUKCAPIL Sumbawa Regency, 24 August 2024).

Employees who have the ability, knowledge and understanding will immediately respond when there is a problem and how they should act when needed. With the Silamo Adminduk Application Program which is supported by employee capabilities, there will be good synergy in improving public services at the Pekat sub-district office which is connected to the Sumbawa Regency DUKCAPIL Service. The adequacy of employees working in each field also influences the work effectiveness of the entire work unit of the Pekat Lurah Office.

b) Information

Analysis of activities at the Pekat Village Head Office, Sumbawa District in disseminating information about the understanding, implementation and policy objectives of the Silamo Adminduk Application Program to employees. Because if policies are conveyed in an effective way, then in their implementation they can reduce opportunities for obstacles. As conveyed by the Population Information Technology Management Unit of the Pekat Village Head office, Sumbawa District, said that:

"We carry out socialization starting offline at the end of 2020 at every event attended by the village head. We came here to introduce the Silamo Adminduk Application program. Apart from that, we also carry out outreach at our front level, namely the Population Administration and Civil Registration Services Unit (Satpel Admindukcapil) RT and RW. Apart from the RT and RW levels, we also carry out socialization or introduction of the program to the community directly at the Subdistrict office to implement the Silamo Adminduk Application program, providing banners regarding the creation of population administration service documents at the Subdistrict office. (interview with Operator Silamo 24 August 2024).

c) Facilities and infrastructure

Success in policy implementation is supported by good facilities and infrastructure and the ability of the Pekat Village Head Office to facilitate the Silamo Adminduk Application Program policy so that public services are not disrupted by limited facilities and infrastructure. Operator Silamo further stated that:

"Full facilities are provided here. There is a computer to access the system to create the document, then there are printers such as KK printers, Deed printers, KIA printers, and blanks. "All of these facilities are in good condition and suitable for use to support our work in managing population data" (Silamo Subdistrict Operator).

3) Disposition

Disposition is the attitude of Pekat Sub District Office Apparatus in the process of implementing policies, especially policies regarding the Silamo Adminduk Application Program. Disposition is one of the factors that determines the success of policy implementation because the policies implemented require firmness in decision making. As stated by the Pekat Village Secretary:

"Because employees are equipped with training, knowledge and skills that have been trained when recruiting employees, God willing, in our work we always carry out in accordance with the applicable SOP (Standard Operational Procedure)" (Interview, Seklur, 24 August 2024).

Disposition is a decision shown by officials at the Pekat Subdistrict office in responding to requests from the community, policy changes, and how to respond to problems that occur while the organization is running.

4) Bureaucratic Structure

Indonesia is a country that adheres to a decentralized system which is implemented in the form of regional autonomy. So that the organizational structure, bureaucracy, policies and legal basis in government organizations in the regions definitely have the same and uniform regulations according to instructions from the central government. Mr Pekat Village Secretary said:

"I think the Dispendukcapil bureaucracy in Indonesia is the same and uniform throughout Indonesia. "We are here to carry out what is ordered by the center, so we cannot act alone to make decisions, everything is in accordance with government regulations that come from the center" (Interview, Head of Pekat Village, 24 August 2024)

Regional organizations are an extension of the center to reach communities far from the center of government. The Sumbawa Regency Population and Civil Registration Service is collaborating with Pekat Subdistrict in implementing the Silamo Adminduk application with all activities and policies carried out in accordance with decisions and considerations from the central government.

The Pekat sub-district as the policy implementer is the regional government through the Sumbawa Regency DUKCAPIL Service which is the implementing element in the field of population and civil registration which carries out government affairs duties in the field of population and civil registration based on the principles of autonomy and assistance duties. Affairs in the population sector according to the main tasks and functions referred to are:

- a. preparation of strategic plan materials and work plans and budgets for the Population and Civil Registration Service according to the scope of their duties;
- b. implementation of strategic plans and budget implementation documents for the Department of Population and Civil Registration according to the scope of their duties;
- c. preparation of policies, guidelines and technical standards for population registration which include resident identity, resident migration, management of resident registration documents, non-permanent and vulnerable residents for population administration, special officers and transmigration residents;
- d. implementation of general guidance and coordination in the field of population registration which includes resident identity, resident migration, management of resident registration documents, non-permanent and vulnerable residents, population administration for special officers and transmigration residents;
- e. implementation of monitoring, evaluation and reporting in the field of population registration at the UKPD Population and Civil Registration Service;
- f. implementation of development and innovation in population registration services.
- f. implementation of document management resulting from population registration services; And
- g. reporting and accountability for the implementation of duties and functions of the Population Registration Sector (Civil et al., 2019).

4. DISCUSSION

1) Communication

Van Meter and Van Horn in (Pasolong, 2019) define communication as an effort to convey information about the standards and objectives of policies to policy implementers. Whether or not a policy is effective in its implementation is determined by how clear the standards and objectives of the policy are. Then, the communication carried out by policy implementers is on target and consistent. The condition for a policy to be said to be effective in the implementation process is that the level of

understanding of the implementers and also the target group is high or low in understanding the existing policy. Therefore, to ensure this, good communication needs to be carried out in socializing existing policies to the target group.

The effectiveness of the implementation of each policy issued by the government is greatly influenced by the method of delivering a program or policy carried out by the program or policy implementer to the target group or target of the policy being made. This is done so that policy goals and objectives can be well socialized. Included in the implementation of policy innovations for the Silamo Adminduk Application program, of course, communication factors have an impact on the effectiveness of implementing policy innovations for the Silamo Adminduk Application program. Before the regional government implements the Silamo Adminduk Application program, in the initial process of regional development planning, socialization must be carried out both to employees managing the Silamo Adminduk Application system and to lower-level governments such as RT, RW, sub-district and sub-district. Explanation of the new method related to the proposed data input process and the mechanism for using the Silamo Adminduk Application system. Apart from the government at lower levels and the community, communication is carried out in the socialization of the Silamo Adminduk Application system, it is also necessary to carry out vertical communication upwards. The purpose is to explain the process and also the new system in the Silamo Adminduk Application system process so that office holders, both executive and legislative, know the Silamo Adminduk Application system program and the results of the recapitulation of existing proposed data can be put to good use by decision makers or decision makers at the top level.

2) Resource

The availability of resources in a policy is an important thing. This is due to the influence of the importance of resources which determine the effectiveness and efficiency of policy implementation.

a) Officer

The resource factor directs that every policy must be supported by adequate resources, both resources oriented towards the quality of human resources or financial resources. We have discussed the communication variable, from which we can conclude that policies will be effective if they are communicated well. However, even though this has been done, it does not mean that other motivating factors are not needed. As Grindle said in Nugroho (2004), failure to implement a policy or program is often caused by a scarcity of resources. The success of policy implementation or implementation is determined by the quality of existing resources and the extent to which these resources can optimize and meet the needs of existing policies. Likewise, in the Silamo Adminduk Application program system, if in the implementation of the Silamo Adminduk Application system program there is a shortage of resources, both human and financial resources, of course the policy implementation process will not be able to run effectively. It is important for the local government to ensure that the availability of resources is adequate to be able to implement the Silamo Adminduk Application system program well in Pekat Subdistrict.

b) Information

Such as improving the quality of understanding of human resources which we discussed in the previous discussion. Providing outreach and provision for policy actors is a good thing to do. Apart from that, innovations in providing information also need to be carried out, such as the use of information media such as social

media, the use of brochures or pamphlets, and also the installation of billboards in the community as an option to increase public understanding, especially to find out about the Silamo Adminduk Application system. Apart from human resources which are an important factor in implementing policies which in this discussion is the Silamo Adminduk Application system program, financial resource factors are no less important. Finance is an important factor in the Silamo Adminduk Application system because the online-based Silamo Adminduk Application system uses extensive technology throughout the Pekat Subdistrict area, of course requiring a large budget in the implementation and development process. So the local government really has to focus on running the Silamo Adminduk Application system program. Potentials that open up opportunities for corruption must be prevented by means of transparency in the use of budgets that are published openly and can be accessed by the public. Budget management in the implementation of the Silamo Adminduk Application system must also be distributed well so that the proposals that are the primary needs of the community that have been submitted can be realized as much as possible in an effort to improve community welfare.

c. Facilities and infrastructure

Apart from that, supporting facilities in implementing the Silamo Adminduk Application system program are things that need to be considered so that each region at the lower level is truly ready to carry out development planning deliberations using the Silamo Adminduk Application system. The distribution and provision of the necessary supporting facilities from the lower-level implementation to the top level is really taken into account, so that the Silamo Adminduk Application system can be implemented well and effectively.

3) Disposition

If we refer to what was defined by Edward III in (Pasolong, 2019) regarding Disposition, namely showing the characteristics that characterize or are inherent in policy implementers or policy or program implementers. It is important for every government apparatus tasked with and authorized to provide services to the community as a target group to have characteristics such as honesty, commitment and democracy in carrying out their duties. Government officials who become implementers who are highly committed and have high integrity will be able to survive in facing the obstacles and challenges encountered in implementing policies or programs. In the context of the discussion in this research regarding the implementation of the Silamo Adminduk Application system program, those spearheading the implementation of this musrenbang are the staff at each Kurahan and Village Office in Sumbawa Regency who operate or are responsible for managing the Silamo Adminduk Application system. at the respective sub-district and village levels.

Carrying out tasks based on established standards and procedures becomes a framework for every policy implementing actor who needs to pay attention to public service ethics. The attitudes above are important for government officials who have been appointed to implement the Silamo Adminduk Application system. Understanding of the values of integrity that must be possessed by government officials. This leads to better transparency in policy implementation. The attitudes that government officials have, such as commitment and honesty, are attitudes that need to be developed and become a priority for human development in government officials. For example, professionalism in the process of verifying program proposals in the Silamo Adminduk Application, which needs to be carried out objectively, is important so that the needs of the wider community are really urgent and urgent on a priority scale so that they can be

realized by the government.

4) Bureaucratic Structure

In theory, the scope of public policy implementation, bureaucratic structure can refer to two important scopes, namely those related to mechanisms and organizational structure. First, the mechanism for implementing a policy or program usually includes standard operating procedures or what we often know as SOPs.

Standard operating procedures or SOPs are the result of internal responses within an organization resulting from limited existing resources and also the use of time by policy implementers in the organization and SOPs are also a form of creating uniformity in a complex organizational work space that is effective and efficient. SOPs can be said to be good if they include a clear, systematic, uncomplicated framework that is easy to understand by implementing actors in the organization. Second, the implementing organizational structure must also avoid things that are convoluted, long and complex. Government officials who have authority in the organizational structure must ensure that decisions are made regarding their work space within the established policies or programs quickly and precisely. Discussion of these bureaucratic structure variables in the implementation of the Silamo Adminduk Application program is important for the local government to pay attention to in implementing a good Silamo Adminduk Application system, especially in Pekat Village.

5. CONCLUSION

Implementation of the online Population Administration Service System (SILAMO) Policy in Sumbawa District, Sumbawa Regency

Implementation of the Online Adminduk Service System (SILAMO) Policy.

a) Communication

Good communication between policy makers and policy implementers is very important for all policies, especially the Adminduk Application Program policies *ISLAM* will run smoothly if communication and coordination between actors in implementing policies is carried out well. So that the wishes of policy makers and a picture of actual conditions in the field from policy implementers will give rise to ideas to anticipate obstacles that might occur so that policies continue to run smoothly in order to achieve policy goals.

b) Resource

1) Officer

One of the resources that determines the success of the Silamo Adminduk Application Program policy is the ability and adequacy of employees.

2) Information

Analysis of activities at the Pekat Village Head Office, Sumbawa District in disseminating information about the understanding, implementation and policy objectives of the Silamo Adminduk Application Program to employees. Because if policies are conveyed in an effective way, then in their implementation they can reduce opportunities for obstacles.

3) Facilities and infrastructure

Success in policy implementation is supported by good facilities and infrastructure and the ability of the Pekat Village Head Office to facilitate the Silamo Adminduk Application Program policy so that public services are not disrupted by limited facilities and infrastructure.

c) Disposition

Disposition is the attitude of Pekat Subdistrict Office Apparatus in the process of

implementing policies, especially policies regarding the Silamo Adminduk Application Program. Disposition is one of the factors that determines the success of policy implementation because the policies implemented require firmness in decision making.

d) Bureaucratic Structure

The Sumbawa Regency Population and Civil Registration Service is collaborating with Pekat Subdistrict in implementing the Silamo Adminduk application with all activities and policies carried out in accordance with decisions and considerations from the central government.

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