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The Effectiveness of the Integration of the Rabeg and SP4N Lapor Applications as a Public Service Innovation

Isnaeni Wuri Lestari, Ipah Ema Jumiati, Florentina Ratih Wulandari

Master of Public Administration, Postgraduate, Sultan Ageng Tirtayasa University, Banten

Corresponding Author Email: isnaeniwurilestari@99gmail.com

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ABSTRACT

This research focuses on analyzing the effectiveness of integrating the Rabeg application with the SP4N Lapor application as a public service innovation in Serang City. The purpose of this study is to: is to find out how much the Effectiveness of the Integration of the Rabeg Application with the SP4N Lapor Application as a Public Service Innovation in Serang City. The theory of effectiveness uses Duncan's theory (Steers, 2012:53), including the achievement of goals, integration and adaptation. The research method uses a quantitative method. The sampling technique uses accidental sampling of 204 respondents. The results of the study show that the Effectiveness of the Integration of the Rabeg Application with the SP4N Lapor Application as a Public Service Innovation in Serang City is declared effective because it gets an assessment of more than 65% based on the hypothesis test criteria if the calculated tvalue is greater than the ttable (2.679 > 1.882), then H0 is rejected and Ha is accepted. The percentage of the Effectiveness of the Integration of the Rabeg Application with the SP4N Lapor Application as a Public Service Innovation in Serang City according to the responses of research respondents is 67%. Research suggestions include increasing socialization through the distribution of brochures, installing advertisements/banners and holding training related to the use of technology for OPDs integrated with the Rabeg Application and the SP4N Lapor Application.

INTRODUCTION

In today's digital era, global society is moving and gradually making changes in the fields of technology and information. Developments in this field provide significant benefits to society in all walks of life. It is undeniable that this technology is applied in every field and area of life, including internet-based information technology (Mutiasari, 2020). This can occur when the public perceives a high need for information, requiring continuous updating. To meet this need, people use various methods and easily accessible media, particularly through internet access (Habibah & Irwansyah, 2021).

Technology plays a crucial role in human development, particularly when humans lead organizations. The conceptualization of technology implies that all management and administration activities require technology, which becomes increasingly important as innovations successfully integrate information and telecommunications technologies (such as the Internet) (Wibowo, 2025). This convergence of information and telecommunications technologies will impact reforms across all areas of human life, including the economy, government, and daily life. These reforms are manifested in the forms of e-commerce, e-business, e-government, e-procurement, e-development, and e-learning (Sari et al., 2025).

Salah satu bidang yang memberikan dampak cukup besar One area that has a significant impact is public administration. The government organizes public services to improve the quality of public services by using public complaints channels through Presidential Decree No. 76 of 2013 concerning the resolution of public service complaints. Public complaints are essential. Mulyadi (2016) states that the main focus of public policy in a modern state is public service, which in principle is the responsibility of and carried out by the state to maintain or improve the quality of life of the people. From the perspective of society, what matters is the existence of public service standards, explaining to citizens what services they are entitled to, who can access them, what the requirement.

Public services that utilize communication and information technology devices that have been promoted by the government for the efficiency of public services are called Electronic Government (EGovernment) (Irawan, 2015). The term E-Government can be interpreted in various ways because e-government can manifest itself in various forms and scopes. Therefore, it is imperative to clearly define the vision for e-government development (Indrajit, 2012). Based on Presidential Regulation No. 95 of 2018 concerning Electronic-Based Government Systems, the policy outlines how to implement Electronic-Based Government Systems, hereinafter abbreviated as SPBE. SPBE is a government system that utilizes information and communication technology to provide services to SPBE users. SPBE Governance is a framework that ensures the implementation of regulation, direction, and control in the integrated implementation of SPBE (Prawira et al., 2023).

In Banten Province, several regions have developed smart city programs, such as Tangsel City with its technology development and Tangerang City with its advanced technological infrastructure. Cilegon City even received an award for public service innovation in 2014.

Serang City initiated the smart city concept in 2017 (Yusdiansyah, 2019). It utilizes more comprehensive ICT development to support effective, efficient, transparent, and accountable governance. This program encompasses big data management, emergency services, traffic management, a command center, medical services, education, taxes, licensing, and the provision of public Wi-Fi. As part of this initiative, Serang City has expanded its 112 emergency service, provided Wi-Fi in regional government agencies (OPD) and public spaces, and launched various online applications, such as SIKONDANG (statistical data), GELATI (SME platform), and RABEG (citizen reactions to news). This initiative is a strategic step towards becoming a smart city that integrates information and communication technology in regional asset management and public services.

Figure 1. Initial Display of the RABEG (Citizens' News Interaction) Application
Source: (Ragem, 2024)

Presidential Regulation No. 76 of 2013 affirms the obligation of public service providers to provide a complaint system. As a follow-up, the regional government developed the RABEG (Reaction to Citizens' News) application through Mayoral Regulation No. 17 of 2020, which aims to increase public participation in digital technology-based public service oversight. Meanwhile, the central government, through the Ministry of Administrative and Bureaucratic Reform (PAN-RB), introduced SP4N LAPOR!, an integrated national complaint system accessible through various digital channels. Both applications serve a similar function: to accommodate public aspirations using communication technology. However, the use of SP4N LAPOR! remains suboptimal, and its implementation is not fully integrated with RABEG, resulting in a less than optimal response to public complaints. Therefore, integrating the two complaint systems is crucial to achieving more effective, efficient, and responsive public services to community needs.

First, The Serang City Communications and Informatics Office has limited public awareness of the RABEG and SP4N Lapor applications. As a result, the public is more familiar with RABEG than SP4N Lapor, resulting in suboptimal utilization of these national applications.

Figure 2. Initial Display of the SP4N LAPOR Application
Source: (Lapor!, 2026)

This is evident in the low number of users of the SP4N Lapor app in Banten Province itself. SP4N Lapor should be a general-purpose app, while Serang City already has a local complaint channel called the RABEG app.

BELUM DI TINDAKLANJUTI	PROSES	SELESAI	TOTAL	KLASIFIKASI LAPORAN	Jumlah
10	58	268	336	Aspirasi	39
				Pengaduan Berkadar Pengawasan	100
				Pengaduan Tidak Berkadar Pengawasan	186
				Permintaan Informasi	10
				Whistleblowing System	1

Figure 3. Public Service Complaint Data on the SP4N Lapor! Application of the Banten Provincial Government
Source: (Diskominfo Prov Banten, 2024)

Second, the integration system between city govern-ments, provincial governments, and relevant regional govern-ment agencies (OPDs) remains weak. Efforts to merge RABEG with SP4N Lapor have not yet resulted in agreement because RABEG is more familiar to the public and requires a large budget for integration. This has led to inequities in responding to public complaints. Based on the results of the FGD, the integration of RABEG with SPAN LAPOR is still under consideration and has not yet reached an agreement because RABEG is more familiar to the people of Serang City and the Serang City government needs a large enough budget for the integration process between RABEG and SP4N LAPOR. *Third*, Communication between the agencies mana-ging the two applications has not been effective. RABEG and SP4N Lapor still operate separately, thus suboptimal public complaints processing. SP4N Lapor is the official application of the Ministry of Administrative and Bureaucratic Reform (Kemenpan RB) and is supported by Presidential Regulation No. 95 of 2018 concerning Electronic-Based Government Systems (SPBE), which requires central and regional agencies to use common applications for public services.

SP4N LAPOR is a general application established by the government to prevent duplication of complaint channels, inefficiency in state spending, and system fragmentation. Integration with local applications such as RABEG is necessary to ensure comprehensive data management and avoid duplicate application usage. The success or failure of the Serang City Government in realizing public service innovation in Serang City in overcoming the problems that have been described, is very dependent on the integration between RABEG and SP4N LAPOR as a means of public complaints in Serang City. Based on the problems that the researcher has described, the researcher is interested in conducting research with the title "Integration of the Rabeg Application with the SP4N Lapor Application as a Public Service Innovation in Serang City".

Duncan's effectiveness theory in Steers which includes goal achievement, integration and adaptation is used to measure the effectiveness of the integration of the Rabeg application with the SP4N LAPOR application as an online public service innovation in Serang City which is implemented by the Serang City Communication, Informatics, Cryptography and Statistics Service. In measuring effectiveness according to Duncan in Steers, it can be used to measure a work program, in this case the RABEG application system and the SP4N LAPOR application which are carried out online. Dunn (2008) states that effectiveness is a measurement of whether an alternative can achieve the expected results (consequences)

or achieve the objectives of the action. Mean-while, Effendy (2010) states that effectiveness is communi-cation whose process achieves planned objectives according to the budgeted costs, the specified time, and the specified number of per-sonnel.

RESEARCH METHODS

This study uses a quantitative approach with a mixed methods research type, namely research based on a com-bination of positivism and positivism (Sugiyono, 2018). According to Creswell, mixed methods research is a research approach that combines quantitative and qualitative forms (Nasution et al., 2024). This study will describe the pheno-menon related to the level of integration of the Rabeg appli-cation with the SP4N Lapor application as a public service innovation in Serang City.

The questionnaire is a tool used in primary data collec-tion, it contains questions or statements related to the research variables, namely the Integration of the Rabeg Application with the SP4N Lapor Application as a Public Service Inno-vation in Serang City as a means of community aspirations that will be distributed to respondents to be filled in and answered and then the collected data will be processed again by the researcher. The population of this study is the productive age community in Serang City of productive age (15-64) years. The Serang City community of productive age is 534,483 people, this number is calculated from 2025. The number of samples in this study is 204 people with a sampling technique calculated using the Slovin formula, an error rate of 7%. The determination of respondents is carried out incidentally, namely a sampling technique based on chance, that is, anyone who happens to meet the researcher can be used as a sample if the person is considered suitable or appropriate in providing data related to the focus of the research. The questionnaire that has been made will later be tested to determine whether the questionnaire has met the eligibility as a data collection tool or not. The research instrument test consists of a validity test and a reliability test using the SPSS version 26 program.

The collected data was then analyzed by researchers in three stages. The first stage was checking (editing) namely checking the completeness, readability, suitability, and relevance of the data to ensure it is suitable for processing. The second stage is coding, which is assigning an identity in the form of a score or symbol to the respondent's answers to facilitate grouping. The third stage is tabulating, which is arranging the data into tables, classifying the various answers into limited categories, and then calculating frequencies or percentages.

In this study, validity testing was conducted using Pearson Product Moment correlation using SPSS 26 to ensure the instrument accurately measured the variables studied. Reliability testing used Cronbach's Alpha to assess internal consistency between statement items. Furthermore, normality testing was performed using the Chi-Square method to ensure the data were normally distributed and therefore suitable for analysis. Hypothesis testing used the left-tailed t-test because the research variable was single, with the rejection criterion H1.0if the calculated t value is greater than the table t.

RESULTS AND DISCUSSION

Based on the results of filling out the questionnaire by respondents, it is known that the accumulation of respondents' answers to the statement items in the research questionnaire on the Effectiveness of Integrating the Rabeg Application with the SP4N Lapor Application as a Public Service Innovation in Serang City. It is known that the item with the lowest score of 328 in the statement regarding users knowing the SP4N Lapor Application and the RABEG Application through banners while the highest score of 690 regarding the SP4N Lapor Application and the RABEG Application can be accessed for 24 hours.

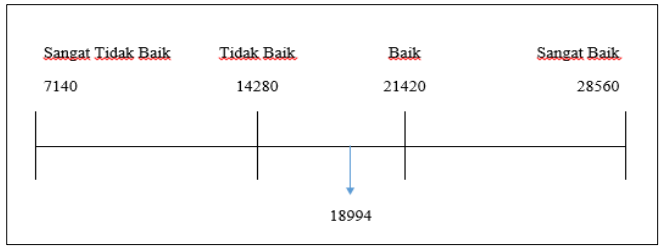

Figure 4. Effectiveness of the RABEG Application System and the SP4N LAPOR Application Continuously

Theoretically, the CIPP model positions evaluation as an Based on data obtained from 204 respondents, the total actual score of 18994 shows the public's assessment of the Effectiveness of the Integration of the Rabeg Application with the SP4N Lapor Application as a Public Service Innovation in Serang City according to respondents' responses in this study is close to the "good" category.

The results of the study on the Effectiveness of the Integration of the Rabeg Application with the SP4N Lapor Application as a Public Service Innovation in Serang City in a continuous manner with hypothesis testing show harmony, where the results of the hypothesis state that the Effectiveness of the Integration of the Rabeg Application and the SP4N Lapor Application as a Public Service Innovation in Serang City is declared ineffective because it gets an assessment of more than 65% which is based on the assessment of the implementation of the Rabeg Application and SP4N Lapor Application systems according to respondents' responses is in the good category.

Then, to find out more specifically the Effectiveness of the Integration of the Rabeg Application with the SP4N Lapor Application as a Public Service Innovation in Serang City, a ranking was made from the average value of each indicator of the Effectiveness of the Integration of the Rabeg Application with the SP4N Lapor Application as a Public Service Innovation in Serang City, which is presented in the following figure.

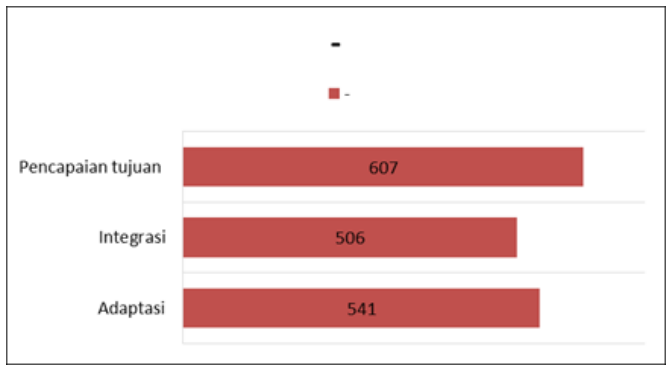

Figure 5. Ranking of the Effectiveness Dimensions of the Integration of the Rabeg Application with the SP4N Lapor Application as a Public Service Innovation in Serang City

Based on Figure 5, it is known that the indicators of the Effectiveness of the Integration of the Rabeg Application with

the SP4N Lapor Application as a Public Service Innovation in Serang City are described as follows. *First*, the Achievement dimension of the objectives related to the RABEG Application system and the SP4N LAPOR Application obtained the highest average value of 607. This shows that the implementation period, the accuracy of the targets in the RABEG Application system and the SP4N LAPOR Application have been implemented well. The achievement of the objectives of the RABEG Application system and the SP4N LAPOR Application which are considered as advantages include the RABEG Application and the SP4N LAPOR Application being a solution to become a solution for the community in an effort to convey their aspirations/complaints, the RABEG Application system and the SP4N LAPOR Application can increase the cost efficiency of the community who want to report because in reporting the community does not need to come directly to the relevant agency/department so that it can increase the cost efficiency of the community in reporting.

Second, the integration dimension related to the RABEG Application system and the SP4N LAPOR Application obtained the lowest score of 506. The percentage of the integration dimension contributed 34%. This shows that the implementation procedure of the RABEG Application system and the SP4N LAPOR Application and its socialization process have been carried out, in the RABEG Application system and the SP4N LAPOR Application has been implemented quite well by the Communication and Informatics Office, Serang City. Integration related to the RABEG Application system and the SP4N LAPOR Application which is considered to be an advantage is that the Communication and Informatics Office of Serang City integrates with all Regional Apparatus Organizations of Serang City, however, in this case, the integration between the Communication and Informatics Office as the manager of the Rabeg Application and the Communication, Informatics, Statistics and Cryptography Office of Banten Province as the manager of the SP4N Lapor Application is not good enough because the two complaint channels are still running independently without any integration between the two which results in the public being more familiar with the RABEG Application without knowing the SP4N Lapor Application as a complaint service with the same function.

Third, the adaptation dimension related to the RABEG Application system and the SP4N LAPOR Application obtained a value of 541 and the presentation of the adaptation dimension contributed 9%. This shows that efforts to improve the capabilities of the RABEG Application system implementers and the SP4N LAPOR Application and the support of facilities and infrastructure in managing the RABEG Application system and the SP4N LAPOR Application still need to be improved. Adaptation related to the RABEG Application system and the SP4N LAPOR Application is considered weak, including being marked by the lack of integration of the two complaint applications, namely the RABEG Application and the SP4N LAPOR Application. With this integration, the RABEG Application and the SP4N LAPOR Application can be developed better, so that the RABEG Application and the SP4N LAPOR Application tend to not develop, in addition, the Application cannot be downloaded by the iOS operating system which causes iPhone users to be unable to download the RABEG application through the App Store, for this reason the Serang City Communication and Informatics Office needs to develop the RABEG Application so that it can be downloaded by users of the operating system *ios*.

Based on the results of research on the effectiveness of the RABEG application and the SP4N Lapor application in Serang City which showed results in good categories from the dimensions of goal achievement, integration and adaptation. The RABEG application and the SP4N Lapor application are new breakthroughs in Serang City that aim to improve the efficiency of public services in Serang City. This is in line with the results of research by Febratama et al., (2023) regarding the Evaluation of the Implementation of the Citizen News Reaction Application Service (Rabeg) in Serang City, Banten Province. First, the Serang City Government has a goal in creating the RABEG application, namely as a space or channel to make it easier for Serang City residents to provide opinions, suggestions or complaints about problems that occur around their residential environment, related to poor public facilities and services in Serang City. However, in this case the RABEG application has not been integrated with the SP4N Lapor application which has the same use and purpose as the RABEG application to be able to collect community aspirations, especially in Serang City which is directly integrated by the Ministry of Administrative and Bureaucratic Reform (Ministry of PANRB) as the Public Service Supervisor. Second, the procedure for implementing the RABEG Application system and the SP4N LAPOR Application and its socialization process have been carried out, the RABEG Application system and the SP4N LAPOR Application have been implemented quite well by the Communication and Informatics Office, Serang City.

Integration related to the RABEG Application system and the SP4N LAPOR Application which is considered to be an advantage is that the Serang City Communication and Informatics Office integrates with all Regional Apparatus Organizations of Serang City, but in this case the integration between the Communication and Informatics Office as the manager of the Rabeg Application and the Banten Province Communication, Informatics, Statistics and Cryptography Office as the manager of the SP4N Lapor Application is not good enough because the two complaint channels are still running independently without any integration between the two which results in the public being more familiar with the RABEG Application without knowing the SP4N Lapor Application, but often the RABEG application service targets have not been achieved due to complaints that are slow to be responded to by the relevant OPD, in addition the level of participation of Serang residents is still very small when compared to the number of Serang City residents.

The findings of this study contribute to the development of public administration, particularly in the study of e-government, public service innovation, and Electronic-Based Government Systems (ESBS). This research demonstrates that the effectiveness of digital-based public services is not solely determined by the availability of applications or technologies used, but is also influenced by aspects of system integration, inter-agency coordination, public outreach, and the organization's adaptability in managing public service technology.

Theoretically, this study strengthens the theory of organizational effectiveness proposed by Duncan in Steers through three main dimensions, namely goal achievement, integration, and adaptation. The results of the study indicate that the goal achievement dimension obtained the highest score, while the integration dimension obtained the lowest score. This finding is in line with Steers's view in Tripustikasari (2025) that organizational effectiveness cannot only be measured by goal achievement, but also by the ability to build consensus and

coordination across institutions and flexibility in facing environmental changes. Thus, the success of electronic-based public service innovations is highly dependent on the quality of integration between organizations and the system's ability to adapt to user needs. In addition, this study provides an empirical contribution to the study of SPBE implementation at the local government level, by showing that the existence of regional complaint applications such as RABEG running simultaneously with the national SP4N-LAPOR application has the potential to cause duplication of functions, system inefficiency, and low data integration if not managed in an integrated manner.

These findings enrich the literature on the importance of government information system interoperability and digital policy synchronization between central and regional governments in realizing effective, transparent, and integrated governance. This is in line with Dawes's view in (2026) that interoperability is a primary prerequisite for effective public services, and Febriyanti et al., (2025) emphasized that the success of collaboration between organizations is influenced by factors such as resource interdependence, alignment of central-regional policies in e-government implementation. Practically, the results of this study also contribute as a reference for regional governments in designing strategies for developing electronic-based public complaint services. The findings regarding the importance of socialization, increasing human resource capacity, strengthening inter-agency coordination, and developing application features are in line with the findings of Luna-Reyes & Gil-Garcia (2011) regarding the role of human resources and coordination in the success of digital innovation. Thus, this study not only provides an overview of the effectiveness of the integration of the RABEG and SP4N-LAPOR applications in Serang City, but also contributes to the development of the concept of digital public services that emphasizes the importance of system integration, institutional collaboration, and community participation as the main factors for the success of e-government implementation in Indonesia (OECD, 2018).

This study has several limitations. *First*, the number of samples used is relatively limited, namely only the people of Serang City of productive age, so that the research results cannot be generalized widely. *Second*, the study was only conducted in one location in Banten Province, so there may be the influence of local characteristics that do not represent conditions in other regions. *Third*, data were collected using questionnaires, which has the potential to introduce subjective bias in respondents. Furthermore, the study only considered a few key variables, namely the effectiveness variable, so other factors that might influence the results were not analyzed. *Fourth*, the study primarily measured effectiveness based on user perceptions through questionnaires. As a result, the study does not provide an in-depth description of the perspectives of application administrators, such as the Serang City Communications and Information Office, the Banten Province Communications and Information Office, or related regional government agencies involved in the integration process of the two applications.

Based on the limitations of the study, the recommendations that can be given include: First, Using a more representative sampling technique, such as stratified random sampling or cluster sampling, so that the research results can describe the conditions of the Serang City community more accurately and involve more informant groups, such as RABEG operators, SP4N-LAPOR administrators, Diskominfo officials, and related OPDs through in-depth interview methods or Focus Group Discussions (FGD), so that a more comprehensive picture is obtained regarding the integration process of the two applications. Second, Developing a broader analysis model, for example by combining effectiveness theory with information system success models such as DeLone & McLean or SPBE theory, so that aspects of technology, service quality, and data integration can be analyzed in more depth. Third, Conducting comparative research between regions, especially regions that have successfully integrated local complaint channels with SP4N-LAPOR, so that best practices can be obtained that can be applied in Serang City.

CONCLUSION

This study confirms that the effectiveness of integrating the RABEG application with SP4N-LAPOR depends not only on achieving service objectives but also on the quality of inter-agency coordination and the system's ability to adapt to community needs. The findings indicate that even when service objectives are achieved, institutional integration remains weak, potentially leading to duplication of functions and inefficiencies. As a solution, local governments need to strengthen system interoperability and policy synchronization with the central government to ensure integrated complaint services. These efforts must be supported by increased human resource capacity, regular evaluation of relevant agency responses, and the development of more user-friendly application features. Intensive outreach through collaboration with village/sub-district officials and the use of digital media are also important strategies for increasing community participation. Furthermore, providing supporting facilities such as information boards, application user guides, and a space for the public to provide criticism and suggestions will strengthen service accountability. With these steps, the integration of RABEG and SP4N-LAPOR can develop into a more responsive, efficient, and citizen-oriented digital public service model.

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