E-Government and Public Satisfaction: Evaluation of Inslite Web Services at the Library and Archives Office of Pinrang Regency

Agung Muhammad Arasy

Study Program Magister Public Administration Study, Faculty of Social Science and Political Science, Hasanuddin University, Makassar
agungmuharasy@gmail.com

Nurdin Nara

Study Program Magister Public Administration Study, Faculty of Social Science and Political Science, Hasanuddin University, Makassar
nurdinnara@gmail.com

Abstract: This study aims to evaluate the quality of digital public services through the Web Inslite platform at the Library and Archives Office of Pinrang Regency. The main focus is to assess the effectiveness of digital services using the five SERVQUAL dimensions: reliability, responsiveness, assurance, empathy, and tangibles. This research employs a qualitative case study approach with data collected through in-depth interviews, observations, and documentation. The results indicate that Web Inslite significantly enhances public access to literacy with flexible and adaptive services. Adequate physical and digital infrastructure, a user-friendly interface, and staff commitment to data privacy and security are key factors supporting the success of the system. The study highlights that applying the SERVQUAL model in the context of local digital libraries contributes meaningfully to evaluating e-Government-based service quality, especially in underexplored areas such as Eastern Indonesia. In conclusion, Web Inslite effectively meets the public's digital information needs and enhances overall service quality, while promoting inclusive and sustainable digital transformation.

Keywords: Web Inslite; digital public services; public satisfaction; e-Government; SERVQUAL.

INTRODUCTION

Digital transformation in public services has become an inevitability in the era of the Fourth Industrial Revolution, where information and communication technologies form the backbone of interaction between governments and citizens (Jihad et al., 2022). Public demand for fast, accessible, and efficient services has urged governments to move away from conventional bureaucratic service models. The digitalisation of public services is seen as a strategic solution to create responsive, adaptive, and inclusive services for all segments of society (Choirunnisa et al., 2023; Apriyani et al. 2024).

In this context, digital transformation entails more than merely adopting new technologies—it also represents a paradigm shift in governance towards public satisfaction and measurable performance outcomes. In Indonesia, numerous government institutions at both central and regional levels have begun implementing digital service systems as part of the broader e-Government policy (Susilawati et al., 2023). One sector experiencing significant transformation is regional library services, which are now adopting digital platforms in response to literacy challenges and disparities in access to (Putra, Windah, and Tarisa, 2022; Sari et al., 2024).

Digital platforms enable libraries to extend their services to remote areas and enhance a culture of literacy through online access to reading (Dharmajaya et al., 2024; Hafiz et al., 2025).

However, the effectiveness of these digital public services has yet to be comprehensively studied, especially using approaches that measure service quality from the user's perspective. The SERVQUAL model developed by Parasuraman et al. provides five key dimensions for evaluating service quality: reliability, responsiveness, assurance, empathy, and tangibles (Roswiyanti et al., 2022; Nuzulita & Mudjiumami, 2023).

This study aims to analyse and evaluate the digital services provided by the Library and Archives Service of Pinrang Regency through the Web Inslite platform using the five SERVQUAL dimensions. This research is significant as it offers empirical contributions to the development of community-oriented digital public services at the local level and addresses a gap in the literature concerning digital library services in Eastern Indonesia.

The digitalisation of public services is a form of governmental adaptation to technological advances and shifting public expectations in accessing services. E-Government has become a national strategy to realise governance that is efficient, transparent, and participatory(Susilawati et al., 2023). Digital transformation in the library sector, as evidenced by several studies, presents an opportunity to broaden access to information and promote literacy, particularly among communities with limited mobility (Oktavia & Frinaldi, 2024).

Nonetheless, the success of digitalisation implementation heavily depends on infrastructure readiness, citizens' digital literacy, and the quality of services provided. Therefore, measuring service quality is crucial to ensure that digital services truly meet users' expectations. One widely used model in service quality assessment is SERVQUAL. This model evaluates five service dimensions: reliability, responsiveness, assurance, empathy, and tangibles (Santoso, 2006; Nuzulita & Mudjiumami, 2023).

While the SERVQUAL model has been extensively applied in evaluating services in health and education sectors, its application within the context of digital library services remains limited. Several studies (Hasanah et al., 2024; Prayoga & Hartomi, 2024) have highlighted challenges in implementing digital public services, including technical issues, limited human resources, and regional disparities. On the other hand, the implementation of systems such as INLISLite in Jeneponto has shown potential in improving library collection management efficiency (Fidia et al, 2024).

However, research on the Web Inslite platform, a digital service system operated by the Library and Archives Service of Pinrang Regency, remains scarce. Yet, this platform holds the potential to serve as an innovative and inclusive digital public service tool. Accordingly, this study integrates the SERVQUAL model with a local case study to assess the effectiveness of the platform in supporting the transformation of library services through digital means.

RESEARCH METHODOLOGY

This study adopts a qualitative approach employing a case study design. This approach was chosen as it enables an in-depth understanding of the phenomenon of digital public service delivery through the Web Inslite platform implemented by the Library and Archives Office of Pinrang Regency. The case study method is used to explore the context, processes, and dynamics involved in the implementation of digital library services at the regional level. The research was conducted in Pinrang Regency, South Sulawesi, specifically at the Library and Archives Office, which serves as the implementing institution for technology-based public

services. The fieldwork was carried out over a period of three months, from February to April 2025.

The data sources for this study consist of both primary and secondary data. Primary data were collected through direct field observation, in-depth interviews with key informants, and focus group discussions (FGDs) involving stakeholders with relevant understanding and direct involvement in the implementation of digital public services at the Library and Archives Office of Pinrang Regency. Secondary data were obtained from relevant literature, official reports, policy documents, and archives related to the digitalisation of public services and the use of the Web Inslite platform.

Informants were selected using purposive sampling, based on their direct involvement and knowledge of the digital service implementation within the institution. A total of 12 informants were involved, comprising the Head of the Library and Archives Office, the Head of the Division for Library Resources Development and Reading Interest, expert librarians (as key informants), and three members of the general public. The selection criteria centred on the informants' direct engagement in the management and utilisation of digital services within the Library and Archives Office of Pinrang Regency.

Data were collected using three main techniques: in-depth interviews, direct observation, and document analysis. Semi-structured interviews were conducted to obtain data that were flexible yet guided by research objectives. Each interview lasted between 30 to 60 minutes and was conducted individually. Observations were carried out to witness interactions between staff and users during the provision of digital services, conducted on three separate occasions during the research period. Document analysis was undertaken by examining supporting materials such as annual reports, service standard operating procedures (SOPs), and statistical data on Web Inslite usage to provide contextual insights into the service implementation.

The data collected were analysed using Miles and Huberman's interactive model, which comprises three key stages: data reduction, data display, and conclusion drawing. Data reduction involved filtering and organising information relevant to the research focus. Data were then presented in narrative form and tables to facilitate pattern recognition and the identification of relationships among data. Conclusions were drawn iteratively and continuously to ensure interpretive validity and were cross-checked against other relevant data throughout the analytical process.

To ensure data validity, the study employed triangulation techniques—both source triangulation and methodological triangulation. Source triangulation was carried out by comparing data from various informants, such as the Head of the Office, librarians, Web Inslite operators, and service users, to ensure consistency and credibility. Methodological triangulation involved comparing data obtained through interviews, observations, and document analysis. In addition, member checking was conducted by confirming interview findings and data interpretations with the informants to ensure that the researcher's understanding aligned with their actual experiences. This study is limited to the Library and Archives Office of Pinrang Regency, with a focus on the use of the Web Inslite platform, and covers the period from February to April 2025.

RESULTS AND DISCUSSION

The digital public service provided through the Web Inslite platform, developed by the Library and Archives Office of Pinrang Regency, represents an innovation aimed at improving literacy access and service efficiency. In general, Web Inslite has succeeded in facilitating the public—particularly students and university learners—in obtaining information services more easily. However, to assess its effectiveness from both academic and practical perspectives, a critical analysis of the five SERVQUAL dimensions is required. This should be accompanied by a discussion of the platform's limitations as well as comparisons with findings from previous literature.

Table 1 Tobulation of Interview Results

Informant	Coding (Theme/Sub-theme)	Description
Head of Office (AA)	Unlimited time and location accessibility	Students and the public can access Web Inslite anytime and anywhere, expanding service beyond physical boundaries.
Head of Development (BB)	Ease of access to service information	Web Inslite simplifies the process for users to obtain digital library services efficiently.
Librarian (CC)	Credibility and flexibility of access	Web Inslite offers trustworthy reading materials that are flexibly accessible from any location.
Community Member (AA)	Accessibility of digital references	Users find it easier to access learning resources online without needing to visit the library physically.
Community Member (TA)	Time and distance efficiency	Web Inslite reduces the need for travel by allowing users to obtain reading materials from home.
Community Member (AY)	Digital outreach to remote users	The platform successfully reaches students and communities in geographically distant areas

(Data source: author, 2025)

Reliability

The reliability dimension in digital public service refers to an institution's ability to provide consistent, timely, and dependable services in accordance with its commitments (Ardiansah et al., 2024; Ramandita & Manggalou, 2025). In the context of the Library and Archives Office of Pinrang Regency, the implementation of the Web Inslite platform demonstrates that digital services have been designed to meet the public's demand for fast and efficient access to information (Wardah, 2023). This service is capable of providing flexible access to information, both in terms of time and location. However, this reliability is not uniformly experienced. Areas with limited internet access present a significant barrier that narrows the reach of the service, particularly in peripheral or remote regions. This highlights that technological innovation, in the absence of adequate infrastructure support, will offer only limited benefits. These findings reinforce the study by (Hidayatullah et al., 2024), which asserts that the reliability of digital services is highly influenced by the readiness of regional infrastructure.

Findings from key informant interviews indicate that Web Inslite facilitates access to library services for both the general public and students without requiring them to be physically present, thereby reinforcing the reliability dimension of public service. The Head of Office affirmed that Web Inslite not only extends the reach of services from offline to online but also embodies the institution's vision and mission of providing inclusive, time-unrestricted access. This perspective aligns with that of the Head of Resource Development, who stated that the primary advantage of Web Inslite lies in its ability to streamline the process of accessing information digitally. This statement was further supported by a senior librarian, who emphasised that the reading materials available through Web Inslite are credible and can be accessed flexibly by anyone, anytime, as long as they are connected to the internet.

From the users' point of view, the general public responded positively to the reliability of the service. Many noted that Web Inslite made it easier, particularly for students, to find references for academic tasks without being constrained by distance or time. This is especially significant for those living far from the city centre or the library office. Additionally, users recognised that the availability of such digital infrastructure reflects the institution's adaptive response to developments in information technology, thereby supporting equitable access to literacy across all levels of society.

Figure 1: Member guest book display on the Inslite Web Digital Library System of the Pinrang Regency Library and Archives Service (Pinrang Regency Library and Kearsiapan Office, 2025)

Responsiveness

Responsiveness in public service refers to an institution's ability to deliver services swiftly, attentively, and in accordance with the needs of the community (Harjanti et al., 2024; Rifaldi & Hartono, 2022). In the context of the Library and Archives Office of Pinrang Regency, the implementation of digital services through Web Inslite has proven effective in improving the responsiveness of public service delivery, particularly in reaching communities that previously faced barriers to physical access. As noted by the Head of Office, prior to the introduction of Web Inslite, many residents and students encountered difficulties due to geographical distance and limited facilities. To address this, mobile library services were formerly employed. However, with the advent of Web Inslite, communities in remote areas can now access library services online with ease, eliminating the need for in-person visits. The system is generally responsive to user needs under ideal conditions. However, limitations in

the number of operators and the lack of regular content updates have led some users to experience difficulties in accessing the most recent information. This issue is also reflected in complaints regarding the inconsistent maintenance of the digital collection. Compared to the study by (Hasanah et al., 2024), which highlights that successful library digitalisation is supported by automated update systems, Web Inslite still requires strengthening of its backend infrastructure.

This is supported by the Head of Resource Development, who explained that previously, library infrastructure and services were minimal, and borrowing books involved rigid administrative procedures that discouraged public engagement. Since the implementation of Web Inslite, users are no longer constrained by time or location when accessing references, resulting in a more practical and efficient user experience. Furthermore, a senior librarian highlighted that this ease of access has been especially embraced by the millennial generation, who are more familiar with digital platforms. To enhance public understanding of the system, efforts such as outreach, user guidance, and online video tutorials have been introduced.

Public response to Web Inslite's features and interface has been overwhelmingly positive. Community informants indicated that the platform is easy to navigate, its features are intuitive, and it significantly assists in completing academic tasks. Final-year university students, in particular, have come to rely on Web Inslite for sourcing credible and relevant academic references. These findings illustrate that Web Inslite has successfully adapted to the needs of modern digital users, both in terms of functionality and content relevance.
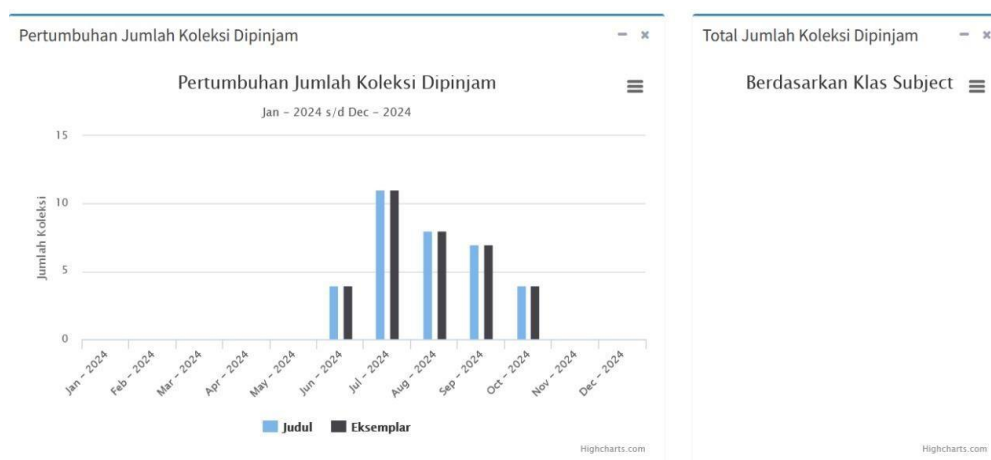

Figure 2: Growth chart of the number of book collections borrowed by title and copies in 2024 (Pinrang Regency Library and Kearsiapan Office, 2025)

Confidence (Assurance)

The confidence dimension in digital public services reflects the knowledge, courtesy, and professionalism of staff in fostering public trust in the services provided (Basri et al., 2023). In the context of the Library and Archives Office of Pinrang Regency, public confidence in Web Inslite is evident from users' perceptions regarding the platform's ease of use, data security guarantees, and the promptness of service providers in resolving technical issues. According to the Head of Office, Web Inslite is user-friendly and does not pose significant difficulties for the general public or students, as it allows unrestricted access and operates on users' private internet networks. There is evident public trust in the use of the platform, primarily due to its

ease of access and perceived data security. However, the absence of regular content audits or systematic validation of library materials creates a risk of content inconsistency, which may undermine the platform's credibility. As noted by (Nuzulita & Mudjiumami, 2023) trust in digital services is built not only upon technical security, but also on the quality and consistency of digital content.

The Head of Resource Development affirmed this view, noting that although technical obstacles such as limited operator capacity and network instability still occur—particularly in uploading e-books—these issues have not significantly impacted user trust. In fact, transparency in reporting metrics such as access counts and borrowing activity has enhanced the accountability of the service. While occasional mismatches between book titles and content or delays in content loading are experienced, users continue to rely on the service, particularly for academic referencing, due to its practical benefits.

A senior librarian also stressed that the privacy of users' personal data is safeguarded by the institution, which plays a crucial role in reinforcing assurance, making users feel secure and comfortable when accessing digital information. The quick response to technical disruptions such as server errors further bolsters public trust in the institution's performance. Community informants stated that Web Inslite significantly supports them in completing academic tasks, and any technical difficulties encountered are usually addressed promptly by system managers. Additional features such as a responsive chatbot have further enhanced users' positive perceptions of the platform.

Furthermore, users viewed the estimated processing time for new content uploads (approximately 7x24 hours) as acceptable, as long as there is clear communication and assurance from the administrators. Thus, the confidence dimension in Web Inslite is not only reflected in the quality of its system but also in the proactive attitude and attentiveness of its staff in maintaining service standards. Staff competence and ethics play a pivotal role in building user satisfaction and trust in the digital service system.

Figure 3: Graph of growth in the number of visits and age distribution of members at the Library and Archives Office of Pinrang District in 2024 (Pinrang Regency Library and Kearsiapan Office, 2025)

Empathy

Empathy in public service reflects the attentiveness and concern of service providers towards users' needs and conditions, including the willingness to offer fair, courteous, and personalised treatment (Saputra et al., 2024; Elly et al., 2021). In the context of the Library and Archives Office of Pinrang Regency, empathy serves as a fundamental principle in building trust between service staff and the public who utilise the Web Inslite digital platform. Empathy is demonstrated through the commitment of all stakeholders to deliver equitable services without discrimination, whether online or in person. The service is manifested through a social approach, such as mobile literacy initiatives and digital education activities. However, there remains a lack of formal systems to capture user feedback and aspirations. This contrasts with the findings of (Oktavia & Frinaldi, 2024), who emphasise the importance of integrating digital forums or online surveys to continuously assess user satisfaction and needs.

The Head of Office affirmed that the digital public services provided are in line with the institution's vision and mission to offer equal access to all segments of society. This is evidenced by the implementation of a transparent, non-discriminatory online queuing system. Furthermore, the Head of Resource Development emphasised that system administrators are given clear directives to respond to user feedback and complaints fairly and consistently, as a form of professional and moral responsibility.

Empathy is also evident in the proactive strategies of librarians and Web Inslite operators who monitor user search patterns and update digital resources in response to actual community needs. This indicates that service providers are not merely reactive but actively adapt content to match user demands. Interviewed members of the public acknowledged the politeness, friendliness, and attentiveness shown by staff, whether via the Web Inslite platform or during in-person interactions at the library. Users noted a personal touch in the service, such as being gently reminded to complete online registration or being guided through processes efficiently without unnecessary delays.

Even in situations where services extended beyond regular working hours, users continued to receive respectful and helpful assistance. This illustrates that empathy in service delivery is not solely embedded in the system's design, but also embodied in the attitudes and work ethic of the staff, who prioritise user comfort. Consequently, empathy emerges as a critical factor enhancing public satisfaction with digital services at the Library and Archives Office of Pinrang Regency.
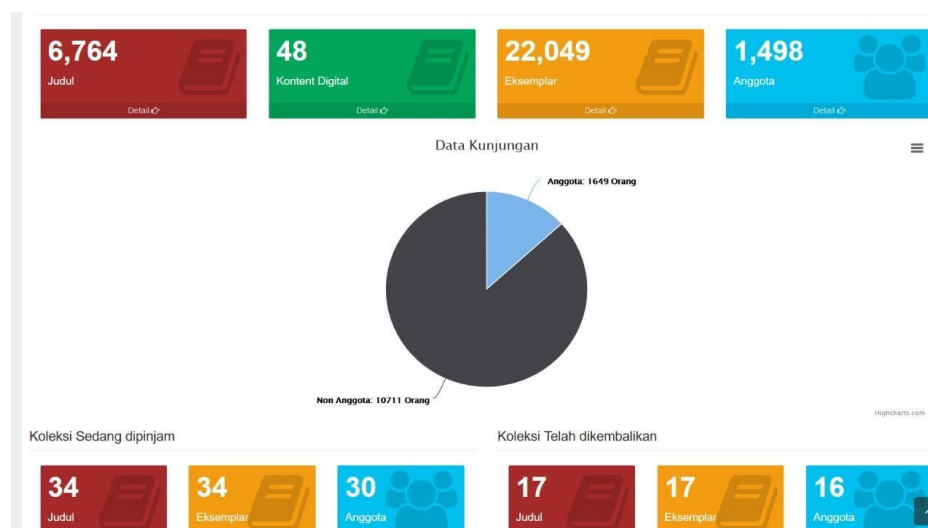
Figure 4: Statistics on collections, visits, and lending activities at the Pinrang District Library and Archives Office (Pinrang Regency Library and Kearsiapan Office, 2025)

Tangibles

The tangibles dimension in public service refers to the physical appearance of facilities, the adequacy of equipment, staff competence, and the communication media utilised to support service quality (Amir et al., 2024; Savira & Subadi, 2023). In the context of digital services provided through Web Inslite at the Library and Archives Office of Pinrang Regency, this dimension plays a vital role in ensuring user comfort, convenience, and an optimal service experience—both on-site and online. Interviews with key informants revealed that the institution has undertaken significant improvements in infrastructure and service facilities to ensure that the digital system functions effectively and efficiently. The Web Inslite interface is relatively modern and user-friendly; however, a dedicated mobile application has yet to be developed. When compared to platforms such as *iSumbarmambaco*, which already offer multi-platform access and personalised features, Web Inslite remains less competitive in terms of feature innovation.

The Head of Office stated that both the infrastructure and human resources involved in managing Web Inslite are competent and well-qualified in their respective roles. This was further supported by the Head of Resource Development, who affirmed that the facilities and devices used comply with national standards. A senior librarian added that the servers employed are the latest versions, capable of supporting the online reference needs of both the public and students. The availability of reliable servers and regular system updates demonstrates that tangible aspects of digital service delivery have received considerable attention from the institution.

Feedback from the community further corroborated these findings. Respondents remarked that the Web Inslite interface is visually appealing, user-friendly, and accessible anytime and anywhere. Service operators were described as responsive and prompt in assisting users experiencing difficulties in locating academic references for school assignments or final projects. Moreover, the system is complemented not only by its online functions but also by adequate administrative support, such as library membership cards available in both physical and electronic formats, and a complete collection of both physical and digital (e-book) resources at the library.
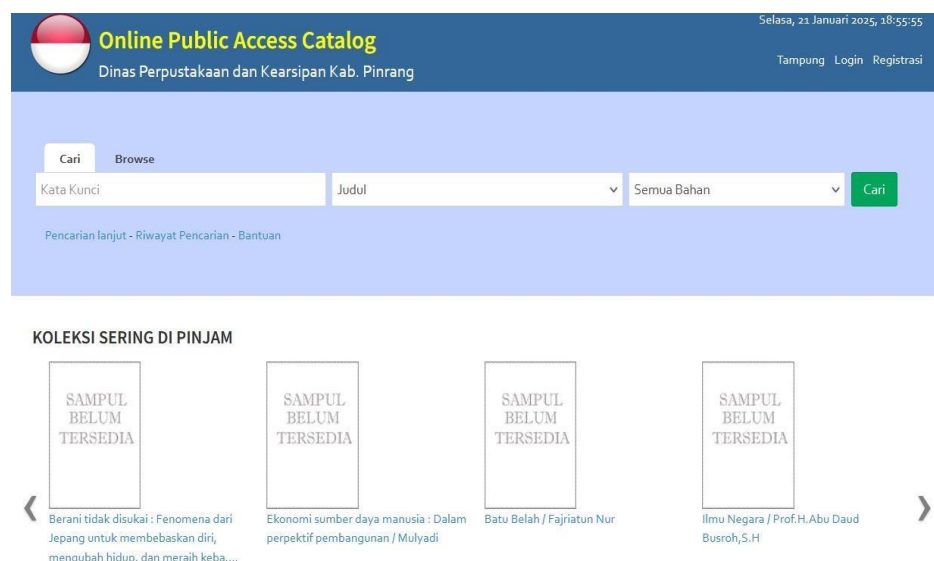
Figure 5: Display of Opac (online public access catalogue) of Pinrang Regency Library and Archives Office (Pinrang Regency Library and Kearsiapan Office, 2025)

CONCLUSION

Digital public service delivery through the Web Inslite platform at the Library and Archives Office of Pinrang Regency has proven effective in enhancing information access and fostering reading interest among the public. The service meets the quality indicators across the five SERVQUAL dimensions, although its effectiveness is still hindered by limitations in digital infrastructure, a shortage of technical personnel, and suboptimal two-way interaction with users. Technical challenges such as slow access speeds, metadata inconsistencies, and the absence of a mobile version remain key issues to be addressed.

This study is also limited by its qualitative approach and focus on a single study site, which restricts the generalisability of its findings. It is therefore recommended that local governments strengthen digital infrastructure, enhance the capacity of technical human resources, and develop sustainable systems for user evaluation and feedback. The development of a mobile application and the integration of personalised features represent strategic steps to broaden user reach.

Future research should adopt a mixed-methods approach with a wider regional scope to gain a more comprehensive understanding of the effectiveness of digital services within the e-Government framework in the library sector. While Web Inslite has succeeded in overcoming several traditional barriers to library services, its implementation continues to face technical and structural challenges. Strengthening system performance, human resources, and community participation through continuous feedback mechanisms is essential to ensure that this service becomes truly inclusive, adaptive, and sustainable.

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