

Digital Government on the Jembrana Emergency Service (JES) Application in Jembrana Regency Government

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Article history:

Received September 1, 2026

Revised September 28, 2026

Accepted October 2, 2026

Abstract

The implementation of the Jembrana Emergency Service (JES) is one of the digital-based public service innovations in Jembrana Regency. The JES application was created to make it easier for the public to obtain emergency services and support coordination between agencies in a faster and integrated manner. However, the use of JES by the community is still not optimal. The number of users in 2023 was recorded at 115 people, a decrease compared to 2022 which reached 254 users, this is due to stable internet network access that has only reached around 74% of the area in Jembrana Regency, lack of socialization and low social compatibility, causing slow adoption of JES in the community. This condition shows that there is a gap between the availability of digital innovations and the level of their use by the community. This study aims to analyze the implementation of Digital Government in the JES application, identify supporting and inhibiting factors for its implementation, and analyze its impact on improving the quality of emergency public services in Jembrana Regency. The implementation of JES as a form of Digital Government has been running and has had a positive impact on emergency services, especially in improving efficiency, response speed, interagency coordination, transparency, and service data recording. However, the implementation is not optimal because the level of application utilization by the community is still low. Thus, the improvement of JES implementation needs to be directed at strengthening socialization, increasing community digital literacy, network quality, and coordination between agencies so that the benefits of services can be felt more widely.

Keywords:

Digital Government; Jembrana Emergency Service; Public services; Emergency services; Innovation.

1. INTRODUCTION

Public services are one of the main functions of the government in meeting the needs of the community. The government is required to be able to provide services that are effective, efficient, responsive, transparent, and accountable. The development of information and communication technology then encourages changes in the implementation of public services from conventional mechanisms to digital-based services. These changes are not only related to the use of technological devices, but also include changes in work processes, coordination patterns, government-community relations, and the way the government creates public value.

Digital Government is one of the important approaches in this change. The government is no longer only required to provide information through digital media, but also to build a system that is able to support services in an integrated manner and provide real benefits to the community. In the context of emergency services, the need for fast and appropriate services is becoming increasingly important because delays in handling can have an impact on public safety.

The Jembrana Regency Government is one of the local governments that develops digital-based public service innovations through the Jembrana Emergency Service (JES) application. The JES application was launched as an emergency service innovation for the Jembrana Regency Government since March 5, 2021

through the Jembrana Regent Circular Letter Number 100/207/Kominfo/2021. JES is designed as a means for the public to submit reports on emergency events and obtain services faster and more coordinated. The JES innovation program was launched in addition to providing more services to the community, however, more than that, the Jembrana Regency Government wants to present an innovation to the community in terms of changes in the way of getting services. In terms of emergency handling requests, it will be easier for the public to immediately report emergencies without having to be tied to a specific location. If previously it could be fulfilled by manual means such as telephone hot lines or direct reporting, but this time to be able to get emergency services is enough from home by using a pre-installed application.

JES involves various regional apparatus organizations and agencies that have tasks relate to emergency services. In its implementation, the service is supported by the Command Center system which is the center for receiving and distributing community reports to related agencies. The types of services available include reports of fires, criminal acts, homeless people, people with mental disorders, accidents, ambulance requests, wild animals, and emergency ambulances. The existence of JES shows the efforts of the Jembrana Regency Government to utilize information technology in improving the quality of public services. Through the digital system, reports can be received and forwarded to related agencies in real-time. The application also has a panic button feature that allows the public to report emergencies and send GPS-based coordinate points.

However, the existence of the application has not been fully followed by a high utilization rate. Based on statistical data from the Jembrana Regency Communication and Information Office, the number of JES users was 254 people in 2022 and decreased to 115 people in 2023. In 2023, the population of Jembrana Regency will reach 328,560 people. This condition shows that there is a gap between the availability of digital systems and the level of their use by the community.

The low use of JES shows that the success of Digital Government is not enough to be determined by the availability of applications. The community as users must know, understand, accept, and have the ability to use these services. In emergency conditions, people also tend to choose the communication channels that are considered the fastest and certainest, such as calling officers directly, contacting relatives, village officials, or using communication media that have been commonly used.

In addition to community behavior factors, the low implementation of JES in the community is caused by technical and operational problems. The limitation of internet networks in some areas, especially suburban and hilly areas, can hinder access to services. The limitation of operational fleets is also a problem because the speed of the digital system in submitting reports must be supported by the ability of officers to reach the scene of the incident. On the other hand, invalid reports can interfere with the effectiveness of Command Center officers.

These problems show that the implementation of Digital Government must be understood more broadly. Janowski (2015) explained that Digital Government is an evolutionary process that develops from digitization to transformation, engagement, and contextualization. Technology is not placed as the final goal, but as an instrument to generate public value. Therefore, the existence of the JES application needs to be analyzed not only based on the availability of technology, but also based on changes in service processes, community involvement, and its suitability with the conditions of the Jembrana community.

The digitization stage is related to the transfer of services or procedures that were previously carried out manually into a digital system. In the context of JES, this stage can be seen from the availability of applications as an emergency reporting channel. The transformation stage occurs when technology begins to change government work processes, including coordination between agencies and report distribution. The existence of the Command Center shows the existence of these changes.

The engagement stage emphasizes community involvement. The government not only provides applications, but also needs to build community interaction and participation. The low number of JES users shows that this stage is not fully optimal. Furthermore, contextualization requires the government to adjust digital services to social, cultural, needs, and community capabilities. The habit of the people of Jembrana using direct communication in an emergency is one of the conditions that need to be considered in the development of JES. Based on these conditions, this research is important to obtain an overview of the implementation of Digital Government through JES. The research is also directed to find out the supporting and inhibiting factors as well as the impact of applications on the quality of emergency public services.

The formulation of research problems includes: how to implement Digital Government in the JES application in the Jembrana Regency Government; what are the supporting and inhibiting factors for the implementation of Digital Government through the JES application; and how the impact of the implementation of the JES application on improving the quality of emergency public services in Jembrana Regency.

The purpose of the research is to analyze the implementation of Digital Government in the JES application, identify the supporting and inhibiting factors for its implementation, and analyze the impact of JES implementation on the quality of emergency public services in Jembrana Regency. This research is expected to make a theoretical and practical contribution. Theoretically, the research can enrich the study of Digital Government and technology-based public services. Practically, the results of the research can be considered by the Jembrana Regency Government in improving the quality of digital-based emergency services, strengthening coordination between agencies, improving people's digital literacy, and developing services that are more in line with the needs of the community.

2. RESEARCH METHOD

This study uses a descriptive qualitative approach with a phenomenological strategy. This approach is used to understand in depth the phenomenon of digital-based public service implementation, especially the Jembrana Emergency Service application in Jembrana Regency. The qualitative approach is used because the research seeks to understand the experiences, views, and conditions experienced by the managers, implementers, and the community in the use of JES. The research is not directed to measure the relationship between variables statistically, but to obtain an in-depth picture of the implementation process, supporting factors, inhibiting factors, and service impacts.

The research was carried out within the Jembrana Regency Government and related agencies related to the management of emergency services. The research informants came from parties related to the implementation of JES, including the Communication and Information Service, the Regional Disaster Management Agency, and the community as service users. Primary data was obtained through interviews and observations. The interviews were directed to obtain information about the implementation of JES, the purpose of implementation, benefits, obstacles, improvement efforts, community experience, ease of use, responsiveness, reasons for using or not using the application, and expectations for the development of JES.

Observation is carried out by directly observing conditions related to the implementation of JES-based emergency services. Observation is used to obtain an overview of the service process and implementation conditions in the field. Secondary data was obtained through documentation studies, JES-related reports, scientific literature, and other documents relevant to the focus of the research. Secondary data is used as a support and comparison to primary data.

Data analysis is carried out qualitatively through the process of data collection, data reduction, data presentation, and conclusion drawn. Data from interviews, observations, and documentation are compared to obtain a more complete understanding. Data validity analysis is carried out through triangulation techniques. Source triangulation is carried out by comparing information from different sources, triangulation techniques are carried out to test the credibility of data by checking data to the same source with different techniques, time triangulation is carried out by checking with interviews, observations or other techniques at different times or situations.

Table 1. List of Informants

No	Informant Description	Reasons for Selection
1	Head of the Jembrana Regency Communication and Informatics Office.	As the Person in Charge of the Jembrana Emergency Service (JES) Emergency Service Application Manager.
2	Secretariat of the Jembrana Regency Communication and Informatics Office.	As the Technical Manager of the Jembrana Emergency Service (JES) Emergency Service Application, as well as, coordinating with the Regional Apparatus Organization (OPD) Technical Who is in charge of emergency services
3	Head of Emergency and Logistics Division of the Jembrana Regency Regional Disaster Management Agency	Jembrana Regency Regional Disaster Management as a Coordinator in Handling Community Complaints and Teams Quick Service Provider Reaction
4	People of Jembrana Regency	As a User of the Jembrana Emergency Service Application (JES)

Table 2. Interview Grid

No	Aspects	Questions
1	Diffusion of Innovation of the Jembrana Emergency Service (JES) Program in Jembrana Regency.	1. How is the implementation of the Jembrana Emergency Service (JES) Emergency Service Program innovation program in Jembrana Regency. 2. What are the obstacles and efforts that have been made related to the implementation of the JES emergency service program in Jembrana Regency. 3. What is the model of the diffusion of innovation of the Jembrana Emergency Service Program (JES) in Jembrana Regency
2	Factors that are obstacles and supporting factors in the diffusion of innovation of the Jembrana Emergency Service (JES) Program in Jembrana Regency.	1. Whether there are difficulties in implementing the Jembrana Emergency Service (JES) Program in Jembrana Regency. 2. Has the Jembrana emergency service program been delivered evenly in the people of Jembrana Regency? 3. How does the influence of leadership in each Regional Apparatus Organization (OPD) in decision-making

provide public understanding of the Jembrana Emergency Service (JES) Program in Jembrana Regency.

Thus, triangulation in this study is not only carried out by comparing information between informants, but also through comparing data collection techniques and checking information at different times. The results of interviews from the Communication and Information Service, BPBD, and the public were compared with the results of observations and documentation related to the implementation of the JES application. The process was carried out to increase the credibility of the data and ensure that the research findings describe the conditions of the implementation of Digital Government in the JES application more completely.

3. RESULTS AND DISCUSSION

3.1. Implementation of Digital Government in the JES Application

The results of the study show that the Jembrana Emergency Service (JES) has been implemented by the Jembrana Regency Government as a digital-based public service innovation to support the handling of emergencies. JES integrates various emergency services through the Command Center system so that community reports can be received and forwarded to the authorized agencies in real-time.

JES provides several types of services, including fire reports, criminal acts, accidents, ambulance requests, wild animals, homeless people, people with mental disorders, and emergency ambulance services. One of the main features is the panic button, which allows the public to report with one touch. The system can then send the reporter's coordinate point via GPS so that officers can find out the location of the incident. From the results of interviews with the Jembrana Regency Communication and Information Service, JES is seen as an integrated system that integrates various emergency services in one platform. The existence of the Command Center is the center for receiving and distributing reports to related agencies. The Head of the Communication and Informatics Service also emphasized that the success of JES is not only determined by technology, but is highly dependent on synergy and coordination between OPDs. From the BPBD side as an operational implementer, the implementation of JES is considered to help accelerate information about emergency events. Officers can obtain information on the location of the incident and immediately handle it without having to wait for additional information repeatedly. The Head of the Jembrana Regency BPBD stated that one of the advantages of JES is the increase in response time, because the integrated system allows officers to immediately know the location of the incident.

However, the results of the study also found a gap between the availability of the system and the level of utilization by the community. Data from the Communication and Informatics Office shows that the number of JES users has decreased from 254 users in 2022 to 115 users in 2023. Meanwhile, the population of Jembrana Regency in 2023 will reach 328,560 people. This condition shows that the utilization of JES is still relatively low compared to the number of people targeted by the service.

3.1.1. Supporting Factors for JES Implementation

The results of the study found several factors that support the implementation of JES, such as: First, the commitment of the local government. Local government support is an important basis for the sustainability of JES. The commitment of the leadership, policy support, and involvement of the Communication and Informatics Office show that there is institutional support for the implementation of digital-based emergency services. Second, coordination between agencies. JES allows public reports to be received through the Command Center and forwarded to agencies according to the type of incident. The integration strengthens coordination between the Communication and Information Service, BPBD, and other related agencies. Third, the availability of digital infrastructure. The Communication and Informatics Office have expanded the internet network to village areas so that people have wider access to digital services. Digital infrastructure is one of the main prerequisites in the implementation of electronic-based services. Fourth, the readiness of human resources. BPBD officers and related agencies have received training and have Standard Operating Procedures (SOP) in responding to reports.

Table.3. Number of JES Users

Year	Number of Users
2022	254
2023	115
Decline	139 (54,7%)

Table. 4. Statistical Data Supporting JES Implementation

Indicator	Value
Residents of Jembrana Regency 2023	328,560 inhabitants
JES Users 2023	115 people

Users compared to residents	±0.035%
Stable network coverage	±74%
IKM of Jembrana Regency 2023	90,09
Target IKM RPJMD	98,70
Public service compliance 2022	91,70

Overall, the research shows that the strength of JES implementation comes more from the internal side of the government, namely institutional commitment, policy support, infrastructure, coordination, and system readiness.

3.1.2. Factors Inhibiting the Implementation of JES

Researchers found several inhibiting factors including the following:

- a. Low Digital Literacy of the Community. Not all people are used to using smartphone-based applications, especially when facing emergencies. This condition causes the available applications to not be used optimally.
- b. The habit of using conventional methods. Some people still choose to contact officers or relatives directly. This habit causes not all community reports to be recorded through the JES system even though the need for emergency services remains.
- c. Limited Internet Network. Some areas, especially suburban and hilly areas, still experience network limitations. This condition causes uneven access to applications. This factor also affects older and less accustomed people to using technology.
- d. False or invalid reports. Invalid reports are an obstacle for Command Center officers because they can interfere with the effectiveness of handling cases that really require a quick response.
- e. Limitations of Operational Fleets. Although digital systems can speed up the delivery of information, the speed of handling in the field still depends on the availability of operational vehicles, such as ambulances and fire engines.
- f. Limited Number of Command Center Operators. Limited operators are an obstacle in providing optimal service for 24 hours and can cause service delays. In addition, officer training and understanding of SOPs still need to be improved so that there is a common perception in handling reports.

Thus, the main obstacles for JES do not only come from technology, but also from community factors and operational readiness. Low digital literacy and strong direct communication habits cause people to not fully switch to digital services. On the other hand, limited networks, fleets, and operators can affect the quality of service even though application systems are available.

3.2. The Impact of JES on Service Quality

The results of the study show that the implementation of JES has a positive impact on the quality of emergency public services in Jembrana Regency. Findings were obtained from interviews with the Communication and Information Service, BPBD, and the public as service users. Changes are mainly seen in service integration, acceleration of response, and the use of technology in supporting services. Effectiveness, JES increases effectiveness because the community has one system to submit emergency reports. Reports can be received through the Command Center and forwarded to the authorized agencies. The system helps the government achieve service goals in the form of accelerating information receipt and handling incidents. Efficiency, the use of digital systems helps reduce the stages of manual communication. Information that comes in through the application can be forwarded to the relevant agencies so that the coordination process becomes simpler. The integrated system also reduces the need for repeated information delivery. Responsiveness, Responsiveness is one of the most tangible impacts of the implementation of JES. The integrated system allows officers to obtain information on incidents and locations more quickly. The GPS feature helps officers find out the location of the reporter so that they can immediately go to the scene of the incident. The Head of the Jembrana Regency BPBD said that JES has a significant impact on increasing the effectiveness of handling emergency events, especially in increasing response time. Officers can immediately find out the location of the incident and handle it without waiting for additional information repeatedly. Transparency, Reports that come in through digital systems can be documented so that they can be used as monitoring and evaluation materials. The documentation provides the government with data on incoming reports and service follow-up. Accountability, recording reports digitally also supports accountability because each report is part of the service record. The data can be used to evaluate the handling process and improve service quality. Accessibility, JES provides an alternative access to services through smartphones. The panic button and GPS features are designed to make it easier for the public when submitting reports. However, accessibility is not completely evenly distributed because there are still people with limited digital literacy and areas with inadequate internet networks.

3.3. Analysis Based on the Diffusion Theory of Innovation Everett M. Rogers

The findings of the study show that the implementation of the Jembrana Emergency Service (JES) as a form of Digital Government can be analyzed using the Theory of Innovation Diffusion Everett M. Rogers (2003). Innovation diffusion is the process of spreading innovation through certain communication channels over a certain period of time among members of the social system. In this study, the analysis includes four elements, namely innovation (innovation), communication channels (communication channels), time (Time), and social systems (social system).

In terms of innovation, JES is a digital-based public service innovation that integrates community emergency reports with related agencies through Command Center, panic button, and GPS. According to Rogers (2003), the characteristics of innovation include relative advantage, suitability, complexity, possibility of trying, and ease of observation. JES provides advantages in accelerating the delivery of information and helping officers find out the location of the incident. However, its use has not been widespread, as shown by the decrease in users from 254 people in 2022 to 115 people in 2023. This shows that technological advantages have not automatically resulted in widespread adoption of innovation. In the aspect of communication channels, JES information has been conveyed through publication media and social media in the early stages of implementation. However, socialization has not been sustainable and has not reached the entire community equally. Some communities still rely on direct communication with village officials and field officers. This condition shows that communication channels are not fully optimal in supporting the diffusion of JES, so it is necessary to deliver information that is more in accordance with the characteristics of the community. In the aspect of time (Time), the adoption of JES is gradual and not sustainable. The decrease in users from 254 people in 2022 to 115 people in 2023 shows that the adoption process has not been consistent. Some people are still at the stage of getting to know JES and have not made it the main choice during emergencies, so it is necessary to strengthen at each stage of innovation adoption as explained by Rogers (2003). In the aspect of the social system (social system), the diffusion of JES is influenced by community characteristics and the relationship between the government, village officials, service officers, and the community. Uneven digital literacy, the habit of using direct communication, and the limitations of internet devices and networks are factors that affect adoption. On the other hand, local governments, Communication and Information Services, BPBD, and village officials play a role in expanding the dissemination and acceptance of JES innovations.

Based on these four aspects, the implementation of JES shows that digital-based emergency service innovations are available and have changed the mechanism of delivering emergency information. However, the process of diffusion of innovation to the community has not taken place optimally. The main problem is not only related to the existence of technology, but also to how the innovation is communicated, received in a certain period of time, and adjusted to the characteristics of the social system of the people of Jembrana Regency. JES needs to be directed at improving communication and socialization strategies, expanding community reach, strengthening digital literacy, and involving village officials and community leaders as part of the social system in the innovation diffusion process.

3.4. Synthesis of Research Results

Overall, the results of the study show that the implementation of JES has had a positive impact on the community, namely on improving the quality of emergency public services, especially in terms of efficiency, speed, and transparency. However, the increase is still partial because it has not been fully supported by the level of community utilization and operational capacity in the field.

Tabel. 5 Research Result

Aspects	Research Results
Implementation	JES has been running as a digital-based and integrated emergency service through <i>the Command Center</i> .
Users	254 users in 2022 and decreased to 115 users in 2023.
Population	328,560 people in 2023.
Main features	<i>Panic button</i> and GPS to help with reporting and location.
Digitization	Emergency reporting has been shifted from manual mechanisms to digital systems.
Transformation	<i>The Command Center</i> is transforming the process of receiving, distributing, and coordinating reports between agencies.
Engagement	It is not optimal because people still use many conventional methods.
Contextualization	It is not optimal because there are problems with digital literacy, direct communication habits, age of users, and networks.
Supporting factors	Government commitment, policy support, inter-agency coordination, digital infrastructure, and human resource readiness.
Inhibiting factors	Low digital literacy, conventional habits, limited network, invalid reports, fleet limitations, and <i>Command Center</i> operators.
Impact	Improve the effectiveness, efficiency, responsiveness, transparency, and accountability of emergency services.

4. CONCLUSION

Based on the results of research on the implementation of Digital Government on the app Jembrana Emergency Service (JES) in Jembrana Regency, it can be concluded that JES has been running as a digital-based emergency public service innovation, but its use by the community has not been optimal. JES has shown developments in the digitization through the provision of applications as a means of emergency reporting. In the aspect of transformation, the existence of Command Center has helped transform the inter-agency coordination process and accelerate the distribution of information real-time. The panic button and GPS features also support the acceleration of the delivery of information about the location of the incident. However, the engagement and contextualization are not optimal. The low number of users shows that the community has not fully made JES the main channel in emergency reporting. Some people still use conventional methods because they are considered faster and more certain. This condition shows that the implementation of Digital Government not only requires technology, but also acceptance, engagement, and community capabilities.

Supporting factors for the implementation of JES include local government commitment, policy support, availability of digital infrastructure, coordination between agencies, and readiness of human resources. Inhibiting factors include low digital literacy of the community, habits of using conventional mechanisms, limited internet networks, false or false reports Valid, operational fleet limitations, operator limitations Command Center, as well as the need to improve training and understanding of SOPs.

The implementation of JES has a positive impact on the quality of emergency public services, especially in terms of effectiveness, efficiency, responsiveness, transparency, and accountability. Digital systems help accelerate the receipt and distribution of information, improve coordination, know the location of incidents, and document reports.

However, the improvement in the quality of services is still partial. The benefits of JES have not been fully felt by the entire community because the utilization rate is still low and operational capacity in the field still faces several limitations.

Thus, the development of JES in the future needs to be directed not only at technology development, but also at increasing people's digital literacy, socialization and education in a sustainable manner, strengthening the internet network, increasing human resource capacity, adding and strengthening operational facilities, increasing the number and capacity of operators, and strengthening coordination between agencies.

In Janowski's perspective, success Digital Government in JES will be more optimal if the development of the system is able to move from just digitalization to transformation, community involvement, and contextualization according to the characteristics of the people of Jembrana Regency. Thus, JES is expected to be able to generate greater public value through emergency services that are fast, precise, responsive, integrated, and according to the needs of the community.

Based on the results of the research, some suggestions that can be given are as follows:

- a. The Jembrana Regency Government needs to increase socialization and education about JES in a sustainable manner to the community. Socialization is not only carried out when the application is introduced, but must be carried out periodically through various communication channels that are easily accessible to the public.
- b. It is necessary to increase people's digital literacy so that the public understands the benefits, procedures, and use of JES in emergency conditions.
- c. The government needs to strengthen the internet network in areas that still experience limited access so that the use of JES can be carried out more evenly.
- d. The availability of operational facilities such as ambulances, fire fighting vehicles, and other supporting facilities needs to be adjusted to service needs.
- e. The number and capacity of Command Center operators need to be strengthened so that services can take place optimally for 24 hours.
- f. Officer training and understanding of SOPs need to be improved continuously so that each report can be handled with the same service standards.
- g. The government needs to improve the control mechanism for invalid reports and build public awareness to use JES responsibly.
- h. The development of JES needs to consider the social characteristics of the Jembrana community. The digital system must remain easy to use, simple, and in accordance with the user's ability.
- i. Evaluation of the use of JES needs to be carried out periodically by utilizing report data and user experience as the basis for system development. The action plan for recommendations for improvement in the implementation of JES can be described in the following table:

Table. 6 Recommendations for Improvement Actions for JES Implementation.

Problems	Recommended Actions	Implementers
Low use of JES	Routine socialization up to the village level	Diskominfo, sub-districts, villages
People don't understand the application	Create a guide to use and simulate panic buttons	Diskominfo

The network is uneven	Mapping of areas with network limitations	Diskominfo/Regency Government
Operator limitations	Strengthening the number and competence of Command Center operators	Diskominfo
Interagency coordination	Periodic evaluation of SOPs and coordination	Diskominfo, BPBD, related OPDs
Invalid report	Public education and report verification mechanism	Diskominfo/related OPDs
Evaluation is not optimal	Monitoring the number of reports, response times, and follow-ups	Related Command Centers/OPDs

With these efforts, JES is expected to not only become an emergency service application, but also develop into an ecosystem Digital Government which is able to generate public value and improve the quality of emergency services in Jembrana Regency.

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