



## Prototype of an E-Government-Based Health Service Model at the Syekh Yusuf Regional General Hospital (RSUD), Gowa Regency, Indonesia

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**Abstract:-** This study examines the Prototype of an E-Government-Based Health Service Model at the Syekh Yusuf Regional General Hospital (RSUD), Gowa Regency. The problems faced are the low quality and efficiency of health services, characterized by a time-consuming registration process and difficulty accessing medical record data. This results in patient dissatisfaction and hinders optimal service. The purpose of this research is to design and implement an e-government-based health service model, in order to improve operational efficiency and accessibility of health services. With this model, it is hoped that it can reduce patient waiting times, simplify medical data management, and improve the quality of services provided. The research method used is qualitative, with a case study approach. Data was collected through in-depth interviews with patients, medical personnel, and hospital management, as well as direct observation of the service process. Data analysis was carried out by identifying themes that emerged from interviews and observations, to understand the needs and expectations of users for the proposed service model. The results of the study show that the implementation of the E-Government-Based Health Service Model Prototype has a positive impact on administrative efficiency and patient satisfaction. Users report improvements in ease of access to services and reduced wait times. These findings confirm the importance of the adoption of information technology in the health sector to improve public services. This research is expected to be a reference for the development of similar models in other hospitals, as well as encourage the implementation of e-government in health services in Indonesia.

**Keywords:** Healthcare, Efficiency, E-Government, Regional General Hospital.

### 1. Introduction

In this modern era, efficient and quality health services have become one of the main needs of the community. With the development of technology and increased awareness of health, people increasingly demand better and faster services. This creates new challenges for healthcare systems around the world. Efficient health care refers not only to the speed of service delivery, but also to the optimal use of resources. A good service system must be able to minimize



waiting times and allocate medical personnel and facilities wisely. Thus, patients can receive the care they need without experiencing excessive delays (1).

The quality of healthcare services includes various aspects, including the expertise of medical personnel, the technology used, and the environment in which services are provided. Patients expect services that are not only fast, but also safe and effective. Therefore, improving the skills of medical personnel and investing in cutting-edge health technologies are essential. In the context of globalization, the challenges in health services are increasingly complex. The spread of infectious diseases, changes in disease patterns, and the increasing number of elderly populations require health systems to adapt quickly. This requires innovation and collaboration between countries to overcome global health problems (2).

The public is also increasingly critical of the health services they receive. Not only do they want to get treatment, but they also want to be involved in the decision-making process regarding their health. A patient-centered approach that respects individual opinions and needs is becoming increasingly important in creating a satisfying service experience (3).

In addition, accessibility is a key issue in health services. Many people still have difficulty accessing quality health services, especially in remote areas. Therefore, there needs to be an effort to ensure that all levels of society can enjoy adequate health services. The role of information technology in improving the efficiency and quality of health services cannot be ignored. With an integrated health information system, patient data management becomes easier, allowing medical personnel to provide better services. Telemedicine and health apps are also growing in popularity, providing wider access to patients (4).

Collaboration between the public and private sectors is also very important in improving health services. The government needs to work with healthcare providers to create policies that support innovation and investment in the health sector. This will help create an environment conducive to the development of quality health services. With increasing awareness of the importance of health, people are now more proactive in maintaining their health. Education about healthy lifestyles and disease prevention should be an integral part of health services. A well-educated society will be better able to make the right decisions regarding their health (5).

In Gowa Regency, the Syekh Yusuf Regional General Hospital (RSUD) is committed to improving the quality of services through the application of information and communication technology. One of the initiatives taken is the development of a prototype of an e-government-based health service model. In this introduction, we will discuss the importance of this model and its impact on health services at Syekh Yusuf Hospital. The implementation of e-government in the health service system aims to increase transparency, accountability, and efficiency in the management of health services. In the context of Syekh Yusuf Hospital, this



model is expected to facilitate access to information for patients and medical personnel, as well as speed up the administrative process which is often an obstacle in health services (6).

One of the main features of this prototype model is the online registration system. With this system, patients can register for health services without having to come to the hospital in person. This not only saves patients time, but also reduces queues in hospitals, thereby increasing convenience for all service users. (7)

The registration system, this e-government model also includes the management of medical record data electronically. With the digitization of medical records, medical personnel can access patient information more quickly and accurately. This contributes to better clinical decision-making and improves the quality of care provided to patients. The implementation of this prototype model also involves training for medical personnel and hospital staff. This training aims to ensure that all system users can make good use of technology, so that there are no errors in data management and services. Thus, the ability of medical personnel to provide optimal services can be improved (8).

The positive impact of the implementation of this model was also felt by the hospital management. With an integrated information system, management can more easily monitor service performance, conduct data analysis, and formulate more targeted policies. Accurate, real-time data allows management to make faster, evidence-based decisions. Challenges in the implementation of this model prototype remain. One of the main challenges is the technological infrastructure that must be adequate to support the e-government system. In Gowa Regency, efforts to improve internet connectivity and access to information technology are key so that this model can run smoothly. The aspect of data security is also an important concern in the development of an e-government system. Syekh Yusuf Hospital must ensure that patient data is properly protected from the threat of leakage or misuse. Therefore, strict security measures need to be implemented to maintain public trust in the new health care system (9).

The prototype of the e-government-based health service model at Syekh Yusuf Hospital, Gowa Regency is expected to be an example for other hospitals in adopting technology to improve health services. By utilizing technological advancements, it is hoped that health services in Gowa Regency can be more efficient, transparent, and quality, as well as meet people's expectations for better access to health services (10).

## 2. Literature review

E-government refers to the use of information and communication technology to improve interaction between government and society. In the context of health services, e-government aims to improve the efficiency, transparency, and accessibility of health services. According to Heeks (2006), e-government can reduce operational costs and speed up administrative processes, thereby increasing patient satisfaction. The technology-based healthcare model includes various applications that utilize information systems to support the service process.



Hwang et al. (2019) show that the integration of technology in health systems can help in better decision-making and more effective data management. With an integrated system, patient information can be accessed more quickly, which contributes to improved quality of care (12).

Previous research has shown that the implementation of e-government-based systems in hospitals can have a positive impact. According to Nasution et al. (2018), the implementation of online registration systems in hospitals has reduced patient wait times and increased satisfaction. In addition, the use of electronic medical records allows medical personnel to access patient information in real-time, speeding up the process of diagnosis and treatment. Although there are many benefits that can be obtained, the implementation of e-government in health services also faces various challenges. Limited technology infrastructure, data security issues, and lack of training for staff are the main obstacles. According to Aladwan et al. (2020), it is important for hospitals to build adequate infrastructure and provide sufficient training for medical personnel so that the system can function optimally (13).

Dr. Soetomo Hospital in Surabaya is one of the largest and leading public hospitals in Indonesia, serving thousands of patients every day. In an effort to improve the quality and efficiency of health services, this hospital developed a prototype of an e-government-based health service model. This model is designed to utilize information and communication technology in various aspects of healthcare, from patient registration to medical record management. The implementation of the e-government model at Dr. Soetomo Hospital aims to: a) Improve the accessibility of health services for the community, especially for patients living in remote areas. b) Reduce waiting times and improve administrative efficiency through online registration systems, and 3) Improve the quality of patient data management that allows medical personnel to make better and faster decisions (14).

The prototype model includes several innovative features, such as an online registration system, electronic medical records, and telemedicine services, which allow patients to consult with doctors remotely. With the patient information portal, they can also access information about hospital services, doctor's schedules, and examination results easily and quickly (15).

Although the application of this model shows a lot of positive potential, Dr. Soetomo Hospital also faces several obstacles during the implementation process. For example, (1) limited infrastructure, even though it is located in a big city, not all areas in Surabaya have adequate internet access. This can hinder the use of e-government systems by patients, especially those living in areas with poor connectivity. (2) Data Security: Electronic management of patient data increases risks related to information security. Hospitals must ensure that strict security protocols are implemented to protect patient data from the threat of leakage or misuse. (3) User Training: Although training has been provided to medical and administrative staff, there is still a need for advanced training so that all users can make optimal use of the system. Uneven skills among staff can affect service efficiency. (4) Resistance to Change: Some medical personnel



may be comfortable with traditional methods and show resistance to the use of new technologies. This requires a proper managerial approach to address concerns and build trust in the new system (16).

The development of a prototype of an e-government-based health service model at Dr. Soetomo Hospital is a significant step forward in improving the quality of health services in Indonesia. Although there are various obstacles that must be overcome, the benefits offered by this system are enormous. By overcoming these challenges, Dr. Soetomo Hospital can be an example for other hospitals in applying information technology to improve better health services and be responsive to the needs of the community (17).

### 3. Methods

This research is a qualitative research, which is intended to analyze and explain systematically the facts about improving the quality of health services at the Syekh Yusuf Regional General Hospital, Gowa Regency. The research approach used is descriptive, to provide an overview of the situation or event that is phenomenal but can also explain the relationship, make predictions and get the meaning and implications of a problem that is to be solved according to the existing reality. A research can be said to be perfect if it begins with an activity to research the event that has occurred and then refers to several concepts or data to find symptoms or causes that may occur to the event being studied. Data collection techniques are carried out through observation, interview, and documentation techniques. Data obtained from interviews, observations, and documentation were analyzed using a thematic analysis approach. The analysis process includes the following steps; Transcript: Recorded interviews are transcribed for ease of analysis. Coding: Data is encoded to identify key themes that emerge from the information collected. Interpretation: The researcher interprets the emerging themes to understand the benefits, challenges, and impacts of the e-government-based health service model. Triangulation: To improve validity, data from various sources (interviews, observations, and documentation) will be compared and confirmed (11).

### 4. Results

#### **SIMRS: A Prototype Model of Health**

To overcome the problem of health services by making new breakthroughs in providing health services to the community. Smart city, basically, is a concept of city development that utilizes information and communication technology to improve the quality of life of its citizens, including in terms of health services. Most hospitals have used SIMRS, including one of them at Syekh Yusuf Hospital, Gowa district, because of its significant benefits in improving operational efficiency and service quality (18).

The health service model that implements digital e-government using SIMRS (Hospital Management Information System) is an approach using digital technology to increase



effectiveness, efficiency, transparency, and accountability in the management of health services in hospitals. Digital governance-based SIMRS allows hospitals to integrate various administrative, medical, and managerial systems into one interconnected digital platform. The benefits of implementing digital e-government with SIMRS in Health Services are transparency and accountability, increased access and efficiency of health services, efficiency of resource management, improved decision-making and data analysis, patient data security and regulatory compliance, and better financial management (19).

In implementing health services through digital governance at SIMRS, there are also several challenges. Some of them are lack of training, resistance to change, Technology Infrastructure. In conclusion, the population administration service model through digital governance provides great potential to improve the quality and accessibility of services to the community. However, its implementation needs to pay attention to the challenges and ensure the infrastructure, resistance to change and lack of training. Digital governance refers to the use of technology to improve the delivery of public services and the relationship between citizens and government. It involves the use of digital technologies such as the internet, mobile devices, and social media to improve communication between citizens and the government, increase transparency in government operations, and improve the efficiency of public services (20).

The methodology of SIMRS Prototype Development at Syekh Yusuf Hospital, Gowa Regency in doing what can be used, namely Rapid Application Development (RAD) provides the possibility of rapid development and implementation of system results faster and more flexibly. Rapid Application Development (RAD) is a software development methodology that focuses on rapid development, continuous iteration, and direct feedback from users. This approach is very suitable for the development of the SIMRS Information System at Syekh Yusuf Hospital because it provides high flexibility and allows for rapid system adaptation to the ever-evolving needs of users. The steps of developing SIMRS with the RAD approach include (1) Planning and identification of user requirements, (2) Design and development of prototypes, (3) Prototype testing, (4) Implementation and improvement of prototypes, (5) System implementation in hospitals (21).

The use of Rapid Application Development (RAD) in the development of SIMRS offers various advantages that are very relevant for hospitals such as Syekh Yusuf Hospital, which requires technology solutions that are fast, flexible, and can be adapted to operational needs. In the development of SIMRS at Syekh Yusuf Hospital, the use of Rapid Application Development (RAD) with a focus on prototypes, iteration, and user engagement, RAD enables faster system development and in accordance with the hospital's operational needs. RAD offers many advantages, such as speed of development, flexibility, user engagement, risk reduction, cost efficiency, and increased user satisfaction. RAD allows hospitals to have systems that are quickly implemented and easily adapted to evolving needs. This approach also allows the



implementation of information technology that is more effective in improving health services to the people of Gowa Regency (22).

## 5. Discussion

### Public Services in the Health Sector Based on E-Government

Based on the findings of the researcher, the implementation has been successful in accordance with the public services used by the researcher is the SERVQUAL indicator proposed by Zeithaml, namely the indicators tangible, reliability, responsiveiveness, assurance, and empathy. The following is an explanation of service quality based on the five indicators of public service quality. The following is a brief explanation of some of the dimensions that are generally found in the framework of public service work:

- a. Tangible in the concept of this research is based on physical evidence indicators, the existence of supporting facilities and infrastructure in services. The community as service recipients have felt facilitated in terms of providing health services at the hospital so that it is easier to carry out examination services both inpatient and inpatient. Public facilities in particular have not been optimal in accommodating the community in meeting the expectations and needs of the community. This is shown based on aspects in terms of quality and quantity. e-Government-based healthcare services that use SIMRS on a tangible dimension not only include visible equipment and infrastructure, but also include physical elements that improve patient comfort and hospital operational efficiency. This system allows the service process to be more structured, fast, and accurate, and has a direct impact that can be felt by patients, medical personnel, and hospital management. These tangible aspects include hardware, service facilities connected to the system, and real improvements in the quality of service, which ultimately have an impact on patient satisfaction and hospital operational efficiency (23).
- b. Reliability is important in measuring the reliability of the service provider in providing services to service recipients. From the results of the research that has been carried out, the reliability of Syekh Yusuf Hospital, Gowa Regency in providing services is shown by the management of patient data that has been running in accordance with the service procedures that have been set. The services provided are in accordance with the applicable service procedure standards. This dimension emphasizes the importance of one's reliability in providing services. This includes consistency in providing services, the accuracy of the information delivered, the reliability of the system or process used, and the certainty that promises or commitments given to the community can be fulfilled. The reliability aspect in e-government-based hospital services is very important to ensure that the technology used



- supports the quality of medical services and patient comfort. By using SIMRS to ensure a reliable, safe, consistent, and efficient system, hospitals can provide better services, reduce medical errors, and improve patient satisfaction. In addition, the reliability of the system also facilitates coordination between medical personnel and improves the management of patient health data more timely and accurate.
- c. Responsiveness is an indicator used to see service providers to customers in a process in service. Responsiveness can be measured through how quickly and accurately the officer provides services according to the patient's expectations and needs. This includes various aspects, such as the provision of information, medical services, and the resolution of problems or complaints faced by patients or the service user community. From the results of the research carried out, responsiveness in health services at the Syekh Yusuf Hospital, Gowa Regency shows good quality in responding to the needs and expectations of the community. The use of technology such as SIMRS, which simplifies the service process, is very helpful in accelerating patient responses. Although there are several challenges related to the understanding of the system by the health center, the quick and efficient responsiveness of medical officers is the main factor in improving service quality and patient satisfaction. Therefore, it is important for every health service organization to continue to improve the responsiveness of medical personnel and paramedics so that services can continue to develop and meet community expectations (24).
  - d. Assurance is the ability of service providers to develop a sense of trust and confidence in potential users of a service. The assurance dimension in healthcare refers to the ability of organizations to provide trust and confidence to patients and medical personnel regarding the quality, safety, and reliability of the systems and services provided. In the context of healthcare services, especially those based on SIMRS, the assurance dimension is essential to ensure that patient data is well protected and that the services provided comply with high quality standards. This is shown by the officers who have an important role to ensure that the services provided are not only fast and precise, but also safe and reliable. With robust security features such as data encryption, user authentication, and audit logs, SIMRS can provide patients and medical personnel with a sense of security that medical data is well protected. This trust not only increases patient satisfaction but also supports the achievement of high quality and safety standards in healthcare services.
  - e. The empathy dimension in healthcare is an important aspect that affects how patients are treated and how they experience treatment. Empathy involves the ability of medical personnel to understand and feel patients' experiences and feelings, appreciate their life contexts, and respond in a supportive and caring way. In the context of health services, the empathy dimension focuses on paying attention to the emotional, psychological, and physical needs of patients by providing a responsive and understanding response. This is shown by the fact that service officers in health services, especially those based on SIMRS,



are very important in creating a positive experience for patients. With the ability of medical personnel to listen, understand, and respond with full attention, patients feel valued and more comfortable in the treatment process. The use of SIMRS allows medical personnel to focus more on the emotional and psychological needs of patients, as efficient administration allows more time to provide the necessary attention. Thus, the empathy dimension not only improves communication but also improves the overall quality of health services (25).

E-government-based health services refer to the application of information and communication technology (ICT) to improve the quality and efficiency of health services through an electronic government system. In this context, *e-government* refers to the use of digital technology by government agencies to manage and provide services to the community, including in the health sector. *E-government* allows for closer collaboration between government agencies, hospitals, clinics, and private healthcare providers. It strengthens the integration of the national health care system and expands the scope of health services provided (26).

The implementation of e-government-based health services at Syekh Yusuf Hospital can bring a significant improvement in the quality of services for outpatients, inpatients, and emergency rooms. Technologies such as electronic medical records, online queuing and registration systems, *telemedicine*, and data management systems will improve efficiency, reduce wait times, facilitate access to information, and improve coordination between medical personnel. That way, hospitals can provide faster, more transparent, and quality services to patients.

The implementation of e-government-based health services at Syekh Yusuf Hospital, Gowa Regency supports the creation of more efficient, transparent, and high-quality services, the application of public service theories regarding communication, resources, organizational structures, and procedures, as well as service quality theories from Parasuraman and others, hospitals can utilize technology to improve the quality of health services to the community. Thus, *e-government-based services* help Syekh Yusuf Hospital to provide services that are faster, more affordable, and in accordance with the needs of the community, while increasing transparency and accountability (27).

Patient data management emphasizes the importance of efficient information and management systems to support quality health services. In the context of hospitals, patient data management refers to the way hospitals collect, store, process, and access medical and administrative information related to patients. Implementation of a more efficient and organized hospital management information system. With a good data collection, processing, storage, distribution, and security system, hospitals can provide better quality and timely health services. Good data management also supports accurate data-driven medical decision-making, as well as improves patient satisfaction and hospital operational efficiency.

Health services are one of the important public service fields and are regulated in this Law, considering that health services are a basic right of every individual that must be guaranteed by the state. The following is a discussion related to health services in the context



of Law No. 25 of 2009 concerning Public Services. Public Service emphasizes the importance of quality, transparency, accountability, and fairness in the delivery of services. This law provides a legal basis to ensure that people obtain quality, affordable, and timely health services. With clear regulations on people's rights and obligations, as well as strict supervision, it is hoped that health services in Indonesia can improve, providing benefits for all parties involved (1).

### Prototype of an E-Government-based Public Service Model for the Health Sector at Syekh Yusuf Hospital, Gowa Regency

Based on the results of research that has been carried out in general, health services at Syekh Yusuf Hospital, Gowa Regency have shown progress, especially with the application of *e-government-based* technology, but there are still shortcomings that need to be addressed immediately. The main obstacles include limited facilities, network instability, limited understanding of the system by users, suboptimal data privacy protection, and high workload of medical personnel. These factors affect the efficiency and quality of service in various dimensions, such as *tangible, reliability, responsiveness, assurance, and empathy*. Therefore, strategic steps are needed so that health services at Syekh Yusuf Hospital can be more efficient, effective, and of high quality, in accordance with community expectations.(2)

"Novelty Prototype of Health Service Model at Syekh Yusuf Gowa Hospital with the Concept of Digital Innovations", we can string the main letters of the keywords in a way that reflects the core of the concept. Novelty of Research with the HEART Approach on the Prototype of a Health Service Model at Syekh Yusuf Gowa Hospital. The HEART approach in this study provides significant novelty in the management of health services at Syekh Yusuf Gowa Hospital by integrating Digital Innovations. The novelty lies in the application of the main elements in the acronym HEART, which involves the application of advanced technology to improve service quality, efficiency, and provide a better experience to patients. Here is a chart illustrating HEART's approach to healthcare innovation.

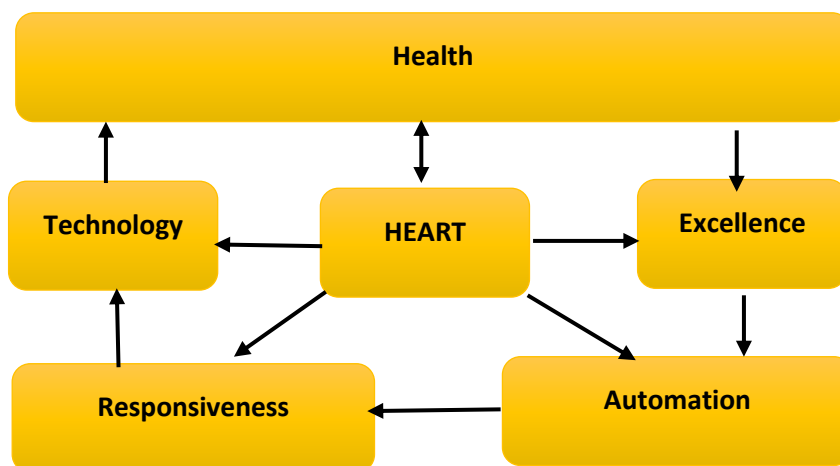


Figure 1 Prototype of the Health Service Model of Syekh Yusuf Hospital



Source: Processed Researcher, 2024.

**HEART** in the context of healthcare can be seen from the application of principles that integrate advanced technology, improve operational efficiency, and focus on a better patient experience. Here are the novelties of each **component of HEART**:

**H: Health** – Focus on patient health as a top priority in service.

A novelty in this approach is the emphasis on *holistic health*, which focuses not only on the treatment of diseases, but also on prevention efforts and long-term health care. More proactive health care, which prioritizes the quality of life of patients, is a top priority in every interaction.

**E: Excellence** – Creating high-quality services and recognized medical standards.

A novelty in the concept of **excellence** is the emphasis on evolving medical standards and scientific evidence-based. In an increasingly complex environment, **Excellence** leads to the application of internationally recognized best medical practices, as well as the continuous development of the skills and competencies of medical personnel.

**A: Automation** – Using technology to automate administrative and maintenance processes.

The novelty here is the application of automation through technology to reduce administrative burden and increase efficiency in the treatment process. The use of AI-based software or systems to manage patient data, schedule arrangements, and the insurance claims process can make it easier for medical staff and reduce human error, thereby speeding up services.

**R: Responsiveness** – Technology that allows for rapid response to patient needs.

**Technology-enhanced responsiveness** allows for faster response to patient needs. The use of mobile applications, telemedicine, or cloud-based systems that allow direct interaction between patients and medical personnel in real time, creates faster services that meet the needs of patients.

**Q: Technology** – The application of advanced technologies, such as IoT and EHR, to support better health management.(3)

The application of **technologies** such as **IoT (Internet of Things)** and **EHR (Electronic Health Records)** is a major novelty in more sophisticated health management. This technology allows real-time monitoring of patient health, secure medical data sharing, and more efficient information management. This not only improves the quality of care, but also speeds up the diagnosis and treatment process.

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