

An Analysis of the Use of the Simlinmas Application as an Innovation in Digital Reporting on Public Order and Safety

Zidan Fawadjidahu*, Siti Khumayah

Universitas Swadaya Gunung Jati, Indonesia

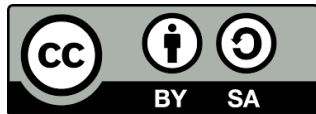
Email: zidanfawadjidahu@gmail.com*, siti.khumayah@ugj.ac.id

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Abstract

The government is exploring digital innovations in public service delivery, particularly in maintaining public order and safety, in response to advancements in information technology. One such innovation is the Simlinmas application, a digital platform for reporting public order and safety issues. This study aims to examine the use of the Simlinmas application as an e-government-based innovation in public service delivery, identify the factors influencing its adoption, and evaluate its contribution to enhancing public participation and service effectiveness. This study employs a descriptive qualitative approach using secondary data obtained through a literature review. The analysis is guided by Everett M. Rogers' (2003) Diffusion of Innovations Theory. The findings indicate that the Simlinmas application offers several advantages over conventional reporting systems, particularly in terms of reporting speed, accessibility, and transparency in report follow-up procedures. From the perspective of innovation diffusion attributes, the primary factors influencing adoption are ease of use (complexity), compatibility with community needs, and perceived benefits (relative advantage). However, disparities in digital literacy, insufficient public outreach initiatives, and inconsistent institutional responses to submitted reports remain significant barriers to adoption. These findings suggest that the Simlinmas application represents a relevant and strategic innovation that supports the digital transformation of public order and safety services. To optimize its utilization, it is essential to expand public outreach and digital literacy initiatives, strengthen data security measures, and reinforce the government's commitment to providing timely, transparent, and accountable responses to all reports received.



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INTRODUCTION

Advances in information and communication technology (ICT) have brought about substantial changes in public service delivery, particularly through the introduction of e-government (Alotaibi, 2020; Bertot et al., 2016). To provide faster, more transparent, and more participatory services, the government must pursue innovations, including those related to public order and safety (keamanan dan ketertiban masyarakat, or kamtibmas). One such innovation is the use of digital applications that enable citizens to report public order and safety disturbances in real time (Fatimah, 2019).

The implementation of e-government, which involves the use of information technology to improve the quality of interactions between citizens and the government, represents a tangible example of this transformation. Through this approach, bureaucracy functions not merely as an administrative mechanism but also as a participatory bridge connecting citizens and the government (Saputro, 2023).

According to the Ministry of Home Affairs, the SIMLINMAS (Sistem Informasi Perlindungan Masyarakat, or Community Protection Information System) application is a digital innovation that facilitates online and integrated reporting of public order disturbances. The system aims to enhance community safety, promote more responsive coordination, and accelerate information exchange between citizens and relevant public safety authorities.

The Simlinmas application was developed as a digital innovation to facilitate public reporting of disturbances affecting community safety and public order. The digitalization of this reporting system is expected to improve the responsiveness of public safety authorities, streamline bureaucratic procedures, and encourage community participation in maintaining public safety. This approach aligns with the concept of digital community policing, which emphasizes the use of technology to strengthen interactions and cooperation between communities and public safety authorities (Korteland & Bekkers, 2007).

Simlinmas is an application designed to provide up-to-date information about local surroundings, including important events and current community conditions. The application offers several features, including the submission of reports and the Merdeka Belajar feature, which provides information and insights relevant to the community (Aguarón et al., 2022; Aleisa, 2024a; Alshehrei, 2023).

This study employs the Diffusion of Innovations Theory proposed by (Rogers, 2003). Rogers explains that innovation diffusion is the process through which an innovation is communicated via specific channels over time among members of a social system. The rate of innovation adoption is influenced by five key attributes: relative advantage, compatibility, complexity, trialability, and observability (Rogers, 2003).

Conventional reporting systems are frequently perceived as ineffective. Manual reporting procedures can delay incident processing and result in inadequate systematic documentation because they are labor-intensive, time-consuming, and dependent on citizens' physical presence at relevant government offices. These limitations present significant challenges, particularly because disturbances affecting public order and safety require prompt and appropriate responses to prevent escalation into more serious problems (Hasanah et al., 2024).

Previous studies have examined digital innovation in public services through an e-government perspective. Research on digital transformation indicates that the use of information technology in public administration can improve efficiency, transparency, and the quality of services delivered to citizens. The concept of e-government is recognized as a form of public sector innovation that facilitates the transition from conventional service systems to digital systems that are more flexible and responsive to public needs. Furthermore, research on digital public service innovation emphasizes that technological innovation involves not only the adoption of digital systems or applications but also changes in public engagement, communication patterns, and governance practices (Risnandar, 2014).

Several studies have examined digital community policing, particularly the use of technology to strengthen cooperation between communities and law enforcement agencies in maintaining neighborhood safety. Their findings indicate that digital reporting systems can expand public access to reporting channels and accelerate institutional response times.

However, research on digital transformation has also identified challenges, including disparities in digital literacy, resistance to change, and concerns regarding data security.

Nevertheless, most previous studies have focused on the implementation of e-government in general or at the macro-policy level. Research specifically examining the local implementation of digital applications for reporting public order and safety disturbances remains limited. Furthermore, the adoption of public safety applications within specific social contexts has not been extensively examined using Everett M. Rogers' (2003) Diffusion of Innovations Theory. This theoretical framework is essential for understanding how individuals accept, use, or reject innovations based on their perceptions of relative advantages, compatibility, ease of use, and complexity (Rogers, 2003).

Given these circumstances, a comprehensive examination of the Simlinmas application's use as an innovation in public order and safety reporting from the perspective of innovation diffusion remains necessary. Beyond examining the application as a technological product, this study investigates its adoption process, level of acceptance, and factors influencing its use within the community's social structure.

This study aims to evaluate the use of the Simlinmas application as a digital public service innovation for reporting public order and safety disturbances, identify its advantages and implementation challenges, and explain the innovation adoption process using the Diffusion of Innovations Theory. The study is expected to contribute theoretically to the literature on public service innovation and practically by providing recommendations for the government to improve the effectiveness of digital public safety services.

Public expectations and behaviors regarding government services continue to evolve alongside advancements in information technology. Fast, transparent, and easily accessible digital services are becoming increasingly common. However, several public service sectors, including community safety reporting, have struggled to keep pace with these developments. The need for digital innovation arises from the gap between the capabilities of existing service systems and the evolving demands of citizens. From an e-government perspective, the use of information technology represents a crucial strategy for improving public service quality and strengthening relationships between citizens and the government.

Advances in information and communication technology have significantly transformed public service systems, including those related to public order and safety. Governments are increasingly expected to deliver innovative services that are not only fast and efficient but also transparent and participatory.

In this context, the Simlinmas application has been introduced as an e-government innovation designed to facilitate digital reporting of public order and safety disturbances. The application is expected to provide an alternative to conventional reporting systems, which have often been considered ineffective because of lengthy procedures, inadequate systematic documentation, and reliance on face-to-face communication (Fransiska et al., 2026; Haug et al., 2024; Hussain & Suryaningrum, 2026; Novianto, 2023).

Although the Simlinmas application has been introduced as a digital reporting platform, a fundamental question remains regarding the extent to which it is actually used by the public. The level of utilization serves as a key indicator of whether this innovation functions merely as a formal policy initiative or has been actively integrated into public service practices.

Furthermore, understanding public perceptions of the application is essential, particularly when examined through the five innovation attributes identified by Everett M. Rogers (2003): relative advantage, compatibility, complexity, trialability, and observability. Perceptions of these attributes may significantly influence the acceptance and continued use of the application in everyday life (Aleisa, 2024b; AlShehhi & Tipu, 2023; Escobar et al., 2023; Faizilla & Zahrati, 2026).

Given these circumstances, this study seeks to examine the extent to which the Simlinmas application is utilized as an e-government innovation for reporting public order and safety disturbances. Additionally, it aims to explain the innovation adoption process based on the stages outlined in the Diffusion of Innovations Theory and identify the factors that facilitate or hinder the application's adoption and use (Rogers, 2003).

Under these conditions, comprehensive research examining the use of the Simlinmas application as an innovation in public order and safety reporting from the perspective of innovation diffusion remains limited. In addition to examining the application as a technological product, this study investigates the adoption process, level of acceptance, and factors influencing its use within the community's social structure. Specifically, this study aims to evaluate the Simlinmas application as a digital public service innovation for reporting public order and safety disturbances, identify its advantages and implementation challenges, and explain its adoption process using the Diffusion of Innovations Theory. The findings are expected to contribute to the theoretical development of research on public service innovation and provide practical recommendations for the government to enhance the effectiveness of digital public safety services (Prasetyo et al., 2026; Saleh et al., 2024; Wujarso et al., 2026; Zubaidah et al., 2026).

METHOD

This study employed a descriptive qualitative case study design to examine users' perceptions, experiences, and interpretations of the SIMLINMAS digital reporting system. The research focused on the application's adoption and use in public order and safety reporting, emphasizing actual implementation practices and user experiences.

The study was conducted at the Civil Service Police Unit (Satuan Polisi Pamong Praja, or Satpol PP) in Cirebon City, Indonesia, which served as the primary implementing agency for the SIMLINMAS program. Cirebon City was selected because it had implemented a digital reporting system for public order and safety management. The research was conducted from October 2025 to March 2026, covering data collection, analysis, and report preparation.

The research participants consisted of Satpol PP officers, Community Protection Unit (Satuan Perlindungan Masyarakat, or Satlinmas) personnel, and community members who used the SIMLINMAS application. Primary data were collected through interviews with Mr. Satria Pramuwidhi, Head of the Community Peace and Public Order Development Section of the Cirebon City Satpol PP, and Mr. Dwi Prasetyo, a member of the Cirebon City Satlinmas, as well as through participatory observations. Supporting data were obtained from application reporting records, usage statistics, Ministry of Home Affairs policy guidelines, and relevant academic literature on e-government and public service innovation.

Data credibility was assessed through source and methodological triangulation. Source triangulation involved comparing information obtained from application users, Satlinmas personnel, and local government officials responsible for managing SIMLINMAS. Methodological triangulation involved cross-checking interview findings against observational records and supporting documentation, including application usage reports and system screenshots, to identify consistencies and discrepancies across data sources.

The credibility of the findings was further strengthened through member checking, in which informants were asked to review interview summaries and preliminary findings to verify their accuracy and clarify potential misunderstandings. Prolonged engagement and repeated field observations were also conducted to examine application usage patterns, institutional responses to submitted reports, and community participation in digital public safety reporting.

RESULTS AND DISCUSSION

Two key informants, Mr. Satria Pramuwidhi, Head of the Community Peace and Public Order Section of the Cirebon City Satpol PP, and Mr. Dwi Prasetyo, a member of the Community Protection Unit (Satlinmas) of the Cirebon City Satpol PP, were interviewed in-depth for this research. The purpose of these interviews was to directly examine how policymakers and field staff utilise the Simlinmas application



Figure 1. In conversation with Mr. Satria Pramuwidhi on the Public Order and Security Agency's initiatives to simplify public safety and order reporting

According to the interview, Mr. Satria Pramuwidhi clarified that the local government's desire to increase the efficiency of monitoring and reporting on disruptions to public order and safety was the driving force behind the Simlinmas app's deployment. He claims that before to the launch of the app, reports from the general public were often sent manually through the

sub-district office or straight to the Satpol PP office. This procedure was frequently laborious and improperly recorded.

The Simlinmas app is also a tool to boost community involvement in upholding public peace and order, Mr. Satria Pramuwidhi said. The people is now seen as active players who report possible security dangers in their neighbourhoods rather than just as the target of security efforts. This is in line with the Cirebon City Satpol PP's objective of creating a cooperative community security system between the people and the government. He did concede, though, that app adoption is still unequal, especially among people with low levels of computer literacy.



Figure 2. In conversation with Mr. Dwi Prasetyo (Reporting System in the Application)

The Simlinmas app is very useful for Linmas in monitoring and reporting on local security circumstances, according to Mr. Dwi Prasetyo, a Satlinmas member who is actively involved in field operations. Reports on small occurrences like neighbourhood disputes, disruptions to public order, or possibly conflict-causing activities may be received more promptly and correctly using the app. Coordination between Satlinmas, Satpol PP, and other pertinent parties is also made easier by information obtained via the app.

Mr. Dwi Prasetyo highlighted a number of ongoing challenges from the viewpoint of field workers. The fact that not all Linmas members and community members are yet acclimated to utilising digital apps is one of the primary obstacles. The best usage of the Simlinmas program is further hampered by inadequate supporting infrastructure, such as devices and internet access in some places. Because of this, reports are still sent manually, which means the application's potential as an integrated reporting system has not yet been completely realized.

The interview findings show that the Simlinmas app fulfilled the criterion of relative advantage since it provides more convenience and speed than traditional reporting methods, which is consistent with Everett M. Rogers' (2003) theory of the Diffusion of Innovations. However, there are still issues with users'—public and official—adaptation to digital technology in terms of compatibility and complexity. The adoption phase of this invention is also impacted by a lack of outreach and continuing support.

The discussion's findings show that the Simlinmas app has a lot of promise as a digital innovation for Cirebon City's public safety and order reporting. This software can promote

community involvement and increase the effectiveness of law enforcement personnel. The Simlinmas app has a lot of promise as a digital innovation for reporting public order and safety in the city of Cirebon, according to the discussion's overall findings. This software can promote community involvement and increase the effectiveness of law enforcement personnel.

There are still a lot of problems in the way of using the Simlinmas app to facilitate reporting on public safety and order. The public's low levels of digital literacy, a lack of marketing on the app's features and usage, restricted internet access in some places, and a subpar response to reports made via the app are some of these issues. Due to these circumstances, the Simlinmas app's promise as a digital reporting platform has not been fully realised.

In order to overcome these issues, the local government is working with local administrative authorities and the Civil Service Police Unit (Satpol PP) to make sure the app is utilised more efficiently. Increasing public awareness through community gatherings, Civil Defence (Linmas) training sessions, social media, and the distribution of educational materials like banners, pamphlets, and posters is one such initiative. In order to encourage people to utilise the Simlinmas app when they come across disruptions to public order and security, these outreach initiatives seek to increase public awareness of its capabilities, advantages, and usage processes.

Through training and technical assistance, the government is also attempting to increase the capability of its human resources, especially operators and members of the Community Protection Unit (Linmas). The training focuses on how to utilise the program, how to verify reports, and how to promptly and accurately handle complaints. It is anticipated that as these employees grow more skilled, service delivery will become more efficient, boosting public confidence in the digital reporting system.

Improving cooperation between authorities that handle reports, including the Satpol PP, subdistrict governments, urban village governments, and neighbourhood security (Linmas) units at the neighbourhood level, has been another attempt. Every report is sent to the proper authorities according to the kind of concern reported thanks to efficient coordination. This is essential for accelerating follow-up activities and preventing report handling delays, which might lower public satisfaction.

While trying to reduce the number of technical problems that users encounter, the app's administrators continue to carry out maintenance and system enhancements. The app's user interface, stability, data security, and server performance optimisation have all been improved to make it easier and faster to access.

Besides this, the government promotes public involvement by offering a number of avenues for feedback, criticism, and recommendations on how to use the Simlinmas app. The basis for enhancing the service so that the app can better fulfil the requirements of the general public is periodic evaluations based on user input. The concepts of e-government, which place the public as the main consumers of information technology-based government services, are consistent with this participatory approach.

Analysed in the prism of Everett M. Rogers' Theory of Innovation Diffusion, these initiatives are tactics to quicken the process of adopting new ideas. While training and mentoring support the stages of persuasion and decision-making, outreach and education

contribute to the public's increased awareness of the innovation; in the meantime, enhancing the application's quality and promptly addressing reports are elements that motivate the public to proceed to the stages of implementation and confirmation. The possibility that the Simlinmas application will be successfully adopted increases with the perceived advantages to the public (relative advantage), the program's ease of use (low complexity), and its compatibility.

Including village officials, RT/RW heads, members of the Civil Defence (Linmas), Community Police Officers (Bhabinkamtibmas), Military Village Officers (Babinsa), and community leaders. The participation of these different stakeholders may broaden the scope of outreach initiatives, boost user confidence in the app, and promote a more active reporting culture. Working together effectively will also speed up the follow-up procedure for each report that is received, enabling the public to see the real advantages of using the app..

One operational illustration of how e-government is being used in the public order and safety sector is the Simlinmas app. The public may easily submit recorded information on security events using this app, which functions as a digital reporting platform. Simlinmas provides simpler access, more time efficiency, and more organised record-keeping of reports than traditional reporting methods, which require the public to physically attend law enforcement offices or submit reports personally

Rogers' Theory of Innovation was used for analysis. Five innovation qualities may be used to understand diffusion and the Simlinmas app's uptake. First, in terms of relative advantage, this app has advantages including quicker communication, simplicity of reporting, and the ability to make follow-up activities on reports more transparent. These advantages are the main reasons why people are using the app. Second, in terms of compatibility, the Simlinmas app is said to be well-suited to the requirements of contemporary society, which has become accustomed to utilising digital gadgets on a regular basis. However, consumers' social backgrounds and degrees of digital literacy have a significant impact on this degree of compatibility.

Third, the success of the application's adoption is largely dependent on its complexity, or how simple it is to use. Public adoption of the program will rise if its features and interface are simple to comprehend. On the other hand, the public will often be unwilling to utilise the system if they believe it to be complicated or unclear. Fourth, in terms of trialability, the public will adopt an app faster if it can be tested out without a complicated process. Initial use and registration simplicity are crucial components of this phase. Fifth, observable outcomes—like authorities responding quickly to public reports—will boost confidence and promote broader use.

The Simlinmas app's implementation currently confronts a number of challenges despite its enormous promise. The public's unequal level of digital literacy is one of the major issues. Not every citizen has the knowledge or resources needed to utilise digital technology to its fullest potential. Additionally, because security reports are frequently sensitive in nature, confidence in data security is also a challenge. The app's ongoing use also depends on how consistently government officials respond.

The availability of technology infrastructure, local government policy support, and officials' dedication to following up on reports are all factors that contribute to the Simlinmas app's deployment. Increasing public awareness of and interest in the app is also greatly aided

by effective public outreach. Establishing a computerised, participatory security reporting system requires cooperation between the public and the government.

This conversation shows that the Simlinmas app is a public service innovation that is extremely pertinent to assisting with the digital transformation of public safety and order. The quality of the technology employed, institutional and societal preparedness, and the government's dedication to provide responsive and accountable services all play a role in how successfully it is implemented. The Simlinmas app has the potential to be a successful example of digital innovation for bolstering local community safety systems with the right management.

In the process of providing as an example of how technology is used in public services, the Simlinmas app also shows that the City of Cirebon is moving toward a more flexible and collaborative approach to public safety governance. A shift toward a collaborative e-government model is demonstrated by the integration of the public as reporters and law enforcement officials as responders through a digital system, where effectiveness is now evaluated not only by response speed but also by the consistency of follow-up and the calibre of two-way communication.

CONCLUSION

This study demonstrated that the implementation of the Simlinmas application as an innovation in digital reporting of public order and safety provided several benefits to public service delivery. Compared with conventional reporting methods, the Simlinmas application facilitated faster complaint submission, more systematic incident documentation, and greater transparency in reporting procedures. These improvements were reflected in more effective communication between citizens and public officials and the availability of traceable reporting records that enabled users to monitor the status of their submissions.

Based on Everett M. Rogers' Diffusion of Innovations Theory, the findings indicated that relative advantage was a key factor influencing application adoption. Individuals who perceived tangible benefits, such as the convenience of submitting reports without visiting government offices and the possibility of receiving faster responses, were more likely to use Simlinmas. Regarding compatibility, the application was perceived as meeting the needs of modern society, particularly among individuals familiar with smartphone technology. However, disparities in digital access and literacy among certain community groups limited its widespread adoption.

The findings also indicated that perceived complexity, particularly the simplicity of reporting procedures and ease of use, influenced application adoption. Users were more inclined to adopt a system when they perceived its procedures as straightforward and accessible. Conversely, technical difficulties and poorly understood features hindered adoption. Regarding observability, visible follow-up actions on submitted reports strengthened users' trust and encouraged continued application use. Prompt and transparent responses from relevant authorities were therefore important indicators of the innovation's effectiveness.

The study identified three primary barriers to the implementation of the Simlinmas application: disparities in digital literacy, insufficient public outreach, and inconsistent government responses to submitted reports. These challenges limited the application's accessibility and prevented its full utilization across different community groups. The findings

suggested that successful digital innovation depended not only on technological accessibility but also on social readiness and institutional capacity.

Furthermore, the findings indicated that the Simlinmas application contributed to increased community participation in maintaining neighborhood safety, although continued digital literacy programs and public outreach initiatives were necessary to encourage broader engagement. The local government's commitment to data protection and timely responses to submitted reports also emerged as an important factor in strengthening public trust in the reporting system.

By integrating the Diffusion of Innovations Theory with digital reporting practices related to public order and safety (*keamanan dan ketertiban masyarakat*, or *kamtibmas*), this study contributed to the literature on digital public service innovation and provided practical recommendations for developing more effective, responsive, and participatory public safety services.

The primary objective of this study, which was to examine the use of the Simlinmas application as an innovation in digital reporting of public order and safety, was achieved. The findings indicated that the application facilitated faster, more convenient, and systematically documented report submissions. Compared with conventional reporting methods, the application also improved communication between citizens and public safety authorities, enabling more efficient reporting of disturbances affecting public order and safety.

The second objective, which was to examine the adoption of the Simlinmas application using Everett M. Rogers' Diffusion of Innovations Theory, was also achieved. The findings indicated that several innovation attributes, particularly relative advantage, compatibility, complexity, and observability, influenced public adoption. Perceived benefits, ease of use, compatibility with user needs, and visible follow-up actions encouraged individuals to adopt and continue using the application.

Additionally, the study identified several factors that facilitated or hindered the adoption of the Simlinmas application. Facilitating factors included the increasing use of digital devices among community members, local government commitment to providing digital reporting services, and support for information technology development. Conversely, barriers included limited digital literacy among certain population groups, insufficient public outreach, inadequate technological infrastructure in some areas, and inconsistent responses to reports submitted through the application.

The findings further demonstrated that the implementation of the Simlinmas application contributed to a transition from conventional complaint-handling procedures toward a more efficient digital reporting system. Although application utilization had not reached its full potential, users reported that it simplified report submission, facilitated access to information regarding follow-up actions, and reduced the time and costs associated with in-person reporting.

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CONFLICT OF INTEREST

The authors declare that there are no conflicts of interest related to the conduct of the research, preparation, or publication of this article.

AUTHOR CONTRIBUTIONS

All authors contributed to the preparation of this article. Zidan Fawadjudahu and Siti Khumayah, was responsible for the conceptualization of the study, data collection and analysis, interpretation of the results, and manuscript preparation. The other authors contributed to the review, editing, and final approval of the manuscript.

GENERATIVE AI STATEMENT

The authors declare that no generative artificial intelligence was used in the preparation of this article.

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