
Handling Public Emergencies Through E-Government Platform in Cirebon City

Anisa Halimatusa'Dia¹, Buser², Moh. Taufik Hidayat³, Yanto Heryanto⁴

Universitas Swadaya Gunung Jati Cirebon

Email: halimatusadiaanisa@gmail.com¹, buser709@gmail.com²,
moh.taufik.hidayat@ugj.ac.id³, yanto.heryanto@ugj.ac.id⁴

Abstract

E-Government is one of the solutions in improving public services based on better governance and to improve government performance, e-government-based information and communication technology is needed. Call center 112 is one of the public service innovations in handling emergencies in Cirebon City. The purpose of this study is to find out how emergency management is handled through the standby 112 e-government platform in Cirebon City and to expose how e-government is applied in Cirebon City through Five indoctrinators from the Nogrased Theory, namely (1) Technology, (2) Process, (3) Human, (4) Organizational Culture, (5) Organizational Structure. The research method used is the Qualitative Descriptive Method, the data collection techniques used are interviews, literature, and documentation. Data analysis is carried out through 3 stages, namely Data Reduction (Simplification), Data Disclosure (Presented), and Verification or Drawing Conclusions. The results of this study show that the handling of Emergencies through the E-government Siaga 112 Platform in Cirebon City has been shown by the cooperation in the field of technology with PT. Jasnita although there are still obstacles in the field such as poor signals, in addition to that there needs to be re-socialization so that the public knows and understands related to the 112 alerts in the event of an emergency in Cirebon City.

Keywords: *E-government, emergency, standby 112*

Corresponding Author; Yanto Heryanto
E-mail: yanto.heryanto@ugj.ac.id



INTRODUCTION

The progress of the times accompanied by the development of advanced technology makes it easier for some humans to carry out various activities (Santos, 2021). By utilizing technology, especially information technology, a person can send messages to others over long distances (Burholt et al., 2024). Currently, information technology is not only used for information exchange, but information technology can also be used, for example in the fields of education, business, public services, and others (Camngca et al., 2024). This shows that information technology can be used in various fields of interest (Szymkowiak et al., 2021). Many agencies are looking for the convenience of information technology to support their work programs (Alimova, 2024). Communication technology plays a very important role in government institutions (Behera et al., 2024). The government is an institution that is directly related to the community and is trusted by the community to achieve its goals, and vice versa (Šaparnienė et al., 2021).

Information and communication technology has provided solutions to improve the performance of management-based public services and better e-governance (Bokhari & Myeong, 2022). The goal of e-governance is to improve administrative efficiency in public relations (Nwinyokpugi & Bestman, 2020). Information and communication technology based on e-governance is needed to improve government performance. The first step in implementing e-government in the government is through the internet, the creation of websites, applications, and information systems designed by each region and city. Thus, it can be concluded that e-government is a digital service provided by city and district governments that aims to use and utilize telematics to improve public services quickly and reduce administrative costs, provide better services to the community, and allow public access to information and make government governance more accountable and transparent to the community, especially the city of Cirebon (Pebriana et al., 2021). The application of this technology also requires the support of all resources to support the use of technology in the era of digitalization. The community believes that the government serves the interests of the community. With the development of time, changes made in community governance are increasing. One of the things that is now a problem between the community and the government is public services (Erica Gabrielle Tularang et al., 2022). Service can be interpreted as the activities of a person, group, and/or organization/institution that it serves (Heriyanto, 2014). The community always demands the government for the quality of public services provided to the community. On the other hand, emergencies such as natural disasters, accidents, fires, and so on can occur anytime, anywhere. Situations like this require quick handling to minimize damage and protect public safety.

Thus, the government must be quick to respond to existing problems. Cirebon City is one of the cities that has a large population with an average population of 350,000 people according to (data.cirebonkota.go.id). The more people in the area, the more demand for the quality of public services to the government. Therefore, the government must really carry out public services that are oriented to the satisfaction of its people. One of the efforts of the Cirebon City government regarding public services is the holding of emergency complaints 112. Based on the Regulation of the Minister of Communication and Information Number 10 of 2016 concerning Single Number Services for Emergency Calls. (Indonesian government regulation, 2016)

Based on Cirebon Mayor Regulation No. 32 of 2018 Article 1 the Emergency Call Single Number Service 112, hereinafter referred to as Cirebon Siaga 112, is a community complaint service center through the 112 telephone number where callers can ask for help or provide information related to emergencies without being charged a call fee. This type of Cirebon Siaga 112 service is based on Cirebon Mayor Regulation No. 32 of 2018 Article 6 as follows a). Emergency ambulance service requests; b). Request for human rescue; c). Fire handling; d). Handling riots; e). Handling health problems; f). Accident handling; g). Handling of criminal acts and/or criminal acts; h). Handling of wild or venomous animals; i). Natural disaster management; j). Handling violence against women and children; k). Handling security and public order disturbances; l). Handling of electricity, gas, and drinking water networks; and m). Handling of other emergencies determined by the Regional Government. (Government Regulation of the Republic of Indonesia, 2018) (Government Regulation of the Republic of Indonesia, 2018)

Before there was an emergency number of Cirebon 112, Cirebon residents did not know where to report in the event of an emergency. Because of the many phone numbers that must be memorized, each institution has a telephone number that must be memorized, each institution has its own phone number that can be contacted. But now the people of Cirebon no longer need to remember it. There are several phone numbers, just call 112. The reported issue will be resolved soon. In addition, the standby call center 112 is free of charge and the service also operates 24 hours non-stop. Calls from the community to 112 are received by the 112 call

center operator and forwarded to the orator who determines the type of emergency and sends an information message to the emergency operator (OPD). Emergency call reporting is carried out in the following way: People call 112, and the operator requests and enters the identification data of the provision (provider name, phone number, type of incident, event location, destination). Identifying the incident and relaying it to the commander who then contacts field personnel for assistance, the field personnel provide additional support information, and the volunteer provider then informs by phone. The field agent is ready. The policy of the Cirebon Siaga 112 Claims service is to work with all relevant authorities to ensure disaster management at the location. Fast response time is the key to the success of the Cirebon Siaga 112 Call Center. In addition to the fast response time, the four success factors of the Cirebon Siaga 112 Call Center are based on several elements, namely the aspect of presence, vision, and commitment. Management and agreement between OPDs (Commitments related to OPDs, supporting services) (Yulven Leonardo Muyu et al., 2023).

The Communication, Information, and Statistics Office (Dkis) of Cirebon City is the agency responsible for organizing Cirebon standby 112 activities. As stated in article 32 of the Cirebon mayor's decree Number 32 of 2018 concerning the implementation of Cirebon standby 112 services, the purpose of this mayor's decision is. As a guideline in the implementation of Cirebon standby services, the maximum 112 from the mayor's government is a). Optimization of rescue services for Cirebon city residents; b). We integrate all complaints and emergency telephone services of regional apparatus, government agencies, and other related agencies into the Cirebon Siaga 112 system; and c). facilitate and accelerate the coordination of emergency response with regional agencies, state institutions, and other related agencies (Council of the Republic of Indonesia regulation, 2018). "We pay attention to the Cirebon Smart City master plan owned by the Cirebon City Regional Government. Since 2018, the Cirebon City Information Communication and Statistics Office has built a control center, or Cirebon Smart City Service Center whose main function is to support decisions. (decision support system/management). The control center is equipped with a public service application panel between the Tax Info Lane, LAPOR, Sipeg, ATCS, and Cirebon Siaga 112 Service.

The previous study of this research was conducted by (Dwi Oktaviany Kommala 20224) with the title "Effectiveness of Public Services (Study of Call Center 112 Services in Samarinda City) the results of the study can be concluded that the Effectiveness of the Call Center 112 service management concept at the Samarinda City Communication and Informatics Office/1 Communication and Informatics Office has been quite effective because this system has proven its benefits in supporting security and handling emergencies experienced by people in Samarinda City. Samarinda city.

implementation of the Manado Siaga 112 Call Center Service program at the Manado City Information and Communication Office" From the results of the research can be concluded that the implementation of the Manado Siaga 112 Call Center Service Program Manado 112 Research at the Manado City Communication Office. These services may be considered high quality and meet good service quality standards in the provision of services, as evidenced by the fulfillment of community service quality indicators. (Yulven Leonardo Muyu et al., 2023) according to Rondinelli's implementation theory in Nurcholis (2005), namely environmental conditions, relationships between organizations, organizational resources, characteristics, and capabilities of implementing agents.

Based on previous research, there is a difference in the direction of the research that the author will conduct compared to previous researchers. This study has the same theme of introducing the standby call center service 112 but emphasizes "Digital Government standby call center service 112/1 in emergency prevention in Cirebon" and examines more deeply how

technology, processes and handles emergencies so that the discussion of standby call center service 112 is important and still requires further research.

RESEARCH METHODS

Research is actually a scientific method that researchers use to obtain standards according to certain goals and activities, then this research uses a qualitative approach, namely research based on post-positivist philosophy that researchers use to study the nature of an object and refer to facts found in the field, while the data used is usually primary data obtained by searching for literature such as books, scientific journals, and reports related to research problems Sugiyono in his book *Quantitative, Qualitative and R&D Research Methods*, (2014) (Sugiyono, 2016).

By using qualitative descriptive research, the researcher intends to describe an event or phenomenon based on what happened at the scene and the information received in oral or written form by the community in oral or written form as well as the observed behavior related to the Cirebon Siaga 112 service. The 112 call center is flexible, can be accessed anywhere, and is in accordance with actual practices according to the opinions expressed by Bogdan and Taylor (Mamik, 2014).

The resource persons for this researcher are information and communication service employees and representatives of call center 112 employees. Data collection techniques include primary and secondary data. Primary data is data collected directly during field research through recorded interviews, and direct observation through conversations that are not directly related to the main question. Secondary data is data collected by individuals or institutions in the form of publications, reports, documents, and other books that have a relationship with this researcher. Data analysis takes place in three stages, namely data reduction (simplification), data visualization (presentation), and verification, namely drawing conclusions.

RESULTS AND DISCUSSION

The purpose of the emergency number 112 is to facilitate the memorization of emergency numbers, accelerate the resolution of emergency situations, and facilitate coordination between related parties. The single-number emergency call service is implemented to handle emergencies such as fires, distress, accidents, natural disasters, health problems, security, and public order violations, as well as other emergencies set by the local government.

In this stage, the researcher discusses the research findings obtained from the informant and applies the theory used by the researcher. This discussion is a researcher's argument about digital government standby 112 at the Cirebon City Information Communication and Statistics Office which has been operating since 2018. The purpose of the 112 emergency standby program is to make it easier for people to remember only one number so that they can remember many numbers when an emergency occurs. According to Nogrased (2011:17) in (Rahayu et al., 2022) With the e-government theory, where the implementation of e-government has five elements or indicators, namely technology, process, people, organizational culture, and structure. The purpose of these five elements or indicators is to make it easier for the program description to become a unit.

Technology

According to (Anttiroiko, 2008) e-government as the use of information and communication technology by the government, especially web-based applications that support government work must respond faster and more efficiently, facilitate administrative and management functions, and provide access to good information. Community service and other stakeholders, facilitating communication and relationships with stakeholders, while providing greater opportunities to participate in the democratic process in the country. This means that

the 112 Emergency Call Number Service is one of the technological facilities related to handling emergency situations. This technological development has penetrated all regions and even remote villages. Cirebon City certainly does not want to be left behind in the development of this technology. To realize the vision of Cirebon City to become the most advanced city in Indonesia, the Cirebon City Informatics and Statistics Communication Office was established on December 27 which is expected to be the backbone of the development of information technology in Cirebon City. The Cirebon City Informatics and Statistics Commissioner's Office was established with Cirebon City Regional Regulation No. 7 of 2016 concerning the establishment and composition of the Cirebon City Regional Apparatus. The functions, duties, and procedures of the Cirebon City Communication, Informatics, and Statistics Office are contained in Mayor Regulation No. 59 of 2016.

The technology at the Cirebon City Communication, Informatics, and Statistics Office in handling emergencies in collaboration with the private sector, namely PT. Jasnita from 2018, through one platform, in addition to that there is one application for managers in the form of 2 versions, namely by mobile version the desktop version, and the web version. 112 works as a coordinator to receive reports, but later the one who acts will be the relevant agency according to the emergency in the field. If this encounters problems, the call taker himself contacts contact the relevant contacts personally. The application used is a smartphone where the Cirebon City Communication, Informatics, and Statistics Office has its own account for each agent to access. This application is quite helpful in terms of working, but with uncertain weather, the signal is also one of the obstacles of this application so that when people call, it is not connected at all. In overcoming this, the Cirebon City Communication, Informatics, and Statistics Office through call takers urges or provides information to the public when there is a problem, being able to call by internet is free of charge at all and there is no mobile phone card, the public can contact the Cirebon City Communication, Informatics, and Statistics Office.

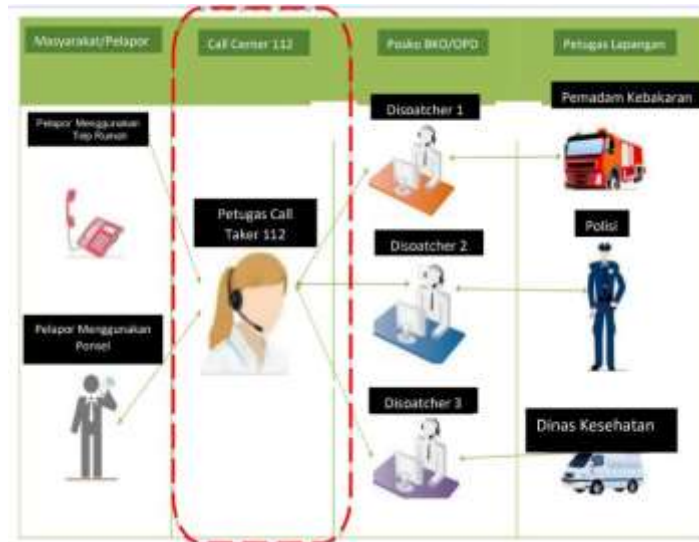
Process

Referring to Mayor Regulation No. 32 of 2018 concerning the implementation of the Cirebon Service/1Siaga 112, the Emergency Call Single Number Service (NTPD) 112, hereinafter referred to as Cirebon Siagar 112, is a community complaint service center through the telephone number 112 where callers can request help or provide information related to emergencies without being charged a call fee. The objectives of the Cirebon Siaga 112 Service are: (regulation government RI, 2018)

1. Optimizing emergency services for the people of Cirebon City;
2. Integrate all complaint and emergency telephone services from the Daerah device, government agencies, and other related agencies into the Cirebon Siaga 112 System; and
3. Facilitate and accelerate the coordination of emergency handling with regional apparatus, Government Agencies, and other related agencies. (Government Regulation of the Republic of Indonesia, 2018)

In addition, the implementation of Cirebon Siaga 112 is considered to simplify and accelerate the management of emergency situations in Cirebon City. With the Cirebon Siaga 112 program, it is hoped that it can be a solution to every emergency situation in Cirebon City. Cirebon Siaga 112 is also a commitment of the Cirebon City Government through the Cirebon City Communication, Informatics, and Statistics Office to realize Cirebon *Smart City*.

The flow and mechanism of the Cirebon Siaga 112 Service itself is that the caller using the media, namely a mobile phone, will call through the 112 emergency call without paying which will be received by the 112 call taker, after getting complete data or information about the incident from the call *taker* reporting party providing the information to the *dispatcher* to contact related parties or field officers such as the fire department, police, health office and so on according to the needs that occur in the field.



Picture 1. Standard Operating Procedures for Cirebon Siaga 112 Service

Community Complaint Management activities through the Cirebon Siaga 112 Service are carried out *non-stop* 24 hours a day with the scheduling of 3 *Shift Call Takers*.



EMERGENCY AMBULANCE SERVICE PSC
119 SREGEO CITY CIREBON CITY

Name: Mrs.N

Age: 63 years old

Address : Kp Kriyan Pegambiran

Complaints: Decreased consciousness, Stroke history + Installed NGT

Action:

- TTV
- Patient Stabilization
- Oxygen Administration 5 lpm -. SpO2: 94%
- Evacuation Refer to Gunung Jati Hospital

Picture 2. Emergency report in Cirebon City

Human

Human resources who have high work discipline are very important in their efforts to achieve the success of organizational goals. This is because human resources with various talents, works, creativity, and encouragement are the main drivers of the organization (Khumayah et al., 2022). The Cirebon City Informatics and Statistics Communication Office through a call taker was the first recipient of the community emergency report. Therefore, as a call taker, you must have soft skills to carry out your duties as a call taker. In realizing the development of knowledge and skills from each staff, especially in the field of call takers, the Cirebon City Communication, Informatics, and Statistics Office held training to become a call taker in accordance with the existing Standard Operating Procedures. In a way that each call

taker is grouped according to cases that often occur in Cirebon City. For training for one month in accordance with the applicable SOP (Hidayat et al., 2020).

Description of the procedure for receiving 112 standby complaints in Cirebon City.

- 1) Incoming calls and greeting the caller with the following sentence:
 - a) Good morning/noon/afternoon/night
 - b) Standby 112
 - c) There is something that can be helped
- 2) Ask for the identity of the caller including:
 - a) Caller Name
 - b) Event Address
- 3) Ask the caller's intentions and objectives
 - a) Emergency reports
- 4) Ask for a phone number that can be called back
- 5) Record the information you get from the caller
- 6) If the caller is just trying to make a prank or just playing around, remind the caller that this conversation was recorded and can be handed over to the authorities
- 7) If the caller is still pranky or playful, the call taker can end the call by saying a closing greeting.
- 8) After finishing with the caller, say the closing greeting with the sentence:
 - a) We have received the report, thank you for contacting Cirebon Siaga 112 good morning/noon/afternoon/evening. The duties and responsibilities of *Call Taker/1112* itself are:
 - b) Receive emergency reports from the public due to emergencies
 - c) Identification/analysis of information received. If the information is generic and doesn't require a report, prank, or silent call, then forward it to the next sending unit
 - d) Report using the agreed tools (in the form of problem resolution tickets through applications, telephone, HT)
 - e) Record information based on the type of incident or call received.
 - f) Participate in follow-up care or not.

Organizational Culture

In a policy that is carried out, the organization must have the goal of realizing a service. The expected service of the Cirebon City Informatics and Statistics Communication Office is a PATUH service which means Professional, Accountable, Transparan, Main and Trusted in the field of Communication, and Statistics as well as Administrative Services.

1. Professional is shown by the availability of professional human resources (HR) to support communication, information and statistical services to the community;
2. Accountability is characterized by the implementation of the management of communication, information, and statistics services that are useful, competitive, and safe;
3. Transparency is shown by providing transparent, clean, and efficient services or information to the community;
4. Utama is characterized by the creation of a service culture based on integrity, cleanliness, efficiency, and effectiveness;
5. Reliable is characterized by the implementation of services provided to the community that can be obtained quickly, precisely, and reliably.

Being a call taker is very different, unlike other staff of the Cirebon City Communication, Informatics and Statistics Office, because this call taker has its own working hours, namely the call taker working hours are divided into 3 shifts in the morning, afternoon, and night, and then in each shift there are 3 call takers on duty. The challenge of being a call taker that must be followed is to be able to communicate with the reporter and also communicate well with the

relevant agency to report the incident reported by the reporter so that all information is conveyed immediately and emergency events can be immediately monitored and this is the Organizational Culture that is applied in the field of call taker in the 112 standby program in Cirebon City. Siaga 112 is included in 2 fields where the application is handled in the field of e-government and in terms of management it is handled in the field of information management and public communication. In carrying out the task, the location of the call taker used to be on the 2nd floor of the Cirebon City Hall, but at that time there was a lack of call taker officers, so the location was moved to the main Cirebon City Communication, Informatics, and Statistics Office. The benefit of this location relocation/1 is to get to know each other better so that emotional communication and mutual knowledge are created between individual officers.

Structure

The organizational structure is an overview of the division of power and responsibility, as well as the vertical and horizontal relationships of the organization in its activities effectively. The Office of Communication, Informatics, and Statistics in Cirebon City has an Organizational Structure in carrying out authority and responsibilities according to the organizational structure as follows.



The 112 standby program, is handled by 2 fields, namely the E-Government service field for application creation, and also collaborates with the private sector, namely PT. Jasnita and the Information Management and Public Communication Division manage the 112 standby program so that it runs. The e-Government service sector, as a professional department that will be led by the head of the department, has the main task of supporting the head of the department, including developing, coordinating, and synchronizing policies, and setting norms, standards, processes, criteria, technical advice. And monitoring subfields, monitoring analysis, evaluation, and reporting of e-government governance problems and application development. To carry out its mandate, the e-government service department carries out the following functions:

1. Prepare documents to prepare a work plan in the field of e-Government services;
2. Prepare documents to prepare general policies and technical expertise within the scope of functions in the field of e-Government services;
3. Coordinating the preparation of documents for the preparation of planning the scope of work in the field of e-Government services;
4. Coordinate to prepare documents to develop general policies and technical skills in the field of e-government services.
5. Coordinating the implementation of tasks in the field of e-Government services;
6. Prepare technical guidelines and control documents in the field of e-Government services;
7. Coordinating the preparation of documents to report on the implementation of tasks in the field of e-Government services;
8. Managing administrative services within the functional scope of the e-government service sector;

9. Carry out control, evaluation, and reporting on the management of administrative services within a functional framework in the field of e-Government services; And
10. The implementation of other duties is based on the mayor's policy and the provisions of laws and regulations. (Government Regulation of the Republic of Indonesia, 2018)

Led by the head of the department, the field of information and public communication management functions as an operational unit that has the main responsibility of providing assistance to the leadership of the management of the organization, especially in developing, coordinating, and synchronizing policies, establishing norms, standards, processes, criteria, providing technical advice and supervision, monitoring, analysis, evaluation, and reporting in the subfields of information and service management, communication management, and public relations management. To carry out its duties, the Department of Information Management and Public Communication has the following functions:

1. Prepare files to prepare work plans for the field of information and communication management;
2. Prepare documents to develop general policies and technical expertise within the scope of functions in the field of e-government services.
3. Coordinating the preparation of documents for the preparation of planning the scope of work in the field of e-governance services.
4. Preparation of technical guidance and control materials for the Field of Information Management and Public Communication;
5. Coordinating the preparation of documents and reporting on the implementation of duties in the field of information and communication management;
6. Carry out control, evaluation, and reporting on the management of administrative services within the functional framework of the field of information and public communication management; and
7. Carry out other duties in accordance with the Mayor's policy and the provisions of laws and regulations (DKIS Cirebon city, 2024).

CONCLUSION

Based on the results of the research on Prevention of Public Emergencies through the E-Government platform in Cirebon City, it can be concluded that the application of E-Government in the 112 service has met 5 indicators of the theory used by the researcher. The 112 emergency service refers to the Regulation of the Minister of Communication and Information Technology Number 10 of 2016 concerning the Emergency Call Single Number Service (NTPD) and the Regulation of the Mayor of Cirebon Number 32 of 2018 concerning the implementation of the Cirebon Siaga 112 service. In the Siaga 112/1 Program, the Office of Communication, Informatics and Statistics collaborates in the form of technology with the private sector, namely Pt. Jasnita/1 through one platform, in addition there is one application for managers in the form of 2 versions, namely by mobile version of the destok and web version aiming to provide single phone number services for all non-paid providers. The flow and mechanism of the Cirebon Siaga 112 Service itself is that the caller using the media, namely a mobile phone, will call through an emergency call 112 without paying which will be received by the 112 call taker, after obtaining complete data or information about the incident from the call *taker* reporting party providing the information to the *dispatcher* to contact the relevant Organization. The Cirebon City Informatics and Statistics Communication Office through a call taker as the first recipient of the community emergency report. Therefore, as a call taker, you must have soft skills to carry out your duties as a call taker. The expected service of the Cirebon City Communication, Informatics and Statistics Office is a PATUH service which means Professional, Accountable, Trasparan, main and Trusted in the field of Communication,

and Statistics as well as administrative services. Judging from the organizational structure of the Cirebon City Communication, Information and Statistics Office for the 112 standby program, it is handled by 2 areas, namely the E-Government service field for application creation and the Information and Public Communication Management Field to manage the 112 standby program so that it runs well.

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