



Public Service Innovation Based on Mini Website at The United Nation and Political Agency of Probolinggo City

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Abstract. The innovation raised by Bakesbangpol in providing services to the public, especially the management of mass organizations is by launching the A_ormasapplication, where this application contains a database of mass organizations, registration, and reporting of mass organizations. Therefore, this study aims to analyze the implementation of public service innovations in the implementation of this application, the supporting and inhibiting factors, as well as strategies to face obstacles in the implementation of the A_ormasapplication. This study uses a qualitative approach with a descriptive type of research. Collecting data using interviews, surveys, observation, and document techniques. While the data analysis used interactive model analysis. The results of the study indicate that public service innovation in the mini web-based A_ormas Application has been running effectively, the supporting factors in this innovation are the support from the leadership, competent service personnel, adequate service facilities and infrastructure as well as central and local government assistance. While the inhibiting factors include limited personnel who master information technology, still using open-source networks, no public dialogue menu, and no reward and punishment system. Improvement efforts have also been made, including: Urging the local government to immediately realize the use of fiber optic networks so that they can improve services, submitting IT personnel to the Probolinggo City Government through the section that handles staffing and optimizing the function of the public dialogue menu.

Keywords: Innovation; E-government; Effectiveness; Community Organization

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INTRODUCTION

A community organization is a group of people/communities who share common interests, goals, and aspirations in the context of contributing to the development and for the sake of the integrity of the unitary state of Indonesia. There is a contradiction due to the issuance of the Regulation of the Minister of Home Affairs concerning the Supervision of Mass Organizations with the Regulation of the Minister of Home Affairs concerning the Registration and Management of Social Social Services, wherein the Regulation of the Minister of Home Affairs Number 57 of 2017 where it is stated that the SKT for mass organizations that are not legal entities is issued by the Ministry of Home Affairs, the regions have can no longer issue SKT, because it is issued by the center / Ministry of Home Affairs, mass organizations cannot be detected by Bakesbangpol, sometimes organizations that already have SKT from the Ministry of Home Affairs think that they do not need to report their existence to Bakesbangpol, while the Minister of Home Affairs

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Regulation Number 56 of 2017 concerning Supervision of Community Organizations , stated that the supervision of community organizations is carried out in stages throughout the territory of Indonesia, the Provincial Bakesbangpol and the Regency/City in charge of supervising

Previously, the supervision of Ormas in Probolinggo City was still carried out conventionally, namely by inviting them, through the Kesbangpol Agency, whether it was in the form of socializing laws and regulations related to mass organizations or in other forms of events so that in this way it is hoped that it will be known that the existing mass organizations management is still active. A breakthrough is needed for the supervision of mass organizations by Bakesbangpol, besides that there are complaints from organizational management, where so far they have been reluctant to report the existence and activities of mass organizations if they have to come directly to the Bakesbangpol office, the community/organizational management hopes for a user-friendly application, to report existence and activities, and the community wants an application to report irregularities in the activities of community organizations. The demand to improve the implementation of good and clean services, by prioritizing the principle of transparency or information disclosure is one of the main pillars of good government management.

Stewardship theory is based on the nature of humans where humans are essentially trustworthy, can act responsibly, have integrity, and are honest with others. It can be said that stewardship theory looks at what kind of leadership can be trusted to act in the best possible way for the public interest and interested parties (Kaihatu, 2006). In responding to the times, innovation in public services is very much needed. Change can be used as a way out of the problems that occur in the public service sector. Change is a breakthrough from improvement or improvement, then something new appears (Saputro, 2018).

Electronic government is the implementation of changes in the public sector. Developed countries tend to want to innovate, innovation is a necessity that improves the quality of service to the community, and the application of information technology is the application of changes in government administration (Ud Said, 2009). Electronic government is a new movement in facilitating the relationship between the bureaucracy and interested parties, where information technology media (Indrajit, 2002)

Now that government officials are competing to make changes in public services through e-government, the Probolinggo City Government also does not want to be left behind in doing so, including changes in the implementation of reporting and supervision of mass organizations based on a mini-website called "A_Ormas" at Bakesbangpol Probolinggo City. This mini-web

service A_ormas is a service to provide information to the public, especially to community organizations regarding Reporting and Supervision of Ormas. The application for Reporting and Supervision of Mass Organizations Reporting and Supervision "A_Ormas" can be used through the windows/pc application or the android system at the address https://mybisnis.id/A_Ormas.

The change in public service "A_Ormas" by Bakesbangpol Probolinggo City aims to facilitate services to the community/organizational management, as well as to support government policies related to reporting and supervision of mass organizations, where the mini-web A_ormas makes it easy for the public/organizational management to access information about data on mass organizations and non-governmental organization as well as the reporting and reporting process. organization supervision. It is hoped that this application can facilitate reporting and supervision of mass organizations and in the future, it can become an integrated service with other services at the Bakesbangpol of Probolinggo City.

However, according to the initial conditions when the A-Ormas application innovation was launched, it was found that there were still many people/organizations who did not know about this application, this application was also difficult to reach in areas with difficult signals, as well as the demands of the community for fast service., effective and efficient and can be accessed at any time. There was a gap/problem at the beginning of the launch of the A_ormasini application where expectations and reality were not the same, the expectations from the launch of this application were: 1) This application can be easily and quickly by the community/organizations in Probolinggo City; 2) All communities/organizations can independently access this application; 3) This application is a solution for monitoring and reporting on the activities and existence of mass organizations; 4) Can be a solution to increase the conduciveness of Probolinggo City where CSO activities can be monitored according to their AD/ART, but the reality is that: 1) This application is not widely known in Probolinggo City; 2) There are still many people/organizations who have not used/accessed this application and even choose to come directly to Bakesbangpol; 3) this application has not been able to be used as a solution for monitoring and reporting activities and the existence of mass organizations; 4) Many mass organizations are still carrying out their activities deviating from their AD/ART.

This study aims to analyze the implementation of service innovations in the Mini-website-based "A_Ormas" Ormas Reporting and Supervision Sisfo service at Bakesbangpol Probolinggo City, examine the factors that encourage and hinder, as well as policies in overcoming barriers to service change in the Civil Society Organization Reporting and Supervision Sisfo service. "A_Ormas" based on the Probolinggo City Bakesbangpol mini website

A review of previous studies is included as part of the literature review in this research, to compare, as well as conducting a review of the study of theories and concepts presented in previous studies that are relevant to the problems and focus of this research. This study emphasizes the comparison of research focus, research methods and results, research relevance, and research differences. Briefly, it can be described that this research has relevance to 3 (three) previous studies in terms of the research theme on e-government-based public service innovation. So the concepts related to innovation, public services, and e-government from previous research can enrich the literature review material for this research. While the difference between this research and the previous one is in the focus of research that analyzes an e-government-based service innovation from a different point of view. The following is an overview of the differences between this study and 3 (three) relevant previous studies: Atthahara, (2018), with his research entitled "E-Government-Based Public Service Innovation: A Case Study of the Ogan Lopian Application of the Office of Communication and Information in Purwakarta Regency". The research focuses on 2 (two) things, namely: 1) Quality of Public Services in terms of 3 (three) dimensions, namely responsiveness, responsibility, and accountability; 2) The implementation of e-government is seen from 3 elements, namely support, capacity and value. The research method is qualitative descriptive, the relevance of this research is to examine the application of website-based public service innovations (e-government), There are differences in the focus of research, which in this study has the focus, namely the innovations carried out have fulfilled 3 (three) dimensions of public service quality, namely responsiveness, responsibility, and accountability and value. The second research by Aprilia et al., (2014) with research entitled "Effectiveness of Websites as an e-Government Media in Improving Local Government Electronic Services (Study on Local Government Websites of Jombang Regency)", set the focus of research on the effectiveness of websites as e-government, as well as the supporting and inhibiting factors. The difference with this research is to see and examine the effectiveness of website-based public service innovations. If in this previous study, it was found that the Jombang Regency Government website was not yet effective as a medium for providing public services. However, in this study, we will examine the implementation of public service providers. The last research by Sutrisno, et al., (2015) through a study entitled "Innovation to Improve the Quality of Public Services (Study on Independent Printing Services at Malang Besar Station)", focused research on the typology of innovation, public service standards, and factors that support and hinder the implementation of innovation service. The research method is a qualitative description, the relevance of this research is that it is related to reviewing public service innovations that apply

the use of information technology, while the difference from this research is that it has a different focus of research, wherein this previous study, the focus of the research was on improving the quality of public services from the perspective of from a service standard point of view, as well as a focus on the typology of innovation. Meanwhile, this research will focus on the effectiveness and success of innovation in the application of public service principles.

Broadly speaking, the description of the A_ormas application is the abbreviation of Awas/Supervision of Community Organizations at the web address https://mybisnis.id/A_Ormas where the application is made as a work tool in the Sub-Sector of Ormas in the Poldagri Sector and the Bakesbangpol Ormas of Probolinggo City in supervising mass organizations. in Probolinggo City. The spirit of making this application is the Covid-19 pandemic in early 2020 when the activity of gathering many people is prohibited/limited and the budget is refocused to overcome the pandemic and economic recovery due to the pandemic, as state civil apparatus are required to continue to innovate public services with a limited budget even with no budget at all This application accommodates data on mass organizations (Ormas and NGOs) in the City of Probolinggo, both verified or not and those that are complete or not, this application is also used by the management of mass organizations to report their existence and activities, the public can also report deviant mass organizations activities through this application.

METHODS

This study uses a descriptive type of research with a qualitative approach. According to Sugiono, (2016), the descriptive method is research that describes, describes, or describes the state of the object under study as it is by the situation and conditions when the research was conducted. While Bogdan and Taylor (1975) in Moleong, (2018) define qualitative research as a research procedure that produces descriptive data in the form of written or spoken words from people who can be observed. Thus, qualitative descriptive research can be interpreted as a type of research that seeks to describe, describe, and explain the object of research using written and oral words from the research subject. By using this qualitative descriptive research, it is hoped that natural data or facts can be obtained from the subjects and informants involved so that they can describe in more depth the reporting and supervision services of mass organizations through the Mini web A_Ormas at the Bakesbangpol of Probolinggo City.

The subjects in this study were determined by interview techniques by their respective portions/abilities and were not the same between subjects with one another and the sampling method was based on certain considerations and was considered capable of providing

information. To obtain data, interviews are needed, go directly to the field to make observations, distribute questionnaires/surveys to respondents, and study documents deemed necessary as material for research. (Mathew & Huberman, 1992).

In this study, the subjects who were the target of observation or informants were as follows:

1. Elements of the National Unity and Political Body of the City of Probolinggo who carry out tasks related to reporting and monitoring services for mass organizations through the mini-web "A_Ormas". include:
 - a. Head of the National Unity and Political Agency of Probolinggo City, as the main official who initiated the idea of innovation for reporting and monitoring services for mass organizations.
 - b. Head of Domestic Politics and Community Organizations, as Head of the Division that handles the application of reporting and supervision services for "A_Ormas" organizations.
 - c. Head of Sub-Division of Community Organizations, as the technical implementing officer of the activities as the formulator of the innovation application reporting and supervision of the "A_Ormas" organization.
 - d. The staff of the Sub-Section of Community Organizations as the operator of the "A_Ormas" reporting and supervision application for mass organizations.
2. Representatives of users of the "A_Ormas" organization reporting and monitoring service application at the Probolinggo City National and Political Unity Agency (Ormas Management).

RESULTS AND DISCUSSION

The application/implementation of an innovation is a very important stage. In general, the implementation of innovation is how innovation is carried out to achieve its goals. The purpose of this study was to analyze the application of mini-website-based service innovations (e-government) on the "A_Ormas" Information System Reporting and Supervision Service at Bakesbangpol Probolinggo City, while the purpose of this study was to examine the gap between the expected goals and the results obtained in research, the level of obstacles, and the problems faced in the application of this A-Ormas application innovation, from the analysis it will be seen how effectively an innovation is applied. The discussion below describes the analysis of the

application of A_ormas application innovation at Bakesbangpol Probolinggo City as well as the influencing and inhibiting factors and strategies to overcome obstacles, as described below:

1. Implementation of mini-web-based public service changes in the service of the "A_Ormas" Ormas Ormas Reporting and Supervision Sisfo at Bakesbangpol Probolinggo City.

An analysis of the implementation of mini-web-based public service innovations in the service of the "A_Ormas" Ormas Reporting and Supervision Sisfo in Bakesbangpol Kota Probolinggo focused on 4 (Four) things:

A. 3 (three) keywords in determining the effectiveness of innovation.

Discovery in public services means a demand that must be carried out by the government bureaucracy in its benefits as a government administrator. Lena Ellitan & Lina Anatan (2009) said that innovation is highly expected, one of which is to deal with the rapidly changing business environment that is increasingly moving forward. As a result, this innovation is needed to encourage organizations to become more competitive and bring success.

An organization is said to be successful in implementing the effectiveness of discovery if it meets 3 (three) main elements, namely:

- a. Entrepreneurial strategy, the hope of the leadership to move forward.
- b. The pattern of good correlation between organizational elements.
- c. Conducive environmental conditions, and able to work together between internal components.

Observations share that when viewed from the origin of the entrepreneurial strategy, the change in "A_Ormas" is an aspiration from the head of Bakesbangpol Probolinggo City to form a breakthrough, a business process carried out as an effort to improve public/public services. Furthermore, in terms of organizational structure, because of the research showing the organizational structure of the Probolinggo City Bakesbangpol, that the "A_Ormas" service is carried out by the Sub-Sector of Community Organizations for Polgadri and Bakesbangpol Probolinggo City Organizations.

If we look at the elements of the organizational climate, in "A_Ormas", the cooperation of the internal implementation team at Bakesbangpol is going well and is supported by leadership policies directing that in the implementation of this service the authority to verify reports and supervise Community based Organization can be carried out in stages and flexibly starting from the level. the lowest structural official and if unable to be replaced by superiors, it can even be carried out by the Head of Bakesbangpol Probolinggo City, thus it can be said that the internal

organizational structure of Bakesbangpol Probolinggo City is very appropriate and supports this service innovation.

Thus, it can be concluded that the effectiveness of the discovery of the "A_Ormas" Ormas Reporting and Supervision Sisfo service at Bakesbangpol Probolinggo City when viewed from 3 (three) things, namely entrepreneurial strategy, organizational structure, and organizational climate, can be said that the findings are relatively effective.

B. Successful implementation of e-government

Electronic government is a form of discovery in the public sector, that developed countries have followed the trend of e-government, the courage to innovate is done to improve the quality of public services, one of which is the application of IT technology to the bureaucracy (Ud Said, 2009). Now information technology has helped humans in several technical matters, including public services. according to (Rianto,B & Lestari (2012) the implementation of e-government is said to be successful if it meets the following indicators as benchmarks, namely:

- a. There are centralized materials and notifications
- b. There are materials and notifications related to regional promotions
- c. There is a digital-based application for the implementation of office work.
- d. There is the application of two-way conversation.

The results of this observation show that in the "A_ormas" application, this application has provided data and information related to mass organizations in Probolinggo City at the data center, data related to mass organizations continues to be updated, wherein the data update table contains verification data for mass organizations that have completed the complete verification data on mass organizations and those that have not or have not submitted at all. This application also presents data on mass organizations/NGOs recorded in the City of Probolinggo along with administrative completeness and the location where the organizations/NGOs are domiciled, however, for the provision of materials and news that support the promotion of the "A_Ormas" application area, for now, it has not been able to contribute directly to regional promotion efforts, but in the main menu displayed in this application, it can be said to support it indirectly. This application also displays other online services that are a means of promoting the Probolinggo City Government.

Through this mini-web-based software, it can be seen that e-government software as a support for workplace work and public services is available through a website-based reporting and monitoring information system for mass organizations that is carried out on an ongoing basis

and is used by the Polgadri Sector and Bakesbangpol Ormas in Probolinggo City to support one of The performance indicators of the Head of Bakesbangpol is the percentage of active Ormas. In addition, the application for the Reporting and Monitoring System for Mass Organizations Reporting and Monitoring Services "A_Ormas" already provides a public chat menu that becomes a vehicle for communication with service users, but people still rarely use it.

So according to the analysis, it can be concluded that the implementation of e-government in the "A_Ormas" ormas Reporting and Monitoring Service software can already run effectively for website service applications. This is indicated from the four parameters above, all parameters have been met, the parameters that have been running are the presence of e-government-based software that supports work and public services, the availability of materials, and news in a data center. Meanwhile, indicators that are already available but not running optimally are the availability of materials and news that support the promotion of an area; and the availability of software for public chat needs

C. Implementation of Public Service Principles

Public services carried out by service providers should be able to meet the requirements of the principles of public service, the principles of public services include accessibility or ease of access, accountability, profitability, technicality, and continuity or sustainability. (Islamy, 1999). The results of the observation/research show that the application for the Reporting and Supervision System for Mass Organizations "A_Ormas" is made user-friendly for its use, both through windows-based applications and based on the Android system. Researchers conducted a survey of 20 respondents who came from elements of the organization's management from a total of 184 mass organizations in Probolinggo City, the results obtained, 20 people had accessed this application very easy as many as 19 people, easily 1 person, and future respondents prefer this application form should come to Bakesbangpol with the reason of using that the application is easy, can be accessed anywhere and anytime so that based on the data, the principle of Accessibility has been running in this A_Ormas application service.

Furthermore, the application for reporting and supervision of CSOs "A_Ormas" is a continuous service. This is shown by the commitment of the National Unity and Political Body to continue to make improvements by developing the system regularly, adding menus to applications that are tailored to the needs. Even in the future, this system will continue to be strived to be able to meet data updates related to community organizations in Probolinggo City, where this application will be a reference for the public who will get information related to community organizations in Probolinggo City

In terms of technicality, the results of observations from researchers show that the officers appointed to provide services for the "A_Ormas" Ormas Reporting and Supervision Sisfo service from operators to verifier officers are very competent. All officers can provide good service according to customer needs, be it technical services using applications, or consulting services for reporting and supervising mass organizations in Probolinggo City. In terms of profitability, of course, this online based and very accessible service can provide benefits for the community. The community will greatly benefit from the ease of access independently, so they do not need to go far to visit the Probolinggo City Bakesbangpol office to get this service. Meanwhile, from the social side, the use of online-based application services has indirectly been able to provide education to increase the community's ability to improve information technology. In terms of accountability, it is also known that the use of online-based application services allows the public to access it independently. By the observations, services are carried out openly, transparently and are not charged for all forms of services provided. The public can also consult for free with the operator or official who handles this application

Based on the five principles of public services mentioned above, the service of Reporting and Monitoring System for Mass Organizations "A_Ormas" has fulfilled the requirements of the principles of public service, namely accessibility, continuity, technicality, profitability, and accountability.

2. Supporting and Barrier Factors

A change in the implementation of public services certainly has supporting elements as well as several barrier elements that need to be explored so that improvements can be made immediately to achieve the goals of public services. Based on the observations/surveys conducted, it shows that the software for the Reporting and Supervision System for Mass Organizations "A_Ormas" has encountered several elements that support and hinder services. The elements that support this change include 1) Leadership responsibilities; 2) the ability of employees who perform services; 3) infrastructure; 4) Central Government support in the form of Permendagri Number 56 of 2017 concerning the Supervision of Ormas, as well as Permendagri Number 57 of 2017 concerning Registration and Management of Ormas Sisfo, as well as support from the Probolinggo City Regional Government with the issuance of the Probolinggo Mayor's Decree number 188.45/56/KEP/425.012/2021 dated January 04, 2021, concerning the Establishment of an Integrated Team for Supervision of Probolinggo City Ormas in 2021, which supports services related. In addition, some elements hinder this change, including 1) The absence of personnel who master information technology; 2) The application uses an open-

source system so that access is sometimes slow; 3) There is no reward and punishment policy support from the local government; 4) the lack of support for network facilities and infrastructure (ISPs used so far often fluctuate in their services)

3. Strategies took to overcome obstacles in service innovation for Reporting and Supervision Sisfo Ormas "A_Ormas"

The need for planned and targeted efforts must be carried out to achieve the desired goals and expectations. The use of Information Technology in carrying out public services as a service medium is very appropriate currently. The strategies that need to be implemented in creating targeted innovations in government are 1) Integrated, namely service providers/government must create a one-stop system by what the customer/community needs; 2) Involvement of citizens, in determining policies or the discovery of innovation, it is necessary to invite the community to listen to suggestions, input or suggestions for the development of innovation and the sustainability of the innovation; 3) Establishing Cooperation/Collaboration, meaning the need to collaborate with various elements of society for the success and sustainability of an innovation. (Sangkala, 2012)

The results of the research conducted found that the strategy of the Probolinggo City Bakesbangpol to optimize and improve the service quality of the "A_Ormas" Ormas Ormas Reporting and Supervising Sisfo services were: 1) In dealing with the shortage of IT personnel, Bakesbangpol temporarily asked for IT staff assistance from other offices (Kominfo Service), and cooperate with third parties, in this case, the provision of personnel in the field of information technology for system repair and maintenance purposes; 2) Bakesbangpol Probolinggo City continues to encourage the plan to install fiber-optic networks by the Probolinggo City Government to increase the speed of network service access; 3) In supporting the achievement of indicators for the availability of a two-way dialogue menu, Bakesbapol will optimize the function of the public dialogue menu, which in this application menu will be further refined. If referring to the main policy of successful change according to the above information, then the policy that has been implemented by Bakesbangpol Probolinggo City can be said to be running well.

4. Analysis of research results with previous research

The results of the research described above prove/confirm that the theory of Saleh and Wang (Lena Ellitan & Lina Anatan, 2009) where the effectiveness of innovation is determined in 3

(three) keywords, namely 1) Enterprenueral strategy (where innovation is a big commitment from the leadership); 2) Organizational Structure (flexible organizational structure, and cross-functional work teams); 3) Organizational climate (a climate that is promotive and not centered at the top level), is effectively used to measure the effectiveness of innovation.

The results of the research above also prove/reinforce that the theory of Rianto B & Lestari (2012), where the elements of successful implementation of e-government are seen from 4 (four) indicators, namely: 1) This application has provided data and information in the data center; 2) availability of information for regional promotion needs; 4) Applications to support office work and public services; 4) applications that provide public dialogue. It also applies to the determination of this application as a successful implementation of e-government.

In addition, the results of this study also prove/strengthen the theory Islamy (1999) in his paper entitled Public Service Reform where the application of innovation is said to be successful if it fulfills the principles of public service, namely: 1) Accessibility (easy to access); 2) Continuity (continuously running); 3) Technicality (competent officer); 4) Profitability (services based on online and very easily accessible to provide benefits to the community who use the application); 5) Accountability (service users can access independently, openly, transparently and free of charge)

CONCLUSIONS

From the launch of the A-Ormas application in March 2020 until May 2021, based on the research carried out, the application of the A-Ormas application has been effectively implemented in supporting the reporting and supervision of CSOs in the City of Probolinggo, this can be seen from the indicators of the effectiveness of innovation, elements of the implementation of e-government and the principles of public services that have been running. The problems that hinder the implementation of public service innovation in the A_ormas application are the absence of specific personnel/employees in the field of information technology, the application is still open source, the ISP network is still volatile in its services, and the absence of a reward and punishment policy. The implementation of e-government as a form of change requires various boundaries, starting with the need for technical standards from the local government, commitment and bureaucratic arrangement, employee readiness, infrastructure, the need for periodic monitoring and assessment, and a commitment to improvement.

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