



**FACTORS INFLUENCING INFORMATION TECHNOLOGY-BASED  
ADMINISTRATIVE SERVICES AT THE AMBON RELIGIOUS  
TRAINING CENTER**

**FAKTOR-FAKTOR YANG MEMPENGARUHI PELAYANAN  
ADMINISTRASI BERBASIS TEKNOLOGI INFORMASI PADA BALAI  
DIKLAT KEAGAMAAN AMBON**

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**Abstract**

This research is a qualitative study aimed at evaluating the quality of information technology-based administrative services and identifying influencing factors at the Ambon Religious Training Center. The background of this research stems from constraints in human resources, limited management of administrative technology, and inadequate information technology infrastructure. Involving seven key informants, the research utilizes data collection techniques such as interviews and observations. The findings reveal that information technology-based administrative services at the Ambon Religious Training Center have not yet reached an optimal level of satisfaction. Evaluation is conducted using indicators of transparency, participation, and efficiency. Inhibiting factors involve limitations in human resources management of administrative technology, while supporting factors include efforts to improve information technology infrastructure. The implications of these findings can serve as a basis for designing strategies to enhance information technology-based administrative services in similar institutions, with the hope of improving transparency, participation, and efficiency in such services. This research provides a significant contribution to understanding the dynamics of implementing information technology in the context of religious administration.

**Keywords:** Administrative Services, Information Technology, Ambon Religious Training Center.

**Abstrak**

Penelitian ini merupakan penelitian kualitatif yang bertujuan untuk mengevaluasi kualitas pelayanan administrasi berbasis Teknologi Informasi dan mengidentifikasi faktor-faktor yang mempengaruhinya di Balai Diklat Keagamaan Ambon. Latar belakang penelitian ini adalah adanya kendala dalam sumber daya manusia yang terbatas dalam mengelola teknologi administrasi, serta infrastruktur Teknologi Informasi yang kurang memadai. Dengan melibatkan 7 informan kunci, penelitian ini menggunakan teknik pengumpulan data berupa wawancara dan observasi. Hasil penelitian menunjukkan bahwa pelayanan administrasi berbasis Teknologi Informasi di Balai Diklat Keagamaan Ambon masih belum mencapai tingkat kepuasan yang optimal. Evaluasi dilakukan dengan menggunakan indikator transparansi, partisipasi, dan efisiensi. Faktor-faktor penghambat melibatkan keterbatasan sumber daya



manusia dalam mengelola teknologi administrasi, sementara faktor pendukung mencakup upaya peningkatan infrastruktur Teknologi Informasi. Implikasi dari temuan ini dapat digunakan sebagai dasar untuk merancang strategi perbaikan pelayanan administrasi berbasis Teknologi Informasi di institusi sejenis, dengan harapan dapat meningkatkan transparansi, partisipasi, dan efisiensi dalam pelayanan tersebut. Penelitian ini memberikan kontribusi penting dalam memahami dinamika implementasi Teknologi Informasi dalam konteks administrasi keagamaan.

**Kata Kunci:** Pelayanan Administrasi, Teknologi Informasi, Balai Diklat Keagamaan Ambon.

## INTRODUCTION

The current life background reflects the unavoidable integration of technology into various aspects, including science, economy, and culture. Since using traditional tools, society has transitioned to modern technologies like cables and computers. Significant changes have occurred in various sectors, including education, government, the economy, and technology. Technological advancements facilitate communication without geographical boundaries, with the global community using devices like mobile phones, laptops, netbooks, and other gadgets.

The development of information and communication technology has transformed human life, including public services organized by the government. This technology becomes a crucial key for institutions or organizations to enhance public services through applications and web browsers, optimizing data processing, and saving time, space, and costs. The implementation of e-government in public services becomes a demand and an obligation according to national policy regulated by Presidential Decree No. 3 of 2003. Its focus is to improve the quality of public services, promote transparency and efficiency, and create good governance.

Human resources play a crucial role in building government order. Employees who work according to their duties, functions, and responsibilities become the driving force in the governmental organizational system. However, in the context of office administration and human resources, the challenge lies in understanding digital technology. This condition creates a need for human resources who understand digital technology, have educational qualifications, office administration competence, interpersonal skills (soft skills), and mastery of digital technology.

Unfortunately, technological development is not always balanced with adequate human resources. Companies and institutions in the technology sector view human resources as important assets, desiring individuals with good abilities and potential. Amidst the rapid development of digital technology, office administration human resources must meet qualifications, competence, interpersonal skills, and digital technology mastery requirements.

The Ambon Religious Training Center, for example, has faced challenges in implementing technology-based administrative services. Although they have developed the SIMDIKLAT application to accelerate training services, there are still obstacles related to understanding information technology and limited infrastructure. The main issues are the limitations of human resources in understanding the application and infrastructure constraints due to budget constraints. In this context, programs or policies are needed to address these issues and improve the efficiency and quality of technology-based administrative services.

Based on the research background described, several main problems can be identified in the implementation of technology-based administrative services at the Ambon Religious Training Center:

1. Limitations in Understanding and Qualifications of Human Resources:



Das Sein: There are challenges in understanding information technology by human resources, especially in office administration. This includes limited educational qualifications and a lack of competence in managing administrative technology.

Das Sollen: Efforts are needed to improve human resource understanding of digital technology. Training and skill development in information technology need to be strengthened to make them more adaptive to technological advancements.

2. Limitations of Information Technology Infrastructure:

Das Sein: Information technology infrastructure at the Ambon Religious Training Center is still limited, mainly due to budget constraints. This causes technology-based administrative services to not be provided simultaneously and optimally.

Das Sollen: Strategies are needed to overcome budget constraints so that information technology infrastructure can be gradually updated. Improving this infrastructure is expected to support more efficient administrative services.

3. Challenges in Improving Service Quality:

Das Sein: Technology-based administrative services at the Ambon Religious Training Center have not yet reached optimal satisfaction levels. Evaluations using indicators of transparency, participation, and efficiency show limitations in these aspects.

Das Sollen: Policies or programs are needed to improve the quality of technology-based administrative services. The focus should include enhancing transparency, participation, and efficiency to achieve good governance.

4. Problems in Human Resource Management:

Das Sein: Human resource management in public services often becomes an obstacle, including in the placement of personnel. Human resource competence can hinder the performance improvement of state apparatus in public services.

Das Sollen: Human resource management needs to be improved to enhance public service quality. This involves placing personnel according to the competence possessed by each human resource.

5. Mismatch between Needs and Availability of Technology:

Das Sein: The Ambon Religious Training Center faces a mismatch between information technology needs and the availability of human resources who understand these applications.

Das Sollen: Steps are needed to align technological needs with the understanding and availability of human resources. Training and skill development are key to overcoming this mismatch.

These issues indicate that there are significant challenges in implementing technology-based administrative services at the Ambon Religious Training Center. By identifying these problems, it is hoped that appropriate policies or strategies can be designed to improve the efficiency and effectiveness of quality administrative services.

The research questions derived are as follows:

1. What are the actual conditions (Das Sein) of technology-based administrative services at the Ambon Religious Training Center?
2. What are the factors that hinder the understanding and qualifications of human resources towards information technology in the office administration field at the Ambon Religious Training Center?
3. How do the limitations of information technology infrastructure, especially due to budget constraints, affect the provision of administrative services at the Ambon Religious Training Center?



These research questions will focus on exploring deeper information about the conditions, obstacles, and impacts of implementing technology-based administrative services at the Ambon Religious Training Center.

## **METHODS**

The research method used in this study is a qualitative research type, focusing on informational data in the form of verbal sentences. This approach allows the researcher to gain an in-depth understanding of the technology-based administrative services at the Ambon Religious Training Center. The research is conducted at the Ambon Religious Training Center Office from June to July 2023, where the researcher will be actively involved in observing and documenting various aspects of the administrative services.

The study involves seven key informants from various positions at the Ambon Religious Training Center. It uses two types of data: primary data obtained directly from employees and training participants through interviews and observations, and secondary data summarizing information from relevant documents. Data collection techniques include interviews, observation, and document collection, while data analysis is performed through data reduction to identify key patterns and themes. The data analysis results will be presented clearly and comprehensively, with conclusions drawn and verified to ensure the accuracy of interpretations. This method is expected to provide a comprehensive overview of the conditions of technology-based administrative services and the factors influencing them at the Ambon Religious Training Center.

## **RESULTS AND DISCUSSION**

### **Result**

The implementation of information technology at the Ambon Religious Training Center should contribute positively to service improvement, especially for the trainees attending the programs. Unfortunately, various issues, such as limited human resources who understand and manage information technology and infrastructure constraints, hinder the optimization of these services. These challenges create a need for an in-depth review of human resource development at the Ambon Religious Training Center. The research results, which include indicators of technology-based administrative service quality such as transparency, participation, and efficiency, indicate that there is still room for improvement. Intensive training investment is needed to enhance the understanding of information technology among employees. Additionally, improving infrastructure is also a priority to ensure that the implementation of information technology can provide maximum benefits in improving the quality of administrative services at the Ambon Religious Training Center.

### **Transparency**

The implementation of information technology (IT) at the Ambon Religious Training Center is expected to enhance transparency, efficiency, and the participation of the trainees. This effort is reflected in the development of the SIMDIKLAT application, which allows for online registration and training management. However, research findings indicate several challenges that need to be addressed.

Transparency in IT-based administrative services is an important indicator. The SIMDIKLAT application attempts to support transparency by providing information related to the training. Interviews with employees of the Training Center, such as Mr. E.O. and Mr. A.L., indicate that the Ambon Training Center is striving to improve services through technology. However, consistent with the findings, there are obstacles to the use of technology, especially in archiving, which still relies on manual searches.

In human resource development, there is a desire to utilize technology, as expressed by Mr. H.F. T. Although not all departments are using technology yet, the Ambon Training Center has pushed itself



to transition to IT due to the demands of developments and office service requirements increasingly directed towards IT utilization.

Interviews with trainees, such as Mrs. S.R. and Mr. M.L., reveal that the SIMDIKLAT application helps in obtaining information about the training, but there are still challenges in understanding and utilizing the technology.

The transparency of IT-based administrative services is measured by how clearly information is conveyed to participants. It was found that participants are not yet fully accessing SIMDIKLAT and understanding administrative procedures. Therefore, more intensive guidance and mentoring are needed to ensure that participants can utilize the technology effectively.

The online registration process is considered efficient, but there are issues with incomplete administrative requirements. According to Mr. H.L., this problem is more due to participants' lack of knowledge about the necessary administrative requirements than the IT system itself.

From this research, it can be concluded that transparency in IT-based administrative services at the Ambon Religious Training Center has begun to materialize through the SIMDIKLAT application. However, there are still obstacles to participants' understanding and utilization of the technology. Improvement efforts should focus on more intensive socialization, clear guidance, and technology training for employees and trainees. Thus, IT-based administrative services can be more effective, transparent, and provide optimal benefits for all trainees attending programs at the Ambon Religious Training Center.

### **Participation**

Participation in the context of information technology (IT)-based administrative services at the Ambon Religious Training Center emphasizes the ability to deliver information quickly and accurately, as well as the role of employees and trainees in utilizing IT, especially through the SIMDIKLAT application. Although there are positive indications in the use of the application, challenges still arise in human resource management and optimal participation.

Interview results with trainees, such as Mr. M.L., indicate that SIMDIKLAT provides significant benefits in providing information about the training center and allowing trainees to evaluate the trainers. However, out of three trainees interviewed, only one had accessed the application, revealing that there are still challenges in motivating trainees to utilize IT.

Meanwhile, employees of the Ambon Religious Training Center, such as Mr. A.L. and Mr. E.O., highlight the benefits of SIMDIKLAT in speeding up the evaluation process and providing digital certificates to trainees. However, the participatory role of employees is still faced with placement issues that do not match their competencies, particularly in the IT field.

According to Mr. H.T., the specifications of IT-related fields are limited, and employee placements are not optimal. Only one person has an IT educational background, while others are placed according to their expertise or learn autodidactically. Therefore, further efforts are needed to enhance employees' knowledge and skills in managing IT.

Human resource development efforts at the Ambon Religious Training Center involve strategies such as mentoring and sending employees to attend technical guidance or courses. Mr. R.H. and Mr. A.L. emphasize the importance of mentoring and encouraging employees to participate in training to improve their competencies in facing IT developments.

Despite the limitations in knowledge and employee placement, participation is still realized through human resource development efforts. Encouraging employees to attend training and improve their competencies is key to overcoming challenges. Therefore, participation is not only limited to trainees as



service users but also involves employees in ensuring the effectiveness and optimization of IT-based services at the Ambon Religious Training Center.

Thus, concrete steps are needed to increase participation, such as placing employees according to their competencies, intensive training, and comprehensive human resource development efforts. Only by actively involving both parties—employees and trainees—can the IT-based administrative services at the Ambon Religious Training Center achieve the desired level of effectiveness and transparency.

### **Efficiency**

The application of information technology (IT) in administrative services at the Ambon Religious Training Center is expected to optimize efficiency, accelerate services, and improve the quality of information flow to trainees. However, interviews with Mr. A.L. and Mr. E.O. reveal that the available IT infrastructure still has deficiencies, particularly related to internet networks, devices, and servers.

Inadequate IT infrastructure becomes a barrier to achieving service efficiency. In this regard, IT experts at the Ambon Religious Training Center recognize that device capacity is still limited and that the suboptimal server causes dependence on third parties. This condition indicates the need for IT infrastructure development to support fast, accurate, and efficient services.

A similar opinion is expressed by Mr. R.H., who highlights the need for adequate budget allocation for the procurement and development of IT infrastructure facilities. Human resource management also becomes a focus, especially in budgeting to ensure IT infrastructure is continuously updated in line with technological developments.

Efficiency in organizing IT-based administrative services should involve aligning infrastructure with employee needs. However, there are differences between the views of employees and trainees. From the trainees' perspective, as stated by Mr. M.L., IT infrastructure is sufficiently complete, but the limited use of IT facilities is evident from the lack of participant activity in utilizing the application during training.

Employees at the Ambon Religious Training Center have tried to maximize existing resources, such as moving laptops and using mobile phones to support work. However, this is a temporary solution and cannot comprehensively address infrastructure limitations. Moreover, trainees have not fully experienced the availability and benefits of the IT facilities provided by the Ambon Religious Training Center.

Improving the efficiency of IT-based administrative services requires concrete steps, including infrastructure updates, adequate budget allocation, and enhancing human resource capacity. Therefore, cooperation between various related parties, including employees, trainees, and management, is needed in planning and developing IT strategies that can support overall service efficiency.

When planning IT infrastructure development, it is important to consider actual and future needs, including human resource training in managing technology. This joint effort will help the Ambon Religious Training Center achieve the desired administrative service efficiency, optimize the benefits of IT utilization, and improve service quality for trainees.

### **Supporting Factors in Administrative Services**

In providing administrative services to trainees, the Ambon Religious Training Center has shown significant commitment and effort. The development of information technology, particularly through the SIMDIKLAT application, contributes greatly to improving service quality. This application facilitates employees and trainees by providing training evaluation information, participant biodata, training materials, and certificate issuance. The presence of this application makes the administrative process more efficient and transparent, saving time for participants who no longer have to wait long.





Additionally, the maximum effort of non-IT specialist employees to continuously learn and understand technology is a positive step. This high commitment shows a willingness to improve capabilities in accessing technology, which in turn positively impacts administrative services. Maximizing the use of existing technological infrastructure resources is also a key factor in covering infrastructure limitations and allowing the training process to run smoothly. Thus, these factors together create an efficient, transparent, and participant-oriented service environment at the Ambon Religious Training Center.

### **Inhibiting Factors in Administrative Services**

In organizing administrative services at the Ambon Religious Training Center, several inhibiting factors affect the smooth service process. First, the lack of official information from the Center regarding administrative requirements causes participants to bring incomplete requirements. This limitation results in participants' unclear understanding of administrative needs, slowing down the service process.

Next, the limited human resources who understand information technology also become an obstacle. With only one person having an educational background in information technology at the center, managing technology becomes difficult. More personnel knowledgeable in this aspect are needed to optimize IT implementation.

Lastly, the infrastructure supporting IT-based services is still very limited. The lack of laptops, PCs, and networks is a concrete barrier to providing efficient services. Special attention is needed for infrastructure procurement to support the sustainability and effectiveness of IT-based administrative services at the Ambon Religious Training Center.

## **Discussion**

### **Current Condition of Information Technology-Based Administrative Services**

This research reveals positive developments in administrative services at the Ambon Religious Training Center with the application of information technology (IT). The primary application identified as the main catalyst for this change is SIMDIKLAT. SIMDIKLAT plays a crucial role in advancing the efficiency, accessibility, and openness of information related to training at the center.

The SIMDIKLAT application significantly contributes to operational efficiency. Administrative processes that were previously time-consuming and tended to be manual can now be performed quickly and automated through this platform. Participant registration, data management, and training evaluations can be accessed and managed more efficiently, saving time and effort.

Moreover, SIMDIKLAT also positively impacts information accessibility. Trainees can easily access their data, including training information, materials, and evaluations, through this online platform. Information transparency becomes more apparent as participants have direct access to their own data, creating transparency in administrative processes.

The success of SIMDIKLAT in enhancing efficiency and accessibility also reflects efforts to strengthen information openness. Data related to training, administrative procedures, and evaluations can be accessed directly by participants. This helps create a transparent and accountable training environment, allowing participants to be more actively involved in administrative processes.

Overall, the application of IT, especially through SIMDIKLAT, has positively impacted administrative services at the Ambon Religious Training Center. Improved efficiency, accessibility, and information openness help create a training environment that is more adaptive and responsive to the needs of participants, supporting the effective organization of training programs.



### **Challenges in Understanding and Qualifications of Human Resources in IT**

The lack of employees with educational backgrounds in information technology is one of the main obstacles to organizing administrative services at the Ambon Religious Training Center. This research reveals that human resources (HR) who understand and have qualifications in IT are still limited, resulting in challenges in optimizing IT infrastructure management.

The limited number of employees with educational backgrounds in information technology affects the effectiveness and efficiency of IT implementation at the center. Understanding technological developments, application management, and technical issues often become challenges faced. This limited knowledge can hinder the implementation of IT-based administrative services, particularly in terms of maintenance, development, and resolution of emerging technical problems.

To overcome this obstacle, a high level of commitment from employees is required to continuously learn and improve their understanding of information technology. This commitment must be accompanied by a systematic approach to learning, such as continuous training, workshops, or skill development programs. This approach allows employees to progressively improve their qualifications for managing IT infrastructure.

In addressing this qualification gap, it should be emphasized that efforts to develop human resources in IT should be a priority. Encouraging employees to participate in training programs, courses, and other learning activities can help enhance their understanding, strengthen technical skills, and address challenges posed by the lack of competent HR in information technology. Thus, learning and developing HR qualifications in IT not only becomes a necessity but also an investment that supports the advancement of IT-based administrative services at the Ambon Religious Training Center.

### **Limitations of IT Infrastructure and the Impact of Budget Constraints**

The limited information technology (IT) infrastructure at the Ambon Religious Training Center, especially in terms of networks, hardware, and servers, is a major obstacle to organizing administrative services. This research shows that these constraints negatively impact the effectiveness and efficiency of IT implementation at the institution.

In the context of networks, limited access and connectivity can hinder the quick and efficient accessibility of information. This condition can affect the smooth process of registration and data management for trainees. Moreover, limited hardware and servers also create delays in data management, information processing, and the distribution of training results.

The impact of budget constraints is a major factor in the challenges of providing adequate IT infrastructure. Limited financial resources make it difficult for the Ambon Religious Training Center to enhance and optimize IT facilities. The procurement of servers, adequate hardware, and network improvements require significant budget allocation. As a result, budget constraints create obstacles to providing IT infrastructure that meets the institution's needs.

In efforts to improve the efficiency of administrative services, addressing IT infrastructure constraints needs to be a priority. Strategic steps are needed, including increased investment in infrastructure procurement, network capacity improvement, and hardware upgrades. Additionally, seeking alternative funding and implementing efficient budget management policies can help overcome financial limitations in IT infrastructure development. By doing so, the Ambon Religious Training Center can enhance the quality of IT-based administrative services, ensure smoother processes, and meet the expectations of trainees.





## CONCLUSION

### Conclusion

Based on the research results, it can be concluded that information technology (IT)-based administrative services at the Ambon Religious Training Center have shown positive development, especially with the implementation of the SIMDIKLAT application. This application has significantly contributed to improving the efficiency, accessibility, and transparency of information related to training.

However, there are several challenges that need to be addressed to optimize administrative services. The lack of employees with educational backgrounds in information technology is a major obstacle, leading to limitations in the understanding and qualifications of human resources in IT. The commitment to learning among employees is crucial to bridging this qualification gap.

Limited IT infrastructure, especially in terms of networks, hardware, and servers, is a significant constraint. Budget constraints also complicate efforts to procure adequate infrastructure, resulting in challenges to administrative service efficiency.

To improve services, it is recommended to focus on enhancing employee qualifications in IT. Training programs and human resource development can be solutions to increase employee understanding and skills in technology. Additionally, efficient budget management strategies are needed to address financial limitations in IT infrastructure procurement.

In conclusion, to optimize IT-based administrative services at the Ambon Religious Training Center, improvements are needed in the aspects of human resources, infrastructure, and budget management. Thus, it is expected that services can be more efficient, transparent, and better meet the needs of the trainees.

### Recommendations

Based on the conclusions drawn from this research, several recommendations can be proposed to improve IT-based administrative services at the Ambon Religious Training Center:

1. **Enhancing Employee Qualifications and Understanding of IT:** Regular training programs and courses related to IT should be conducted, and employees should be given opportunities to participate in technical guidance or skill training in using the SIMDIKLAT application.
2. **Systematic Approach to IT Learning with Strong Commitment:** Continuous education, internal training, and expanded online learning resources should support the ongoing improvement of IT skills.
3. **Expanding IT Infrastructure:** Efforts should be made to improve the IT infrastructure, especially in network aspects, hardware, and servers. Updating hardware and expanding server capacity should be priorities, considering efficient budget allocation.
4. **Efficient Budget Management:** Clear budget planning, adequate fund allocation, and good financial resource management are needed to support the procurement and maintenance of IT infrastructure.
5. **Collaboration with External IT Experts:** Cooperation with external parties with expertise in information technology can provide assistance and advice for infrastructure improvement. Consulting with experts can help determine appropriate policies and solutions.

By implementing these recommendations, it is hoped that the Ambon Religious Training Center can overcome the identified challenges and enhance IT-based administrative services more effectively and efficiently.



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