

Public Service Innovation Through ARSI/ (Study in Rampal Celaket Village)

Yustina Ndung^{1*}, Maria Alvelita Reong Loli²

^{1,2}Department of Public Administration, Faculty of Social and Political Science,
University of Merdeka Malang, Indonesia

Correspondence*:

Address: Jl. Terusan Raya Dieng 62-64, Malang, East Java, Indonesia

e-mail: yustina.ndung@unmer.ac.id

Abstract

The public's demand for public service has encouraged the government to innovate services to improve public service. One service that must be considered is the service of incapacity certificate. The purpose of this study is to describe and analyze the service of a certificate of incapacity through ARSI in Rampal Celaket Village. This type of research uses a qualitative approach. Data was collected through interviews, observation, and documentation with a research focus on online service ARSI, management of incapacitated certificates, and Certificate of Disadvantage service procedures consisting of indicators of the simplicity of service procedures, clarity of service, ease of service access, and timeline in service. The result of the study shows that the certificate service for incapacity through ARSI is implemented in the Rampal Celaket Village based on the principle of public service according to the Minister of Administrative Reform No. 63 of 2003 concerning General Guidelines for the Implementation of Public Services. The Rampal Celaket Sub-District Office is making efforts to simplify service procedures seen from access via WhatsApp besides seeking clarity of service seen from the ARSI service display which contains various information about the Rampal Celaket Village in detail, then ease of service through ARSI seen from access via cellphone and how to use it by clicking or typing according to needs and supported by supporting facilities and infrastructure as well as the ability of employees.

Keywords: ARSI, Certificate, Incapacity, Service



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Received: 19-06-2023 | Revised: 13-07-2023 | Accepted: 21-07-2023 | Published: 31-07-2023

DOI: <https://doi.org/10.26905/jtragos.v1i2.10362>

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Published by the Department of Public Administration, Faculty of Social and Political Sciences, University of Merdeka Malang, Indonesia.

Introduction

The COVID-19 pandemic that has occurred around the world has brought new obstacles to the government sector, including the implementation of public services that must continue to be carried out because it is urgent for the needs of the community. The COVID-19 pandemic has forced many people to think creatively in carrying out various daily activities, including public service providers. In providing services to the community, government duties have been regulated in Law Number 25 of 2009 concerning public services where public services are one of the benchmarks of government performance that can be seen and felt directly.

The government as a public service provider has a service function as contained in Law Number 30 of 2014 concerning government administration states that one of the government's duties is service, where carrying out the function of government services cannot touch all Indonesian people so that the government has an extension to carry out its function with the existence of the State Civil Apparatus which is in the central government and local government in providing services to the community in the area. In other words, the State Civil Apparatus (ASN) is the executor of public services to the community.

The implementation of public services is expected to provide quality services to the community by established standards and functions. Regulations, sanctions, duties, and mechanisms have been set by public service providers, but there are still many complaints from the public over the performance of public services that they feel. The community still complains about lack of response, slow delivery of various information, the service process

taking a long time, access being too far from the reach of the community, requirements that are too long-winded, expensive costs, and other problems (Nurlini, 2021).

Public demands for public services are the main issue of the need to improve the performance of the public bureaucracy, where the level of public trust in government organizations decreases and will have an impact on the quality of services themselves. The existence of public guidance on public services encourages the government to carry out a service innovation to improve and improve public services (Hapzah et al., 2020). Public service innovation is something that needs to be done by the government both at the central and regional levels to strive to improve welfare, prosperity, and independence for the community and the region to keep up with the times, especially with the technology that is growing rapidly (Mochammad, 2019).

Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform No.30 of 2014 concerning Guidelines for Public Service Innovation article 1 states that to accelerate the improvement of the quality of public services, it is necessary to develop and develop public service innovations in Metrian/Institutions and Local Governments. For this reason, the village as part of the government work unit at the lowest level is the closest and easiest to reach in providing services to the community, especially at the Rampal Celaket Village Office located on Jl. Simpang Kasembon Number 8B, Klojen District, Malang City, which during the Covid-19 transition period made a service innovation called ARSI.

ARSI comes from the abbreviation Rampal Celaket which is (RC) which if read in English becomes ARSI. ARSI is an online service via WhatsApp in the form of a website link containing information on letters served in the village and its requirements, the Rampal Celaket Village website, activities and socialization, and social media of Rampal Celaket Village. This ARSI service aims to make it easier for the public to get information about Rampal Celaket Village, especially about the letters that will be taken care of and the requirements to shorten the time to complete the requirements before coming to the Village.

In addition to public services that need to be improved, the community is also an important part of the state and regional development process, because the community is the actor of development itself. The community, if empowered, will be a driving factor for accelerating development. A problem that occurs in many countries including Indonesia is poverty. The high poverty rate in Indonesia makes the government have to handle it, one of the poverty handling carried out is by issuing a "Certificate of Disability" program. SKTM is intended for people who are deprived, indigent/poor. Certificate of Incapacity (SKTM) is one of the services that is often requested and needed by the community, considering that there are still many low-income people who cause the Certificate of Incapacity to be one of the requirements to get other services in meeting health needs, receiving subsidies and contributions paid by the government, and waivers for education fees.

The Rampal Celaket Village Office during the Covid-19 transition period continues to provide services to the community by complying with health protocols, and services needed by underprivileged communities, one of which is the Certificate of Incapacity service to meet the needs of the community, this is supported by data on the number of poor people in Rampal Celaket Village which reached 1,437 people. Law Number 23 of 2014 concerning Regional Government is directed to accelerate the realization of community welfare through improving services that will have a good impact on local governments, including Kelurahan under the auspices of sub-districts to explore more potential that exists in the region, especially in the field of services.

Literature Review

a) Community

According to Lukman (2000) quoted by (Mahsyar, 2011), it is stated that service is any activity that is profitable in a group or unity and offers satisfaction even though the results are not tied to a product physically. Public services are the provision of services by the private and government to the community that is free of charge (free) to meet the needs of the community (Nurhayati Siagian, et al., 2020). The purpose of public services is the fulfillment of the needs of the community for the quality and the needs of the community must be targeted by the government as a service provider.

According to the Decree of the Minister of State Apparatus Empowerment, No. 63 of 2003 concerning General Guidelines for the Implementation of Public Services, the principles of public service consist of:

- 1) The Simplicity of Procedure Public service is straightforward, easy to understand, and easy to implement.
- 2) Clarity of Technical and administrative requirements of the public service;
- 3) Work units/officials who are authorized and responsible for providing services and resolving complaints/problems/disputes in the implementation of public services; Details of public service fees and payment procedures.
- 4) Certainty of the time the implementation of public services can be completed within a predetermined period.
- 5) The accuracy of public service products is accepted correctly, precisely, and legitimately.
- 6) The security of public service processes and products provides a sense of security and legal certainty.
- 7) The responsibility of head of the public service provider or appointed official is responsible for the implementation of services and the resolution of complaints/problems in the implementation of public services.
- 8) Completeness of facilities and infrastructure, availability of adequate work facilities and infrastructure, work equipment, and other supports, including the provision of telecommunication and information technology (telematics) facilities.
- 9) Ease of Access to places and locations as well as adequate facilities and services, easily accessible to the community, and can utilize telecommunications and information technology.
- 10) Discipline, courtesy, and friendliness of service providers must be disciplined, polite, and unitary, and provide service sincerely.
- 11) The comfort of the service environment must be orderly, and organized, provided with a comfortable, clean, neat waiting room, a beautiful and healthy environment, and equipped with service support facilities, such as parkers, toilets, places of worship, and others.

Poverty is a problem that always arises in society. Poverty is the center of attention, especially in various developing countries such as Indonesia. Poverty is a condition where there is a shortage of things that are usually owned such as food, clothing, shelter, and drinking water (Devi Afriani 2009: 6). Meanwhile, according to (BPS: 2016) Poverty is seen as the inability from the economic side to meet the basic needs of food and not food measured in terms of expenditure. Based on the Decree of the Minister of Social Affairs of the Republic of Indonesia No.146 / HUK / 2013 concerning the Determination of Criteria and Data Collection of the Poor and Indigent, It is determined that the categories of indigent people are divided into 2 groups, namely registered and unregistered.

Table 1. Determination of Criteria and Data Collection of the Poor and Indigent

People Can't Afford to Be Registered	Indigent People Have Not Been Registered
<ol style="list-style-type: none"> 1) Do not have a source of livelihood and/or have a source of livelihood but cannot meet basic needs. 2) Having expenses is mostly used to meet the consumption of staple foods very modestly. 3) Unable or difficult to seek medical attention, except for Public health Centers or those subsidized by the government. 4) Can't afford to buy clothes once a year for each household member. 5) Have the ability to only send their children to the First Level of Advanced School Education. 6) Have house walls made of bamboo/wood/walls with bad condition / low quality, including walls not plastered. 7) The condition of the floor is made of soil or wood/cement/ceramics with poor condition / low quality. 8) The roof is made of fiber/tuber or tile/zinc/asbestos with poor condition/low quality. 9) Have residential building lighting not from electricity or electricity without a meter. 10) The floor area of a small house is less than 8 square meters/person. 11) Have a source of mineral water from unprotected wells or springs/water/rivers/rainwater and others. 	<ol style="list-style-type: none"> 1) Bum 2) Beggar 3) Individuals from Remote Indigenous communities 4) Women Socioeconomically Vulnerable 5) Victims of Violence 6) Migrant workers with social problems 7) Poor people due to natural and social disasters after emergency response up to 1 (one) year after the disaster 8) Individual beneficiaries of Social Welfare Institutions 9) Inmates of Detention Centers/Penitentiaries 10) Thalassemia Major and Patients; 11) Patients with Post-Immunization Follow-up Events (KIPI).

Source: (Decree of the Minister of Social Affairs of the Republic of Indonesia No.146 / HUK / 2013).

Every problem arises because there are factors that influence the emergence of a problem, as well as the problem of poverty. Some of the factors that cause poverty according to Hartono and Aziz in Dadan Hudyana (2009: 28-29) quoted by Sarul Mardianto, namely:

- 1) Education that is too low: Limited education/skills possessed by a person who cause limitations in a person's ability to enter the world of work.
- 2) Lazy to Work: The existence of a lazy attitude (being passive or relying on fate) causes a person to be indifferent and not eager to work.
- 3) Limited Natural Resources: A society will be stricken by poverty if its natural resources no longer provide benefits for their lives. It is often said that people are poor because their natural resources are poor.
- 4) Limited Employment: Limited employment opportunities will bring consequences of poverty to the community. Ideally, one should be able to create new jobs, whereas factually it is less likely for the poor due to limited capital and skills.
- 5) Capital Limitations: A person is poor because he does not have the capital to equip tools or materials to apply the skills they have with the purpose to earn income.

- 6) Family Burden: Someone who has many family members if not balanced with efforts to increase income will cause poverty because more family members or burdens must be met.

Method

The type of research used in this study is qualitative research. Sukmadinata (2012) in (Fitra Muh, et al 2017: 44) argues that qualitative research is research aimed at describing and analyzing phenomena, events, social activities, attitudes, beliefs, perceptions, and thoughts of people individually and in groups. In this study, researchers collected data by conducting interviews, observations, and documentation.

The focus of this research is the service of a certificate of incapacity (SKTM) through ARSI in Rampal Celaket Village which consists of; ARSI Online Service, Management of Certificate of Incapacity in Rampal Celaket Village, SKTM Service Procedures Through ARSI with indicators of (1) Simplicity of Service Procedures, (2) Clarity of Service, (3) Ease of access in Services, (4) Punctuality in Services. There are six informant sources determined according to the focus of research using Miles, Huberman, and Saldana analysis techniques consisting of data collection, data condensation, data presentation, and conclusions.

Result and Discussion

a) ARSI Services

Along with the development of the times and technology that is growing rapidly affecting all areas of life including public services. E-government is a form of technological development in government governance in carrying out its duties as a public service provider. The COVID-19 pandemic that has emerged in various countries has made governments, including leaders in various regions, implement and use technology as an alternative solution for services.

ARSI services arise because there are demands for the situation and conditions of the Covid-19 pandemic which requires residents to carry out Social Distancing so that the services provided so far are considered less effective because the community comes first to the Village Office and asks about the requirements for handling certificates of incapacity and other letters and after that the community returns to complete these requirements.

With the existence of e-government, various innovations have emerged, one of which is the ARSI service in Rampal Celaket Village which aims to facilitate services by providing information about the Rampal Celaket Village Office regarding the requirements for managing a certificate of incapacity and other letters, the Rampal Celaket Village website, the Rampal Celaket Village Instagram, the Rampal Celaket Village Facebook to activities and socialization in Rampal Celaket Village. ARSI is an abbreviation of Rampal Celaket which is RC which is read in English as ARSI. ARSI services are an application of Government Regulation Number 38 of 2017 concerning Regional Innovation, one of which is public service innovation so Rampal Celaket Village develops ARSI as one of the service innovations where ARSI services do not yet have their legal basis.

b) Handling Certificate of Incapacity Through ARSI

The certificate of incapacity service is one of the letters that is sought after and needed by underprivileged communities in Rampal Village to take care of and complete various needs in meeting health needs, receiving subsidies and contributions paid by the government, and waivers for education fees. A certificate of incapacity is a letter that is routinely searched in Rampal Celaket Village, especially at the beginning of the year before entering school.

Certificate of incapacity (SKTM) is issued according to the needs of the community and is intended for underprivileged people with a standard income of IDR 2,000,000 and below. The requirements for handling a Certificate of Incapacity consist of a cover letter from RT/RW,

a photocopy of the Family Card and Identity Card (KTP), and a statement letter of incapacity from the person concerned. The procedure for serving a certificate of incapacity before the ARSI service is that the community first goes to the Rampal Celaket Village Office and asks about the requirements for managing the certificate of incapacity and returns to complete these requirements.

c) Procedure for Indigent Certificate Service in Rampal Celaket Village, Malang City Through ARSI

In carrying out public services, excellent service is needed in meeting the needs and expectations of the community. So researchers use indicators from the principles of public services according to the Minister of State Apparatus Empowerment Number 63 of 2003 concerning General Guidelines for the Implementation of Public Services, namely:

1) The Simplicity of Service Procedures

Simplicity in providing services to the community includes procedures or procedures that are held easily understood and implemented by the community in managing the requirements for certificates of incapacity and other letters through ARSI. The results in the field regarding the simplicity of service procedures through ARSI at the Rampal Celaket Village Office can be seen from the simplification of service lines, which used to be the community came first to the Village Office and asked about the requirements for handling letters after that the community returned to complete these requirements.

With this ARSI service, people do not need to go back and forth to the Rampal Celaket Village Office because this service can be accessed via WhatsApp which contains information about Rampal Celaket Village which consists of requirements for managing letters in Rampal Celaket Village, population administration requirements at the Rampal Celaket Village Office, Rampal Celaket Village profile, and Village social media accounts as well as activities and socialization in Rampal Celaket consists of a sequence of numbers so that people just click or type in the numbers that have been listed as needed.

The simplicity of service procedures through ARSI is also done by socializing or notifying ARSI's online services to the public to make it easier for people to know the procedures for using ARSI services. This socialization is carried out by disseminating ARSI services through WhatsApp groups RT and RW, Community Institutions, and other institutions, and conveyed orally through PKK meetings, LPMK meetings, and organizations as well as conveyed to the community when conducting services at the Rampal Celaket Village Office. With the socialization of ARSI services, it makes people know how to use it to shorten the time and simplify the service process. However, in its application, some people do not understand the service procedures through ARSI due to old age factors and do not understand using mobile phones and technology.

2) Clarity of Service

Clarity of information about services and requirements for handling letters, especially certificates of incapacity and other letters, is the responsibility of employees of the Rampal Celaket Village Office as service delivery officers. For this reason, employees are expected to be responsible for their duties and functions. Based on the results of interviews with researchers in the field, before the ARSI service, the community did not know clearly and definitely about the requirements for handling certificates of incapacity and other letters so there were still mistakes from the community that caused people to return home to complete the requirements and return to the Rampal Celaket Village Office.

The clarity of services through ARSI can be seen from the display of ARSI services which contains various information about the Rampal Celaket Village Office so that the community can know in detail and relate to the requirements that must be completed so as not to cause confusion from the community and help the community get as much information as possible regarding services and activities in Rampal Celaket Village. The clarity of service through ARSI also allows the employees of the Rampal Celaket Village Office to provide services transparently so that the information provided can be known by the community. However, people who do not understand using Android phones will find it difficult to use services through ARSI so they prefer to come and ask directly to the District.

3) Ease of Service Access

The ease of the community in accessing services is something that must be provided by public service providers to recipients of public services. This ease of access is related to the ease of access to places, adequate service facilities, and can utilize telecommunications and information technology. Based on the results of interviews and observations in the field, shows that the ease of access to services through ARSI at the Rampal Celaket Village Office is one of the benchmarks for interaction between the community and employees, especially in accessing various service information.

The ease of access to services through ARSI can be seen from the ARSI service which contains various information about urban villages that can be accessed by the public through cellphones and how to use them by clicking or selecting numbers according to their needs and ARSI services are supported by supporting facilities and infrastructure such as computers and laptops as well as the ability of employees who understand their main duties and functions. However, because this service through ARSI is an online service, it requires a data package or wifi network and an Android cellphone, not all people use Android phones and understand how to use them and have data packages or wifi.

4) Timeliness of Service

Punctuality in providing services is one of the benchmarks for the success of public services. Service punctuality relates to services that can be completed within a predetermined period. Based on the results of interviews and observations in the field, shows that the punctuality of services through ARSI is seen from the effectiveness of the community's time in fulfilling the requirements for handling letters so that the services provided by the Rampal Celaket Village Office can be completed quickly because it uses sporadic (digital mail) which is ARSI's service. This helps the community to know the requirements so that they do not need to go back and forth to the Rampal Celaket Village Office where the requirements are complete, the processing of the Certificate of Incapacity can be completed in 10-15 minutes. But what makes the service long is because Lurah is not in the office so it takes some time to ask for Lurah's signature.

Table 1. Comparison of Services Before and After ARSI

No	Service Before ARSI Services	Ministry after ARSI
1	The community first came to the Rampal Celaket Village Office and asked about the requirements for	People do not need to go back and forth to the Rampal Celaket Village Office because they can see the requirements for handling letters through <i>the ARSI</i> service

	handling the papers and returned to complete them	
2	There are costs incurred such as gasoline to come to the Rampal Celaket Village Office for residents whose homes are located some distance from Rampal Celaket Village	costs incurred by buying a data package or wifi because ARSI service is an online service
3	It took a long time because I had to come and ask questions at Rampal Celaket Village and come back again to fulfill the requirements	Fast because it can be accessed via mobile phone and replied to automatically so that the public can immediately meet the requirements for handling letters so that the services provided are quickly completed because using the Suradi application it can be completed in 10-15 minutes, especially the processing of certificates of incapacity
4	People who do not know in detail and related to the information in Rampal Celaket Village can cause errors	The public can find out various information for sure related to the Rampal Celaket Village Office starting from the services managed at the Rampal Celaket Village Office and its requirements, activities, and socialization to the social media of Rampal Celaket Village.
5	It can be done by all communities by coming directly to the Village Office and asking questions related to the requirements for managing letters and other needs.	This service cannot be used by all circles of society, especially the elderly because they do not understand using Android phones and technology.

Source: (Author's, 2021).

Conclusion

Based on the results of research that has been conducted at the Rampal Celaket Village Office in Malang City, researchers can conclude:

The certificate of inadequacy is one of the letters that are routinely requested and needed by people in need in Rampal Celaket Village to meet various needs ranging from health, subsidies, and waivers for education fees.

The COVID-19 pandemic that has emerged in various countries has forced governments, including regional leaders, to think creatively about implementing and using information technology to become alternative solutions for services so that services continue to run. The services that have been carried out have been considered ineffective so ARSI online services emerged which aim to make it easier for the public to access various service information in Rampal Celaket Village. This ARSI service is an application of Government Regulation Number 38 of 2017 concerning Regional Innovation so this ARSI service does not yet have its legal basis.

The implementation of the certificate of incapacity service through ARSI's online service is influenced by the simplicity of service procedures, clarity of service, ease of access to services, and service punctuality.

- 1) Based on the results of research conducted on the simplicity of procedures, it can be concluded that this ARSI service makes it easier for people not to go back and forth to the Village Office because they can find out information about Rampal Celaket Village via WhatsApp, where this ARSI service is socialized to the community so that the public knows the procedure for its use. However, in its application, some people do not understand the service procedures through ARSI due to age factors and do not understand the technology and use Android phones.
- 2) Based on the results of research on the clarity of services through ARSI, it can be concluded that the community can know with certainty about the service requirements and various information about Rampal Celaket Village. However, some people prefer to come and ask directly to the Rampal Celaket Village Office because they do not understand using ARSI's services.
- 3) The results of research on the ease of access to services through ARSI can be concluded that this service can be accessed via WhatsApp and is supported by facilities and infrastructure such as computers and laptops that support the ability of Rampal Celaket Village Office employees who understand their main task and function respective. But because this service is an online service so it requires a data package or wifi network and Android cellphones which not all people have.
- 4) The results of research on punctuality through ARSI can be concluded that this service saves the community's time to complete the requirements so that the services provided by the Rampal Celaket Village Office can be completed according to procedures. But what makes the service not on time is because the Lurah is not always in the Office so it takes time to ask for the signature of the Lurah.

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