



Implementation Of Innovation Disdukcapil In The Pontianak Civil Registration Services Pandemic During Covid-19

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Abstract

This study discusses the City's innovation in providing public services during the Covid 19 Outbreak. This study uses a qualitative method with literature and an empirical approach. Data is obtained by analyzing laws, written regulations, and social phenomena in society. Apart from doing fact testing in the field as a des sein to the lockdown policy as an applicable guideline or das sollen. The data analysis method used in this paper is a qualitative data analysis method. The analyzed data will then be presented in systematic writing. The results in this study Pontianak City in implementing the innovation of population administration services at the Population and Civil Registration Office of Pontianak City, there is an innovation, namely the innovation of taking online queue numbers and online services by trying to reduce or even try to eliminate manual or conventional services.

Keywords: Government, Public Services Innovation, Covid 19

1. INTRODUCTION

Covid-19 requires people to work at home, but social activities that must be done outside the home cause people to leave the house (Sawitri, 2020). Furthermore, the use of applications since covid-19 has increased (Silva, 2020). In connection with the increasing public concern about the Covid-19 virus pandemic in the form of regulations restricting community activities that are so strict, it indirectly impacts public administration services

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(Razumovskaia, Yuzvovich, Kniazeva, Klimenko, & Shelyakin, 2020). Other information media that presents various information about the Covid-19 virus has not been guaranteed the truth, which makes people panic even more.

So, an accurate source of information is needed (Nurislaminingsih, 2020). Various cities in Indonesia have also implemented online public services with capable smartphone applications. By using mobile applications, people can carry out multiple activities such as working, studying, shopping, social activities, and getting various information. Of course, this helps the government reduce costs. The intensity of the spread of the Covid-19 virus (Kim & Kwan, 2021). With this technological advancement, society is required to be able to adapt to changes and challenges globally (Kuc-Czarnecka, 2020)

Improving public services must get the government's immediate attention because public services are the fundamental social rights of the community (Holle, 2011). the government should not neglect the rights of the people in obtaining the best service because the duty and function of the state are to protect the people and fulfill all their needs to achieve social welfare (Elyta & Sahide, 2021). In 2015 the Indonesian Ombudsman noted that 6.859 problems occurred in public services from all over Indonesia unreported services (Ombudsman, 2015).

There will never be any renewal or change (Kasali, 2012). Innovation in the public sector emphasizes the "improvement" aspect resulting from these innovation activities. The government can provide public services more effectively, efficiently, and of high quality, cheap, and affordable according to the community's needs (Elyta & Martoyo, 2021). In general, public services carried out by government agencies are carried out on weekdays, namely Monday to Friday, which is limited to only 8 hours a day. (Juliantara, 2005).

The study results show that the online registration procedure for printing Electronic-identity cards, deeds, and others will change. The aim is to provide certainty of the date and time of arrival, Regency Service for residents to obtain population document services. Starting Friday, July 10, 2020, online registration will be open every Friday at 14.00, Saturday, and Sunday (until the quota is complete). The online registration quota for electronic-identity card printing is 2,000, the online registration quota for family cards, certificates, etc., is 500, and the online registration quota is legalized for as much as 125.

The use of applications in public services is beneficial in today's digital technology era (Elyta & Darmawan, 2021). People have started using technology (Kuc-Czarnecka,





2020). By utilizing modern technology, information about Covid-19 and its spread can be obtained quickly and accurately (Thohari & Vernandez, 2020). The online service can be accessed through the website address online. Population and Civil Registration Office in the Province, Regency. In addition to launching the online queue registration, his party also signed a Cooperation Agreement for the Mobile Isbat Session with the Ministry of Religion and the Religious Courts. "This collaboration facilitates the ownership of marriage certificates, marriage books, and birth certificates. The Pontianak City Population and Civil Registration innovate to create fast public services. It is hoped that the sub-districts and sub-districts will administer their population. Regarding the cooperation of the Mobile Isbat Session, according to Edi, this program is to facilitate citizens who do not marry legally but have a private marriage without being registered with the Population and Civil Registration, so that an is necessary.

These documents have been sent via email registered when applying the Population Information and Administration System. Thus, enabling the public to independently print population documents with paper specifications determined from the registered email without returning to the Population and Civil Registration.

The advantage of this independent printing system, he said, is that people have their resident document files, such as a certificate or family card, to be printed repeatedly and are not worried if they are lost. The implementation of self-printing is also in line with the no longer legalization of residence documents for documents that have used Electronic Signatures. Although population documents are printed independently, Erma ensures they are not easy to forge because they use the Quick Response (QR) Code system on the Electronic Signatures listed in the respective population documents.

One of the breakthroughs for the Pontianak government in improving administrative services during the pandemic is the launch of various digital applications and websites to make it easier for the public to make the necessary administration. One application that is quite crucial for the community is the launch of an application that handles the affairs of the dukcapil in Pontianak. The problem for the above issues is: How is the administrative service innovation carried out by the Pontianak City Civil Service Office in implementing good practices during the pandemic. What are the factors that encourage and hinder service innovation?





2. RESEARCH METHODOLOGY

This study uses a qualitative method with literature and an empirical approach. Data is obtained by analyzing laws, written regulations, and social phenomena in society. Apart from doing fact testing in the field as a *des sein* to the lockdown policy as an applicable guideline or *das sollen*. The type of research that will be used is qualitative in descriptive form. The data analysis method used in this paper is a qualitative data analysis method. The analyzed data will then be presented in systematic writing.

The research method is a method or technique used to collect data and analyze it to obtain a conclusion to achieve the research objectives. The research method attempts to find the truth scientifically based on appropriate and accountable data. Besides that, to accept scientific facts, research methods are also the primary method used to achieve research objectives effectively. Descriptive research is a method to obtain an overview of the current or ongoing situation. (Nawawi, 1993). Descriptive methods can be classified into three forms. The form of descriptive research used is a relationship study approach using case studies. This research focuses intensively on one particular object by studying it as a case.

The research subjects are research informants (Sugiyono, 2014). The notion of purposive sampling is a sampling technique with specific considerations. Specific considerations in question are that informants master the problem, have data, and provide answers to questions accurately.

Based on the reviews above, the informants in this study are (1) Head of Pontianak Population and Civil Registry office; (2) Head of Information and Documentation Management Sub Division; (3) Head of Information Technology Sub Division; (4) Population and Civil Registration employee; and (5) Service Innovation User Community. In this study, the data types used are primary and secondary data with interview and documentation techniques for this activity and supported by documentation tools and interview views.





3. DISCUSSION OF FINDINGS

The use of technology is unavoidable with digitalization and is supported by the current state of the world, which is facing the Covid-19 outbreak. Answering the above problems, the Pontianak City government, as a policymaker, takes various concrete steps to solve these problems. One way that the Pontianak City government does is to digitize all public services in Pontianak City, especially services at the Pontianak City Dukcapil Office. The application of this online service has been in effect since September 21, 2020, with various services provided, including, Issuance of New Family Cards (Due to Marriage), Issuance of Family Cards (Due to Changes in Data), Issuance of Family Cards (Due to Loss), Issuance of Family Cards (Due to Loss). Due to Damage), New KIA Issuance, KIA Issuance (Damaged), KIA Issuance (Lost), Transfer Certificate (Outside the Regency/Province), 2 in 1 Birth Certificate and Family Card Services, 2 in 1 Divorce Certificate and Family Card Services, 2 in 1 Death Certificate and Family Card Services, Moving Between Districts, Certificate of Non-Permanent Residents, and Moving Comes (from outside the Province) (dukcapilkalbar, 2020).

The above community services are services that are pretty crucial for some people in the City of Pontianak. With this digitalization, the community does not need to queue and shudder at the Dukcapil office to take care of the various documents they want and minimize the spread of the Covid-19 chain in the community Pontianak City. For the Pontianak city government, this is also an excellent step to advance the City of Pontianak, as a first step in the town of Pontianak becoming one of the digital cities in Indonesia, which is one of the goals or objectives of the current mayor of Pontianak, namely Edi Rusdi Kamtono. The design for the next ten years for Pontianak City to become a digital city starts from now on. The high digital literacy index is encouraging in Pontianak City, which is around 3.59 (Pontianakkota.go.id, 2021). In addition to launching the Dukcapil application, the City of Pontianak also owns and launches various kinds and innovations in digital community services, among others. First, the SIAP BPBD Online education service, one of the websites or applications, is prepared as a substitute for information centers and processing student data selection for PPDB participants. Pontianak City Period 2021 / 2022 online real-time process for implementing PPDB Online (pontianak.cepat-ppdb.com, 2021).

Second, e-Court judicial services are services for Registered Users for Online Case Registration, Getting Online Case Fee Estimates, Online Payments, and Calls made by





electronic channels (in-Pontianak.go.id). Third, the Jepin Application is a digital channel named Jendela Pontianak Integrasi (Jepin). This application is a single portal concept that can make it easier for the public to get various kinds of information about Pontianak and can also be used as a medium for submitting reports or complaints to the government (www.itworks.id). The above application is a small example of digitalization in Pontianak City, which will be further developed to make it easier and more efficient to use applications for the community and workers in Pontianak City.

In general, government administration agencies' various forms of innovation that can be carried out must have specific characteristics. What is done can be considered an innovation or novelty, both conceptually, processes, methods, organizational structures, relationships, and bu resources. However, it is essential to remember that service innovation in any form and characteristic can be implemented as long as it is oriented to the interests and needs of the public fundamentally. In addition, the innovations carried out do not violate or conflict with existing rules and systems.

The discussion in this section will describe how innovation practices administration services are at the Pontianak City Population and Civil Registration Service. Moreover, how the dynamics that occur in service activities take place. Then it will further discuss, find out, describe and analyze how the Pontianak City Population and Civil Registration implement good practices during the pandemic in implementing service innovations.

3.1 Pontianak City Population Administration Service Innovation during the pandemic

The virus that spreads worldwide, including infecting citizens in Indonesia, first appeared in China, precisely in the City of Wuhan, in 2019 (Kartikasari & Elyta, 2021). Then this virus infected up to one million people globally in April 2020 (Hansel, Saltzman, & Bordnick, 2020).

In the context of implementing this policy, innovation in population administration services was carried out during the pandemic to find out the innovations carried out by the Pontianak City Population and Civil Registration Office with the formulation of administrative service problems in the Pontianak City area the pandemic so that it was used as a reference in innovating population administration services. In Pontianak City.





The adaptation of the New Normal has impacted changes in work patterns in all sectors, including public services in the field of population administration at the Pontianak City Civil Service Office. Procedure .There are two types/forms of services provided: Online Queue Service is open every Friday at 14.00 WIB on Saturday and Sunday for service one week ahead. This online queue is used for all population administration services in the Population and Civil Registration Pontianak City. The types of services referred to are as follows: population biodata, family card, electronic identity card, child identity card, certificate of moving and coming, certificate of coming and moving abroad, residence certificate, birth certificate, certificate of stillbirth, certificate of marriage cancellation, certificate of divorce cancellation, death certificate, child adoption letter, certificate of release of Indonesian citizenship, certificate of civil registration, birth certificate, death certificate, marriage certificate, divorce certificate, child recognition deed, child legalization. Online service is opened every working day by first creating an account on the Pontianak City Population and Civil Registration website. The online service is open from 07.00 to 23.00 and is also carried out every weekday because the public already gets a queue number from Friday to the previous week.

Implementing service innovation with an online system is very influential on the number of people who come. So, there is no longer a buildup of people queuing and coming to the Pontianak City Population and Civil Registration to get a queue number every morning; besides that, people can also carry out administrative service activities from home such as requesting services, uploading required documents, and finally taking/printing certain documents can be sent. Through the email sent by the Directorate General of Civil and Civil Registration, the public can independently print the population administration document according to the paper specifications determined.

For this service to run optimally, the Pontianak City Population and Civil Registration communicates, socializes, and disseminates information through online delivery media, namely through the Pontianak City Population and Civil Registration website and official social media. Then a notification was made to the sub-district about the existence of population administration services online; people who come to the Pontianak City the Population and Civil Registration get a queue for assistance.





So, there is no longer a buildup of people queuing and coming to the Pontianak City Population and Civil Registration to get a queue number every morning. Efforts include checking body temperature for people who come to provide services to the Pontianak City, The Population and Civil Registration Office in the Province, and Regency Service. For people with fever symptoms above 37.5 degrees Celsius, they are directed to do a health check first at the nearest Puskesmas, prepare a disinfectant booth before the public enters the office and performs services, prepare a handwashing area and wash hands with soap before using the service, provide protection to the Pontianak City District Population and Civil Registration Office in the Province, Regency officers by distributing masks, insulating the counter space with glass so that direct contact with the community can be minimized, using face masks to using gloves to manage files from the public, perform physical distancing by giving signs of queue distance, require people who come to wear masks.

This innovation in population administration services is the convenience of service for the community during the current Covid-19 pandemic. It is also related to prioritizing people's security and safety aspects accessing services. Facilitate services for the community, reduce the waiting time for people to perform services, and in the end, during the Covid-19 pandemic, it can reduce public interaction with other applicants to continue to apply 3M (using masks, washing hands, maintaining distance).

3.2 The Service Model and Work System of the Pontianak City Population and Civil Registration during the pandemic

If seen from the beginning of the pandemic until now, the Pontianak City Population and Civil Registration in implementing population administration service innovations are to maximize the service model based online by trying to reduce or even try to eliminate manual or conventional services, not without reason. This service model cannot be called a fully online model service because people come to the Pontianak City Population and Civil Registration to take queue numbers and retrieve documents manually; however, service innovation with an online system can reduce service innovation community activities to avoid crowds.

Although there have been quite significant changes in terms of model innovation and service patterns, in practice, there has been no innovation or change in the organizational structure and work procedures of the Pontianak City Civil Registration





Office since the beginning of the Covid-19 pandemic until now in carrying out population administration services.

There are three divisions in the Pontianak City Population and Civil Registration. Such as the field of population registration services, the area of civil registration services, and the field of Population Administration Information Management and Data Utilization. Each field continues to work according to each role's main tasks and functions and cooperates to support population administration service activities while still paying attention to health protocols in implementing services.

In addition, it also limits access to workspaces between officers and the public. With limited access like this, the interaction between officers and the community is reduced so that they can still maintain a safe distance to prevent and control Covid-19, the Pontianak City Population and Civil Registration agency.

Limiting service quotas and calculating the number of officers, service times, and available equipment ensures no crowds of people while waiting for services. Moreover, by opening a line of consultation or questions through all official social media accounts of the Pontianak City Population and Civil Registration in the form of Whatsapp, Instagram, and Facebook page. Limiting the quota of service queues directly certainly has implications for the quantity or number of population administration services at the Pontianak City Population and Civil Registration. Because this number adjusts to the waiting room capacity, equipment, number of officers, and service time available at the Pontianak City Population and Civil Registration, the amount previously 100% reduced quantitatively to 75% during the pandemic. This data can be seen in the Pontianak City Population and Civil Registration official website announcement.

3.3 Factors Affecting Service Innovation.

Innovating in public services is not an easy thing. The success of the service innovation process will be significantly influenced by various supporting/pushing factors and inhibiting factors that can come from the internal agency/organization itself and external factors. Likewise, service innovations at the Pontianak City Population and Civil Registration Service. The following are the research results on supporting and inhibiting factors in innovating population administration services in the new normal era by the Pontianak City Population and Civil Registration Office.





3.4 Supporting factors

Service innovations carried out at the Population and Civil Registration Office of Pontianak City cannot be separated from the supporting/pushing factors for the emergence and implementation of these innovations. One of the factors that are pretty important and dominant in creating population administration services at the Pontianak City Population and Civil Registration Service is the leader's commitment or, in this case, as the head of the Pontianak City Population and Civil Registration Service.

This commitment is the first step in realizing the innovation of population administration services at the Pontianak City Population and Civil Registration Office. This commitment is undoubtedly based on good management skills and flexibility as a leader oriented to excellent service to the community, which also refers to the vision and mission of the agency/organization. A leader in circumstances and situations is undoubtedly required to quickly and accurately coordinate these decisions in implementing services.

In addition to the high commitment of a leader and willingness to take ideas externally, the supporting factor for service innovation is the demand for meeting the needs and satisfaction of the community as service users. In general, the needs of the Pontianak City Population and Civil Registration Office in this context can be divided into two, namely. First, for the need to achieve the service targets that have been planned. As an agency providing public services, the Pontianak City Population and Civil Registration Office certainly have good service targets based on the scale, time, and several services that must be carried out. This target indirectly encourages/supports the Pontianak City Population and Civil Registration Office to meet the targets set. Second is the need to provide satisfaction to the community as service users.

Then another supporting factor is the media. In this case, the media in question is mass media (print/online) and social media such as Instagram, Facebook, etc. It is common knowledge that the public, especially urban communities such as the City of Pontianak, influence of this media has quite an impact on service innovation implementation. It is a means to socialize and disseminate information to support service activities through the media. However, the presentation of information must be in attractive ways, such as information announcements and socialization in videos, infographics, and others with engaging visuals.





3.5 Obstacle factor

Innovation is supported by the driving factors that influence the process; various inhibiting factors may hinder the innovation. In the case of innovation in population administration services at the Pontianak City Population and Civil Registration Service, several inhibiting factors come from internal and external agencies/organizations.

First adaptability of Human Resources. In the context of services at this time like today, there are new work patterns in service activities that must be adjusted in the implementation of services, meaning that the readiness of human resources at the Pontianak City Population and Civil Registration Office is being challenged directly dealing with patterns, mechanisms, and even policies that new and changing in the process. Apart from being the technical executor of the Pontianak City Population and Civil Registration Service, he is also required to make decisions quickly and accurately in providing services to the community.

Second, from the results of the study, there are still people who do not have smartphones and the ability to use applications or online service facilities to the fullest; this is undoubtedly a problem for the Pontianak City Population and Civil Registration Office in its implementation of service innovation because this depends on the ability of the individual community to use the services provided.

Third, still related to the second point, the unpreparedness of society in terms of science and technology. Then this encourages some people to still want to do population administration services manually. Of course, this is also the basis for consideration for the Pontianak City Population and Civil Registration Office as a service provider.

3.6 Effectiveness of the Implementation of Population Administration Service Innovations in the New Era

Effectiveness is a measure that provides an overview of how far the goals and targets that have been previously set by the agency, institution, or organization can be achieved. So, innovation can be practical if it can reach the goals and targets that the agency or organization has previously determined. In implementing the innovation of population administration services at the Population and Civil Registration Office of Pontianak City, there is an innovation, namely the innovation of taking online queue numbers and online services. Service.





It is rather difficult to distinguish the types of innovations carried out by the Pontianak City Population and Civil Registration Office specifically in writing this research because there is no specific name for the designation or nomenclature of the service innovation system officially, only mentioning this form of service innovation by providing the difference is, Online Queue Service and Online Service.

However, both have the same level of effectiveness in terms of scale because both are unit as service processes. The implementation is technically quite different, and the applications used are also various. In measuring the achievement of the goal of the effectiveness of the Online Queue service innovation at the Pontianak City Population and Civil Registration Service, there are the following indicators:

3.7 Achievement of objectives

To measure the effectiveness of this Online Service Innovation, based on what was mentioned above, the achievement of goals is divided into two, namely as follows:

a. Service Implementation Process Time

In implementing the online queue number service innovation, the Pontianak City Population and Civil Registration Service make a service schedule for the community from Friday to Sunday. The service will be processed based on the queue number obtained online, and the service process will be carried out on weekdays.

b. Service innovation targets

The target of online population administration service innovation by the Pontianak City Population and Civil Registration Service is to maintain service stability during the Covid-19 pandemic and avoid crowds of people in the Pontianak City Disuthe Population and Civil Registration Office in the Province, Regency office environment.

3.8. Integration

In the implementation process, this online service system was massively expanded in May 2020. This service innovation coordinated with the entire Organizational Structure and Work Procedure of the Disudkcapil itself and then blended with the sub-districts in Pontianak City. This is done as a means of structural socialization of the Pontianak City Population and Civil Registration Service with the district and then forwarded under it. This online service innovation has proven that it has been included in the indicators of the effectiveness of public service innovation because it has met the integration criteria.





In addition, it can also be said to be effective and efficient because, in a relatively short time, it can serve quite a lot of people from various walks of life, with multiple conditions like today, including people who have limitations, compared to services that are usually done manually so far.

However, in the implementation process, there are several obstacles to innovation. The online queuing service itself is like not achieving the service targets determined. In this new normal era, the online system reduces the number of people and technical obstacles such as down servers, power outages, etc.

3.9 Adaptation

The innovation of population administration services with the online system optimization model has been going well because it is measured by several indicators, the first seen from the relative advantage. This service innovation provides economic benefits.

This value is seen from the principle of benefits to the Pontianak City (Elyta, Martoyo, & Herlan, 2021). Population and Civil Registration Office felt, both in budget changes and costs incurred by the community in obtaining population administration services. Service innovation has its budget by utilizing digital technology to implement population administration services, reducing unnecessary budgets.

Then for the people themselves, the adaptation itself is the ability of an organization or agency to adapt to certain conditions or circumstances. The online service innovation carried out by the Pontianak City Population and Civil Registration Service is by socializing with the community.

Because there will be no adaptation if there is no socialization, the Population and Civil Registration Office of Pontianak City has made efforts to adapt to the community's needs. This can be seen by conducting routine socialization with the district represented by village officials every time a new policy relates to service innovation.

This adaptation will benefit the Pontianak City Population and Civil Registration Office. If the transformation through socialization in the community goes well, it will make it easier for the Pontianak City Population and Civil Registration Office to complete population administration. The conclusion from the innovation of population administration services in the new normal era can be achieved by using the indicators of Achievement of Goals, Integration, and Adaptation so that public service innovations at the Population and Civil Registration Office of Pontianak City can be fulfilled.





4. CONCLUSION AND RECOMMENDATION

Changes in models, patterns, procedures, work systems, and policies in population administration services at the Pontianak City Population and Civil Registration Office in this new normal adaptation era are explained by using the innovation attribute. Based on the analysis and discussion in the previous chapter, we can see that:

First, the population administration service innovation is going quite well. However, there will still be shortcomings, especially technical aspects. Of course, people don't need to go back and forth to the office to take care of conventional document requirements, which require costs such as consumption, transportation, the printing of required documents, etc. However, with this online system, these things can be done from home and only using a stable internet network and smartphones, laptops, etc.

Second, when viewed from the compatibility or suitability, this online-based population administration service innovation follows the values and norms that exist in the Pontianak community, namely as an urban community, where the level of understanding related to technology and information is quite good. However, it is still not comprehensive. The principle of suitability has referred to previous innovations and has been adapted to the current needs of the people of Pontianak City. Because digitization in population administration services at the Pontianak City Population and Civil Registration is not new, this is proven even before the pandemic occurred. Several types of population administration services can be accessed through the website and the Population Information and Administration System application, which is designed directly by the Pontianak City Population and Civil Registration to support service activities. However, Unfortunately, this application does not function optimally during the pandemic for several reasons. Apart from that, the suitability of the community's demands to get services that are precise, precise, cost-efficient, and practical by using online-based services, of course, is not impossible to obtain.

Third, judging from the liabilities or the possibility of trying this online-based service, innovation does not immediately appear among the people of Pontianak City. Still, it has gone through several phases of public testing through three stages, namely concept testing, feasibility testing, and launching.

Fourth, seen from the observability or ease of observation. The existence of this service innovation makes the public more aware of how the workflow and service processes at the Pontianak City Population and Civil Registration Service are, and this is





undoubtedly a challenge for them because they must be able to present services, information, data transparency is an interesting as well as precise and accurate manner, because of the consequences of this. Digitization is an openness that is quite difficult to limit, however, because it will also create a keep and balance between government agencies and the community because both of them can interact freely, of course, with existing procedures.

Unfortunately, if viewed from the point of view of complexity or complexity, the innovation of population administration services at the Pontianak City Population and Civil Registration Service, which is based online, of course, still has problems or obstacles wherein its implementation there are technical problems such as errors, unstable networks, power failures or downtime disturbances. This server is also because the database center is still not available independently. The data center is in another agency, the Pontianak City Communication and Information Office. Some people do not have smartphones and the understanding to access services for other problems.

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