

Implementation of the SIPRAJA Application in the Provision of Business Domicile Certificates

Fathimatuz Zahro¹, Ahmad Riyadh Umar Balahmar²

^{1,2}Muhammadiyah University of Sidoarjo, Indonesia



DOI: <https://doi.org/10.61796/icossh.v2i2.515>



Sections Info

Article history:

Submitted: June 14, 2025

Final Revised: July 24, 2025

Accepted: August 10, 2025

Published: September 28, 2025

Keywords:

SIPRAJA

Business Domicile Certificate (SKDU)

E-government

Policy implementation

Digital public services

ABSTRACT

Objective: This study aims to analyse the implementation of the SIPRAJA application in Damarsi Village. **Method:** The analysis was conducted using George C. Edward III's policy implementation theory, which includes four indicators: communication, resources, disposition, and bureaucratic structure. **Results:** The results of the study show that the implementation of SIPRAJA still faces various obstacles. From the communication aspect, the lack of socialisation and public understanding has caused many applications to be rejected because they do not comply with procedures. From the resource perspective, limitations in the capacity of officials and technological infrastructure, such as internet connectivity, are the main challenges. In terms of disposition, although there is willingness from officials, the lack of technical guidelines makes service delivery inconsistent. Finally, in terms of bureaucratic structure, the absence of clear SOPs means that policy implementation lacks uniform standards. **Novelty:** This study shows that the success of digital service implementation is highly dependent on technical readiness, human resources, and effective coordination and communication among relevant parties.

INTRODUCTION

One of the main functions of local government in providing direct services to the community is public administration [1]. The government has an obligation to provide quality public services in order to satisfy the community. The quality of these services is a key indicator in assessing government performance. As part of the reform, the government and state apparatus are required to carry out their roles in providing ideal public services. Basically, every human being needs services; in fact, it can even be said that services are inseparable from human life [2]. The quality of public services is the main basis for improving the quality of services to the community. In general, this also plays a role in building trust between the government and the community. Therefore, the government must ensure the provision of ideal public services so that every citizen can feel the responsibility, performance, assurance, empathy, and tangible form of the services provided. Thus, the community can feel comfortable in taking care of various administrative needs.

E-Government is an effective instrument for transforming the structure, processes, and culture of government to achieve more transparent, effective, efficient, and customer-oriented governance, so that e-Government is not limited to the use of ICT alone [3]. Meanwhile, according to Hole, conceptually, the basic concept of e-government is actually how to provide services electronically (e-services), such as through the internet, mobile phone networks, computers, and multimedia. Through the development of e-government, the information management system and public service processes are also being reorganised and the use

of communication and information technology is being optimised. President Joko Widodo has issued a Presidential Regulation on the use of technology in the government system in Indonesia, which aims to improve the efficiency and transparency of government administration in Indonesia, such as Presidential Regulation No. 95 of 2018 concerning the Electronic-Based Government System (SPBE), which is a form of e-government that refers to the delivery of services and information to citizens using electronic means [4].

The implementation of e-government formulated in 2018 aims to improve the delivery of government services to citizens and businesses that are effective, integrated, sustainable, efficient, reliable, easy to use, and secure [5]. However, there are still many problems in the effective implementation of e-government in Indonesia. Some of these challenges include the digital divide, cost factors, lack of awareness, language issues, lack of literacy, inadequate coverage and upgrades, lack of trained staff, data privacy and security, lack of integrated services, resistance to change, and lack of user-friendliness of government websites, which hinder the e-government's ability to achieve its objectives government websites, which hinder the objectives of e-government from being achieved [6].

A business domicile in Indonesia is the official address used by business entities as a basis for legality in various administrative activities, such as applying for a Business Domicile Certificate (SKDU) [7]. Based on Articles 5 and 17 of Law No. 40 of 2007 concerning Limited Liability Companies, the domicile of a business entity, including a Limited Liability Company, must be stated in the deed of establishment and is the formal physical location of the company [8]. With technological advances, the phenomenon of using virtual offices has increased in Indonesia. However, to date, there are no specific regulations governing the legality of virtual offices as business domiciles. Previous studies have shown that virtual offices are only permitted as long as they are located within the territory of the Republic of Indonesia, but this has led to legal ambiguity regarding zoning, tax obligations, and business status recognition [9].

One implementation of e-government is the SIPRAJA (Sidoarjo Public Service System) application. This application was launched by the Regent of Sidoarjo in 2019 and has been introduced to the public since February 2022. Through the SIPRAJA application and website, the public can access various government services online, such as administrative paperwork, tax payments, and information related to other public services. With the SIPRAJA application, it is hoped that administrative procedures will become simpler and meet the basic needs of the people of Sidoarjo [10]. Before the SIPRAJA application existed, people in the Sidoarjo District had to spend a considerable amount of time to take care of various services at the district office. However, with this application, it is hoped that the community can easily access and take care of various public administrative services without having to queue and wait for the letter to be processed.

In addition, the use of the SIPRAJA application also helps to address various complaints often experienced by the community regarding government services that are

complicated, slow, expensive, uncertain, and tiring. Thus, the use of the SIPRAJA application in the management of administrative services in Sidoarjo Regency has provided convenience and efficiency for the community. The community in Sidoarjo Subdistrict can access public administrative services online through the SIPRAJA application and website, reducing the time and energy required to manage various services at the subdistrict office. In addition, this application also helps address various complaints related to slow and complicated government services. With the SIPRAJA application, it is hoped that public administrative services in Sidoarjo Regency can become more effective, efficient, and meet the needs of the community. Based on this, the SIPRAJA application is a technology-based administrative service innovation introduced by the Sidoarjo Regency Government [11]. The purpose of this application is to improve the efficiency and quality of administrative services to the community. However, it is important to understand the community's perception of the SIPRAJA application in the context of administrative services.

The business domicile certificate (SKDU) is the basis for the issuance of all business licences, tax registrations and company registrations at other agencies, so that SKDP is required both in the processing of a trading business licence (SIUP) and a company registration certificate (TDP). This business domicile certificate application system is intended for small and medium-sized businesses to enable them to process the certificate quickly. The processing of a business domicile certificate is essential for small and medium entrepreneurs in obtaining tenders or official work from the government, paying building and business taxes, one of which is by having a business domicile certificate [12]. Business domicile services are a form of public service that plays a strategic role in supporting the growth of the business sector, particularly MSMEs (Micro, Small, and Medium Enterprises), which are the backbone of the national economy. The Business Domicile Certificate (SKDU) serves as a legal document that indicates the official business address, which then becomes a prerequisite for various other administrative purposes, such as processing a Business Trade Licence (SIUP), a business entity Taxpayer Identification Number (NPWP), and access to banking and financing services [13]. In its development, business domicile services have undergone a significant transformation, from a paper-based manual system to an integrated electronic system. This is in line with the spirit of bureaucratic reform and the implementation of e-Government, which promotes efficiency and transparency in public services.

Cemengkalang Subdistrict is one of the administrative service units provided by the Sidoarjo City Government under the supervision of the Sidoarjo City Population and Civil Registration Office. In Cemengkalang Sub-District, there are various population administration services, such as applications for birth certificates, death certificates, business domicile certificates, residential domicile certificates, certificates of poverty, and general certificates. The services carried out by the village officials are the implementation of the government administration system through the improvement of a good, orderly and regulated administrative system in accordance with applicable regulations, with the hope that public services can run efficiently and effectively. One

indication of the implementation of good services to the community is to look at the orderly administration of government if the government, in this case the village officials, is able to become a source of information, training, and supervision. The services provided by the Cemengkalang Village Office will be measured by the level of community satisfaction. The assessment given by the community determines the performance of public services. Activities that can be carried out to serve the public are to measure the level of community satisfaction. Public service is an effort made by a group or individual bureaucracy to provide assistance to the community in order to achieve a specific goal. One of the administrative services provided by the Cemengkalang Village Office in Sidoarjo Regency is the Business Domicile Certificate.

No	Tahun	Jumlah Pemohon	Keterangan
1	2022	52 orang	Terjadi kenaikan jumlah pengajuan pasca pandemi COVID-19, sebagai bentuk pemulihan ekonomi masyarakat dan peningkatan sektor UMKM.
2	2023	60 orang	Jumlah pemohon relatif stabil, mencerminkan konsistensi pelaku usaha dalam mengurus legalitas usaha.
3	2024	62 orang	Mulai menunjukkan tren kenaikan kembali, seiring dengan pertumbuhan usaha mikro dan peningkatan kesadaran legalitas usaha.

Figure 1. Data on Communities Registered in SKDU for 2022-2024.

Source: SKDU data for Cemengkalang Village, Sidoarjo Regency

Based on data from the last three years (2022–2024), data from Cemengkalang Subdistrict Cemengkalang shows a positive trend in the submission of Business Domicile Certificates (SKDU). This reflects economic recovery, particularly in the micro and small business sector, as well as increased public awareness of the importance of business legality in order to gain access to public assistance and services. In 2022, there were 52 SKDU applications, which increased significantly after the COVID-19 pandemic. The community began to resume their businesses, both from home and online, thereby driving the need for legality documents. In 2023, there was an increase to 60 applications, reflecting relatively stable conditions. This is also in line with the improving economy and the efficiency of administrative services through the SIPRAJA system. In 2024, there was another increase to 62 applications. Although the increase was small, this trend shows that the entrepreneurial spirit of the community continues to grow. Many residents are starting new businesses and taking advantage of the convenience of digital services. The consistency of this data confirms that SKDU services in the sub-district are running effectively and form an important basis for the government in designing policies to empower MSMEs. It is hoped that this positive trend will continue, with more and more business actors becoming aware of the importance of legality. The government is

also expected to continue to improve the quality of services so that they are easier, faster and more evenly distributed to all levels of society.

Based on initial observations in Cemengkalang Village, there are several problems with the implementation of the business domicile service system, particularly regarding the submission of Business Domicile Certificates (SKDU). One concrete example is when a resident applied for an SKDU, but after an inspection by an officer, it turned out that the business location was not within the administrative area of Cemengkalang Village, but in another village. In accordance with applicable regulations, SKDUs can only be issued by the sub-district government that physically supervises the business location, not based on the domicile address of the business owner. Due to this discrepancy, SKDU applications cannot be processed procedurally by the sub-district. Nevertheless, the village administration still issues a standard certificate to assist with the administrative needs of residents, although this certificate does not have the same legal force as an SKDU. This incident reflects a gap in understanding between the community and the government regarding the mechanisms and limitations of business domicile services.

The problems encountered in implementing the business domicile service system in the field are not only administrative, but also technical in nature. For example, there are obstacles in the form of human resources who are not yet skilled in operating the licensing system or application, limitations in technological infrastructure such as inadequate internet networks, and a lack of socialisation and training for officials and the community. This has resulted in a suboptimal licensing process and sometimes leads to the rejection of applications due to administrative issues such as the scope of the village's supervisory area. To overcome these obstacles, it is important to coordinate between relevant agencies, increase human resource capacity, and conduct intensive socialisation so that the community understands the procedures and limitations of authority in issuing SKDU and other administrative services. Therefore, the challenges in implementing the business domicile service system, as experienced in Cemengkalang Village, reflect broader challenges in technical and administrative aspects, as well as in the community's understanding of the applicable service mechanisms. Effective handling requires improvements in coordination, staff training, and public education so that services can run optimally and in accordance with regulations.

This is also in line with various previous studies, including research conducted by Habibah et al in their study entitled Public Perception Community Perceptions of Education Regarding the SIPRAJA Application from the Sidoarjo Regional Government found that the level of community understanding of the features and procedures in the SIPRAJA application is still low due to a lack of education and socialisation from the local government. This has an impact on low community participation in optimally utilising digital services.

Second, research conducted by Rofpi and Bataha in the PubBis journal examined the procedures for obtaining a Business Domicile Certificate (SKDU) in Penjaringansari Village through the Surabaya Single Window system. The results show that even though digital services have been implemented, there are still technical and administrative

obstacles such as data inconsistencies and the absence of SOPs regulating the handling of cross-regional cases, thereby hampering the effectiveness of SKDU services [14].

Third, research by Wulansari and Sembiring highlights the importance of designing an efficient SKDU application system using the FAST method. The results of the study emphasise that the design of the service system must consider user needs and technical conditions so that public services can be more adaptive and responsive to the community [15].

Fourth, research by Nugraha in the context of e-Government development in Sleman Regency underlines that the success of e-Government implementation is greatly influenced by coordination between regional agencies, human resource readiness, and consistent policy support. Without these three factors, the digitisation of services will only be a formality without any real improvement in service quality. The results of this study are in line with the findings in this study, where the implementation of the SIPRAJA application in SKDU services in Sidoarjo Regency also faced obstacles in terms of communication, apparatus readiness, and the absence of standardised technical guidelines. Therefore, this study attempts to provide a more in-depth picture by using George C. Edward III's policy implementation theory approach to analyse four main indicators in policy implementation: communication, resources, disposition, and bureaucratic structure [16].

RESEARCH METHOD

The research method used in this study is a qualitative descriptive approach that aims to describe and analyse the implementation of the SIPRAJA (Sidoarjo Public Service Information System) application in the provision of Business Domicile Certificates (SKDU) in Sidoarjo Regency. This research was conducted in the Cemengkalang Village area, one of the villages actively using the SIPRAJA application in administrative services for population and business licensing. The focus of this research is on the implementation of the SIPRAJA application in the issuance of business domicile certificates. Data collection techniques were conducted through direct observation of the SKDU service process, in-depth interviews, and documentation from the SIPRAJA system and village administrative archives. Using Miles and Huberman's interactive analysis model, the collected data was analysed in three stages: data reduction, data presentation, and conclusion drawing. This study used George C. Edward III's policy implementation theoretical framework to support the analysis and interpretation of the findings. The framework emphasises four main criteria for measuring the effectiveness of policy implementation: communication, resources, disposition, and bureaucratic structure. This theory was chosen because it is considered relevant to digital-based public service systems. This is particularly true for identifying the components that influence the success and obstacles in implementing the SIPRAJA application in business domicile services.

RESULTS AND DISCUSSION

According to George C. Edward III, research shows that the Sidoarjo Public Service Information System (SIPRAJA) for Business Domicile Certificates (SKDU) in Sidoarjo Regency still faces several obstacles in four aspects of policy implementation. According to George C. Edward III, four implementation indicators can be used to analyse the implementation of SIPRAJA: 1) Communication, 2) Resources, 3) Disposition, and 4) Bureaucratic Structure

1. Communication

Communication is "the process of sending information from the sender to the receiver." According to Edward III, policymakers must be provided with information about public policy so that they know what needs to be done and are prepared to implement the policy so that the objectives and goals of the policy can be achieved properly. Failure to communicate affects the implementation of digital service technologies such as the Sidoarjo Public Service Information System (SIPRAJA) used in the processing of Business Domicile Certificates (SKDU). People who do not fully understand the procedures are often reluctant or find it difficult to access digital services, thereby reducing the effectiveness of the application. Officials are also burdened by the high volume of complaints, data errors, and time-consuming verification processes. Therefore, a structured and sustainable communication strategy is key to improving service quality and public trust in service digitalisation. To address this issue, local governments need to develop varied, effective, and easily accessible communication methods, such as video tutorials, infographics, social media, community outreach at the RT/RW level, and the involvement of community leaders and local organisations. This is expected to increase public participation and understanding, ensuring that SKDU services run smoothly and in accordance with applicable regulations. Effective communication will support the creation of transparent, accountable, and responsive public services that meet community needs, as expected in the era of bureaucratic reform and digitalisation.

Based on an interview with Ms. Vivi, the SKDU operator, the following information was obtained:

"We've actually had outreach, but not all residents know or have forgotten. Sometimes they insist on using their KTP address because they understand the rules." (interview, March 11, 2025).

Meanwhile, an interview with Ms. Dian Kartika, RT 04/RW 02, revealed the following information:

"I thought using my KTP was enough, but it turns out that's not enough. It has to match the business location. I never received any information about that, either from the RT, the sub-district office, or social media. So when I was rejected, I was confused and had to go back with additional data." (interview, July 22, 2025).

Based on the interview results, it can be concluded that communication is one of the main obstacles in the implementation of the SIPRAJA application in Cemengkalang Village. Socialization regarding the SKDU service procedures through SIPRAJA has not

been carried out comprehensively and consistently. This results in many residents not understanding that the business address must match the physical location of the business, not just the address on their ID cards. This lack of information leads to confusion and rejection when people submit applications, requiring them to reapply with additional documents. Furthermore, the village office is also overwhelmed by having to handle complaints, clarify data, and re-deliver information that should have been readily understood from the start. The limited use of communication media, such as the underutilization of social media, neighborhood association forums, or visual materials like videos and infographics, exacerbates this information gap. Therefore, more strategic, varied, and ongoing communication is essential to ensure the public understands the service flow correctly and to enable officials to carry out their duties more efficiently without being burdened with repeated errors due to miscommunication.

2. Resource

According to Edward III's definition, resources play an important role in policy implementation. Human resources are one of the factors that influence the success of policy implementation. Public administration services, especially the processing of Business Domicile Certificates (SKDU), are a crucial part of government administration that must run effectively and efficiently in order to meet public expectations and improve the quality of public services. Although explicitly human resources (HR) and information technology facilities are not the main focus of the problems faced, both have a very important role and significantly influence the smoothness of the service process. At the village level, officials who are the spearhead of public service in providing education and managing SKDU processing often have not received adequate training or special provisions regarding alternative procedures for handling cases involving SKDU applications that do not comply with standard regulations or that involve cross-regional areas. In principle, processing of Business Domicile Certificates (SKDU) must be carried out in the administrative area where the business physically operates. Therefore, if a business is located outside of Sidoarjo Regency, the SKDU should be issued by the sub-district or village office in the area where the business is located, not by the sub-district office in Sidoarjo. This leaves officials operating in an unprepared state, resulting in them only being able to provide temporary services in the form of ordinary certificates that lack the formal legitimacy of a business domicile document. Such certificates have limited legal and administrative recognition, potentially creating problems for business owners when they require official documents for various licensing, administrative, and other business purposes. This situation demonstrates the unpreparedness of human resources to address the complex issues that arise related to the business's territorial basis and existing administrative regulations.

Based on an interview with Mrs. Sulastri, the head of the Cemengkalang sub-district, the following information was obtained:

"Some of our officers are still not accustomed to using computers for service systems like this. If everything runs smoothly, it's fine, but if there are technical problems, they don't know what to do." (interview on 11 March 2025).

Meanwhile, based on an interview with Mrs. Vivi, the SKDU operator, the following information was obtained:

"We have had to postpone services several times because the internet was down. Yet the residents were already waiting." (interview on 11 March 2025)..

Based on this description, it can be concluded that the readiness of resources, especially human resources and infrastructure, is not yet adequate to support the implementation of SIPRAJA in SKDU services. Many officials have not been formally trained in operating the application, so when new menus, non-standard cases, or system errors arise, they hesitate to follow up and tend to delay services or issue ordinary certificates that do not have full legal force. This limitation is exacerbated by unstable internet network infrastructure, which causes delays in document input and printing and long queues of applicants. Since there is no technical team or regular training at the village level, officers rely on personal initiative and field experience, so that service quality depends on individuals rather than a standardised system. Therefore, improving competence through regular technical training, providing operational SOPs, and improving network infrastructure are key to ensuring that resources can truly support fast, accurate, and accountable digital services.

3. Disposition

According to Edward III, disposition can be defined as "the willingness, desire and tendency of policy makers to implement policies seriously so that the objectives of the policies can be realised". In the process of implementing public policy, especially in the provision of administrative services such as Business Domicile Certificates (SKDU), the aspect of disposition or attitude of the implementer plays a very vital role. The disposition of policy implementers, which includes attitude, commitment, loyalty, and the ability to adapt to field conditions, is a determining factor in the success of policy implementation. The theory developed by George C. Edward III asserts that, ideally, officials as policy implementers should have an attitude that fully supports the policy, be committed to the policy objectives, and have the flexibility to respond to the dynamics and variations of conditions in the field. The combination of these factors will ensure that the resulting policies are not only understood theoretically but can also be translated into real and effective practice in service delivery. However, in the context of SKDU services in some areas such as Sidoarjo Regency, the reality on the ground shows uncertainty and confusion among implementing officials. When faced with requests from the public that do not fully comply with the applicable technical regulations, such as SKDU applications outside the designated administrative area, many officials are hesitant and lack a firm basis for making decisions. This situation is exacerbated by the absence of clear, detailed, and comprehensive technical guidelines that can serve as legal and procedural references in handling non-standard cases. Policy implementers are forced to make ad hoc decisions, which often result in inconsistent and unsatisfactory service practices.

An interview with Ms. Sulastri, the village head of Cemengkalang Village, yielded the following information:

"We actually want to help, but without any regulatory basis, we're worried about making a mistake." (Interview, March 11, 2025).

Meanwhile, an interview with Ms. Vivi, the SKDU operator, yielded the following information:

"I actually want to help the residents, but without clear instructions from my superiors or standard operating procedures (SOPs), I'm at a loss. In the end, we just gave them a regular letter, even though we don't know if it will work." (Interview, March 11, 2025).

Based on the above description, it can be concluded that the officials in Cemengkalang Sub-District support the implementation of the SIPRAJA application in SKDU services, but this support is not yet backed by adequate technical readiness. The absence of operational guidelines and insufficient training has made staff hesitant to make decisions, especially when faced with cases outside the system's procedures or technical issues. This often results in delayed services or services being carried out based on personal initiative without a clear basis. This situation indicates that the staff's commitment has not been effectively realised in practice. Therefore, regular training, mentoring, and clear technical guidelines are needed to strengthen the staff's attitude and ability to provide services professionally.

4. Bureaucratic Structure

According to Edward III, bureaucratic structure is the organizational framework and work mechanisms for implementing policies, including standard operating procedures (SOPs) and a clear division of tasks (fragmentation). This structure plays a crucial role because even if policy implementers know what to do and have the resources, implementation can be hampered by complicated and ineffective procedures and poor coordination between organizational units. A good SOP must be clear, systematic, uncomplicated, and easy to understand to ensure smooth policy implementation without overlapping tasks. In the implementation of Business Domicile Certificate (SKDU) services, the bureaucratic structure of government institutions plays a crucial role in ensuring the smoothness and consistency of the administrative process. However, studies and field observations have revealed significant weaknesses in the bureaucratic sector, particularly regarding the lack of a Standard Operating Procedure (SOP) that explicitly regulates the handling mechanism for SKDU applications that do not correspond to the actual physical location of the business. This creates numerous administrative and coordination issues that directly impact the quality of services provided to the public. When an applicant applies for a SKDU (Civil Registration Certificate) with a business location outside the administrative area of the sub-district where the application is submitted, sub-district officials often lack clear guidelines for how to respond to such cases. In practice, officials are torn between the obligation to reject the application due to inconsistency with the desire to provide services by offering alternative documents that are not legally binding. This informal policy is partial and fails to accommodate legal needs or integrated service delivery. As a result, applicants often lack adequate legal certainty and are subject to a complicated process.

Based on an interview with Ms. Vivi, the SKDU operator, the following information was obtained:

"If there were clear SOPs, we would be more confident and all officers would have the same guidelines. But now, many people just rely on habit." (interview, March 11, 2025).

Meanwhile, an interview with Ms. Sulastri, the Head of the Cemengkalang Village, revealed the following information:

"I've entered all the data, but saving it fails. I have to start over from the beginning, and it takes time because the network is unstable." (interview, March 11, 2025).

Based on this description, it can be concluded that the lack of clear SOPs for using the SIPRAJA application for SKDU services means that officials in the sub-districts work without standard guidelines, so they often rely on personal experience or verbal instructions when faced with situations outside of standard procedures. This causes confusion and potential inconsistencies in service. Additionally, technical issues such as system errors and unstable internet connections further exacerbate the situation, especially since there is no technical support available at the village level. The absence of SOPs and supporting systems reflects the weakness of the bureaucratic structure in ensuring the smooth operation of digital services.

CONCLUSION

Fundamental Finding : The study found that the SIPRAJA application for Business Domicile Certificates (SKDU) in Cemengkalang Village faced significant challenges in communication, resources, disposition, and bureaucratic structure. Communication was limited, leading to misunderstandings about the application process. Resource limitations, such as inadequate training for officials and poor infrastructure, hindered service delivery. The lack of clear guidelines and standard procedures resulted in informal and inconsistent services. **Implication :** To improve the SIPRAJA application, better communication and education for the public are needed. Training for village officials on technical systems and the creation of clear guidelines are essential to provide consistent and efficient services. Standard operating procedures should be established to eliminate inconsistencies. **Limitation :** The study's focus on Cemengkalang Village limits the generalizability of the findings to other areas. The reliance on qualitative data may also omit broader quantitative impacts. **Future Research :** Future studies could evaluate the impact of training programs for officials and infrastructure improvements on the effectiveness of digital public services. Expanding the research to include quantitative data would provide a more comprehensive assessment of the SIPRAJA application's success.

REFERENCES

- [1] D. Widiyanto, "Information System for Certificate Services in Sucenjurutengah Subdistrict," *Journal of Economics and Information Technology*, vol. 13, no. 2, pp. 28-33, 2025.
- [2] M. H. Mustaghfiri and P. Susiloadi, "Quality of building permit issuance services at the investment and integrated one-stop service office of Surakarta City," *J. Mahasiswa Wacana Publik*, vol. 1, no. 1, pp. 99-107, 2021.
- [3] H. Alsaghier, M. Ford, A. Nguyen, and R. Hexel, "Development of an instrument to measure the theoretical construct of citizens' trust in e-government," in *Proc. 8th Eur. Conf. Information Warfare and Security*, Military Academy, Lisbon and University of Minho, Braga, Portugal, pp. 65, July 2009.
- [4] D. Fibrianti, "Quality of Business Certificate Issuance Services at the Sungai Pakning Sub-District Office, Bukit Batu District, Bengkalis Regency," *Jurnal Mahasiswa Pemerintahan*, pp. 411-420, 2025.
- [5] D. Mulyadi, "Tracking the Implementation of E-Government in Strengthening Transparency in Local Government Governance," *J. Digital Democracy Research Centre*, vol. 1, no. 1, pp. 39-47, 2025.
- [6] D. Stein et al., "3D virtual reconstruction and quantitative assessment of the human intervertebral disc annulus fibrosus: a DTI tractography study," *Scientific Reports*, vol. 11, no. 1, p. 6815, 2021.
- [7] J. T. Nugraha, "E-Government and public services (a study of the elements of successful e-government development in the Sleman district government)," *J. Communication and Media Studies*, vol. 2, no. 1, pp. 32-42, 2018.
- [8] M. F. Rahmadana et al., "Public services," 2020.
- [9] A. Kurniawan, A. Maulana, and Y. Iskandar, "The influence of technology adaptation and government financial support on the sustainable performance of MSMEs during the COVID-19 pandemic," *Cogent Business & Management*, vol. 10, no. 1, p. 2177400, 2023.
- [10] L. C. Dharma and G. Gamaputra, "Analysis of the Surabaya Teacher Application Information System at the Surabaya City Education Office," *J. Applied State Administration Innovation (Inovant)*, vol. 3, no. 3, 2024.
- [11] D. Ulyadi, "Tracking the Implementation of E-Government in Strengthening Transparency in Local Government Governance," *J. Centre for Digital Democracy Research*, vol. 1, no. 1, pp. 39-47, 2025
- [12] A. F. Perangin-Angin, "Employee Performance in Providing Residence Certificates at the Namo Landur Village Office, Namorambe District, Deli Serdang Regency," Ph.D. dissertation, Univ. Medan Area, Medan, Indonesia, 2025.
- [13] U. Ependi, T. B. Kurniawan, and F. Panjaitan, "System usability scale vs heuristic evaluation: a review," *J. Simetris*, vol. 10, no. 1, pp. 65-74, 2019.
- [14] B. P. N. Habibah, S. S. Wijayanti, T. A. Saputra, and D. Amalia, "Public Perception of Education Regarding the Sipraja Application from the Sidoarjo District Government," *J. Ilmiah Wahana Pendidikan*, vol. 10, no. 13, pp. 104-118, 2024.
- [15] A. Rofpi and K. Bataha, "Procedures for Business Domicile Certificates in Penjaringansari Mellui Village through the Surabaya Single Window," *PubBis: Journal of Public Administration and Business Administration Thought and Research*, vol. 8, no. 1, pp. 22-30, 2024.

- [16] A. Rofpi and K. Bataha, "Procedures for Business Domicile Certificates in Penjaringansari Mellui Village through the Surabaya Single Window," PubBis: Journal of Public Administration and Business Administration Thought and Research, vol. 8, no. 1, pp. 22-30, 2024.

Fathimatuz Zahro

Muhammadiyah University of Sidoarjo, Indonesia

Email: fatimatuz2003@gmail.com

***Ahmad Riyadh Umar Balahmar (Corresponding Author)**

Muhammadiyah University of Sidoarjo, Indonesia

Email: riyadh_ub@umsida.ac.id
