

Public Values of the Implementation of the E-PAKLADI Application to Realize E Governance in Beji Village (Case Study at the Beji Pasuruan Village Hall)

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ABSTRACT

Objective: This research aims to describe the public value of the implementation of the E-PAKLADI application in supporting the implementation of e-governance in Beji Village, Pasuruan Regency. The research background is based on the need to improve the efficiency, transparency, and accountability of population administration services through digital innovation at the village level. **Method:** The research was conducted using a descriptive qualitative method using the purposive sampling technique of relevant informants, and data collection was obtained through observation, interviews, and documentation analyzed using the Miles & Huberman mode approach. **Results:** Based on the results of the research, it was obtained that first, from the aspect of legitimacy and support, the E-PAKLADI program has a strong legal basis and infrastructure support from the village government. Second, from the aspect of operational capabilities, this application is effective in facilitating access to services and increasing transparency, although there are still obstacles such as network disruptions and application maintenance. Third, from the aspect of substantial value, E-PAKLADI is able to improve administrative efficiency, strengthen community participation, and minimize administrative errors through digitalization. **Novelty:** The novelty of this research lies in the comprehensive analysis of the application of the public value framework of O'Flynn in the context of villages, which shows that the success of digital innovation is not limited to the use of technology alone, but also to legitimacy, resource support, and community acceptance.

INTRODUCTION

Public service is a very important theme in discussions in developing countries. In Indonesia, for example, the level of people's welfare is greatly influenced by the extent to which they can access and utilize public services. This shows that the quality of public services has a great influence on improving the standard of living of individuals and the community as a whole. Therefore, the government must ensure that all levels of society can access public services without problems. This accessibility is the main factor in realizing a more just and prosperous society. If public services are provided well, then it will be easier for people to get the help and resources they need, thus improving their quality of life. As a legal basis, Law Number 25 of 2009 concerning Public Services aims to ensure the provision of public services in accordance with the principles of good governance. This law not only regulates how services should be provided, but also provides legal protection and certainty for the community [1]. With this regulation, it is hoped that public services can be carried out in a transparent and accountable manner, so that the public feels protected and gets their rights properly.

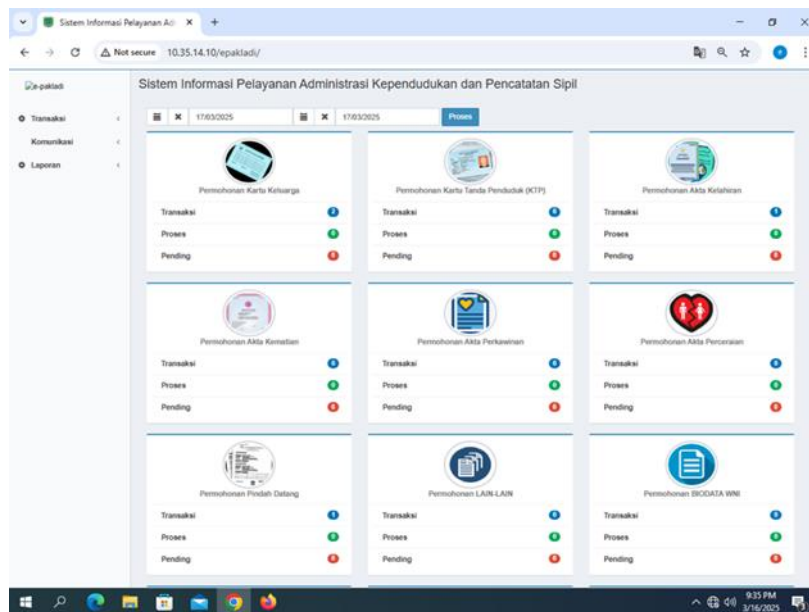
Pasuruan Regency is an autonomous region located in an area that is classified as a strategic area of the golden triangle of East Java Province, thus making it a strategic location with considerable investment potential for investment. This resulted in many

companies being established in Pasuruan Regency, which attracted many immigrants to look for opportunities, thus giving rise to various problems related to population, social, and other issues [5]. In realizing E-Government, the Pasuruan regency government always strives to create innovative community service applications to make it easier for the community to take care of population administration. According to the World Bank, E-Government refers to the use of information technology by government agencies that can revolutionize interaction with the community, the business world, and between government agencies [2]. This technology has various functions, including improving the quality of government services to the community, strengthening relationships with the business and industrial sectors, providing access to information that empowers citizens, and supporting more effective governance. Positive impacts that can be achieved include reducing corruption, increasing transparency, ease of service, revenue growth, and cost efficiency. In accordance with Law Number 23 of 2006 concerning Population Administration, it is explained that population administration is a series of structuring and regulating activities in the issuance of Population Documents and Data through Population Registration, Civil Registration, management of Population Administration information and utilization of the results for public services and the development of other sectors (Article 1 paragraph (1) of Law Number 23 of 2006) [3]. Furthermore, in Article 27 paragraph (1) of Government Regulation Number 37 of 2007 concerning the Implementation of Law Number 23 of 2006 concerning Population Administration, it is emphasized that in carrying out Population Administration affairs in districts/cities, the Population and Civil Registration Office was established as the Implementing Agency [4].

Service problems in population administration in Pasuruan Regency can still be seen from public complaints on the Google review page of the Pasuruan Regency Population and Civil Registration Office, which is responsible for the implementation of these administrative services. Previous research also revealed that in the management of population documents, Pasuruan Regency faces complicated procedures, there are obstacles in the form of additional requirements, illegal collection practices, the length of the document issuance process, and low public awareness about the importance of population administration [6]. Thus, the Pasuruan Regency Population and Civil Registration Office as the agency responsible for the management of population administration has presented innovations in these administrative services through the implementation of the Electronic System for Direct Population Services (E PAKLADI).

The implementation of this innovation aims to reduce problems in population administration services and bring services closer to residents at the village and sub-district levels. As the most basic government unit, villages are also expected to play an active role in the implementation of public service innovations in the field of population administration [7]. This kind of innovation is not the first in Indonesia, as there have been similar innovations that aim to bring population administration services closer together. Several similar services have been implemented, so that people can now take care of documents up to the sub-district level without having to go to the Population and Civil Registration Office, and there are document delivery services and online administration applications provided in the form of websites and applications for the

community. The following is the menu of administrative services contained in the E-PAKLADI application system:



Picture 1. E-PAKLADI service menu web view.

Therefore, in the context of public service, innovation does not always have to be oriented towards new inventions. Developing existing innovation capacity and applying real benefits is an effective form of innovation. Thus, the main goal of innovation in public service is to continue to make progress [8]. However, in its implementation, E-PAKLADI still faces a number of obstacles so that it cannot operate optimally in all villages and sub-districts. One of the challenges faced during the two years of implementation of E-PAKLADI, as explained by the Head of the Population and Civil Registration Office of Pasuruan Regency, is related to the quality of the internet network in each village [9].

Beji Village is one of the villages that implements the E-PAKLADI system. Beji Village is bordered by Gajahbendo Village to the east, Cangkringmalang Village to the west, Pagak Village to the north, and Gunungsari Village to the south. This area also functions as the center of the Beji District government, where the Beji District Office and the Beji Health Center are located. In addition, Beji Village has alternative road access to Bangil City without going through the Pantura route, connecting to Kenep Village and the Gunungsari hilly area. The village is also the location of the 8th Cavalry Battalion/NSW Dormitory which includes three hamlets, and is known as the second largest catfish cultivation centre in Beji District after Gunungsari Village. The presence of this innovation allows it to provide convenience for the public in managing population documents with efficiency of distance, cost and time. The following is the recap data of the submission of population administration management through the E-PAKLADI application system in Beji village in 2025:

Pasuruan Regency Dispendukcakil. Despite the improvement of capabilities through technology training, technical and human resource issues are still an obstacle. Therefore, this program cannot be considered fully effective and requires more efforts in terms of socialization, improvement of technological infrastructure, and technical problem solving in order to meet public expectations for the quality of population administration services [10].

According to research conducted by Paulina Cendy Ardiilia, Supri Hartono, Achluddin Ibnu Rochim. The e-PAKLADI kiosk is a digital-based population administration service provided by the Pasuruan Regency Population and Civil Registration Office, which facilitates the public in taking care of various population documents without having to come directly to the official office. Through this service, the management process becomes easier and more efficient because all documents can be uploaded online after residents fill out the form according to their needs. [11]. The effectiveness of this program is evaluated based on Budiani's theory reviewed from four aspects, namely the accuracy of the target, the dissemination of program information, the achievement of goals, and the supervision of implementation. The findings of the study indicate that online-based population administration services in Pandaan District, Pasuruan Regency, are running effectively with optimal success.

Based on the formulation of the problem that has been presented, this study aims to describe the public value resulting from the application of E Pakladi in supporting the implementation of E-governance in Beji Pasuruan Village. With this research, it is hoped that it can provide a deeper understanding of how the application contributes to improving the quality of public services and the effectiveness of village governance. The main focus of this research is to assess the extent to which the E Pakladi application is able to meet the needs of the community and reflects public values that are oriented towards transparency, efficiency, and accountability in village services.

In accordance with what has been planned by the Pasuruan district government to facilitate population administration services in the Pasuruan district area, the researcher conducted a thorough study on the Public Values of the application of the E Pakladi application to realize E Governance in Beji village (Case Study at the Beji Pasuruan Village Hall). This analysis uses the theoretical indicators of O'Flynn, namely the concept of "public value" is interpreted as a multidimensional structure, reflecting collective expression formed not only from results, but also through processes that encourage the creation of trust and equality [12]. It also represents "a comprehensive approach to public management and the continuous improvement of public services." O'Flynn identifies several indicators for assessing public value creation, which can include: Legitimacy and Support, Operational Capabilities, Substantial Value

RESEARCH METHOD

This study uses a descriptive qualitative research method with the aim of collecting and describing information, data, and various problems in depth through field observations and information provided by respondents regarding the Public Values of the application of e-PAKLADI to realize E Governance in Beji Village (Case Study at Beji Pasuruan Village Hall). This research was conducted in Beji Village, Beji District,

Pasuruan Regency. In this study, the author applied the purposive sampling method, which is a sample selection technique based on a specific goal. This method is used to obtain as much information as possible from various sources as well as dig up the data on which the research is based. The informants in this study were obtained through data collection techniques conducted through observation, interviews, and documentation. This study utilized two types of data sources, namely primary data sources and secondary data sources. Primary data sources were collected through observation, interviews, and documentation, while secondary data sources were obtained from journal literature, scientific articles, documents, and mass media. The focus of this research is Public Values on the Application of E-PAKLADI to Realize E Governance in Beji Village (Case Study at Beji Pasuruan Village Hall). which will be measured using the theory of public value according to O'Flynn, namely the concept of "public value" is interpreted as a multidimensional structure, reflecting collective expression formed not only from results, but also through processes that encourage the creation of trust and equality [12]. This shows a **comprehensive approach** in public governance and service improvement that is carried out in a sustainable manner. O'Flynn identifies several indicators to assess public value creation, which can include: Legitimacy and Support, Operational Ability, Substantial Value. In the data analysis technique, the researcher used an analysis model by Miles and Huberman which consisted of data collection, data reduction, data presentation, and conclusion drawing [13].

RESULTS AND DISCUSSION

The E-PakLadi program in Beji Village, Beji District, Pasuruan Regency is a digital initiative that aims to improve the efficiency and transparency of village administration services. This program is designed as an electronic system that makes it easier for people to access various services, such as managing certificates, registering for social assistance, and information related to population data. By utilizing technology, the village government tries to provide fast, accurate, and friendly services to the needs of residents. The implementation of E-PakLadi is also part of efforts to modernize digital-based village governance. People can access services through electronic devices, both computers and mobile phones, without having to come directly to the village office. This is very helpful, especially for residents who have limited time or live far from the village administration center. In addition, this digital process also reduces the use of paper and speeds up bureaucratic flows, so that services become more efficient.

The impact of the E-PakLadi program is quite significant for the residents of Beji Village. In addition to improving the comfort and speed of services, this system also encourages active community participation in monitoring and evaluating the performance of village government. Digitally stored data also simplifies the reporting process and data-driven decision-making. With the existence of E-PakLadi, Beji Village affirms its commitment to become a village that is adaptive to technological developments for better public services. However, the stability of the network in Beji village has been disrupted, so applications that require an internet connection cannot be accessed properly. According to O'Flynn identifies several indicators to assess public

value creation, which can include: Legitimacy and Support, Operational Ability, Substantial Value [12].

Legitimacy and Support

Legitimacy and independent support refer to a politically legitimate and sustainable status, which is achieved by obtaining sufficient time and resources from the relevant authorities. This means the recognition of various political stakeholders and other related parties as a whole, based on the recognition of the differences in power they have. The journey of the e pakladi program is very closely related to legitimacy and support, this certainly requires the role of various resources

The implementation of the E-PakLadi application in Beji Village itself has received clear legitimacy and support from the beginning through regulations that have been set by the government with regulations like this, the E PakLadi application system has a strong legal basis to run, so that every stakeholder and program carried out in the implementation of the E PakLadi application runs well.

This is evidenced by the results of the interview according to Munzil that:

"The legitimacy of the E Pakladi application system in Beji Village has a legal basis, namely laws, government regulations, regulations of the minister of home affairs and is addressed by Regent Regulation Number 11 of 2021 concerning administrative services in Pasuruan Regency. In Beji village, it also issued a special duty warrant for E Pakladi operators appointed through the village and in the decree as a basis for the validity of the operator in operating the E Pakladi system in Beji village. So the operator of the E Pakladi system in villages in Pasuruan Regency has been appointed through a letter of assignment which is decreed through the village head". (Interview results, March 5, 2025)

This is also strengthened by the results of the interview according to Yustina that:

"Regarding support for the E Pakladi application system, the village government provides and provides tools in the form of computer sets, printers, etc. that support the E Pakladi application system program and honorarium to operators, technically operationally borne by the village government, of course the budget cannot be separated from the source of the village fund allocation budget.". (Interview results, March 5, 2025)

This is evidenced by the image below:

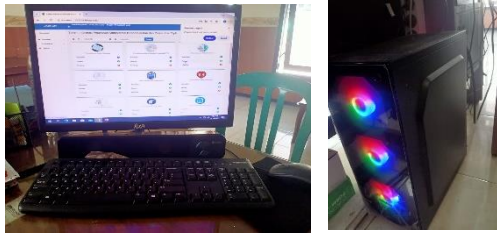
Table 1. Electronic appliance set.



Epson LX-310 Printer For Printing Kitir proof of filing sign



Brother DCP Printer for Scan Proof of Submission Supporting Data and Print Submission Results



Computer Set

Source of data from the results of the research in 2025.

Based on the picture above, it can be concluded that the village government also provides or budgets in the form of a set of electronic devices such as PCs and various types of printers, then related to the technical aspects are operationally borne by the government.

Based on the interviews and data above, it can be concluded that legitimacy and support are important aspects in the sustainability of the E Pakladi program in Beji Village, which is evidenced by a strong legal basis and real support from the village government. The legitimacy of the program is shown by the existence of laws and regulations and regent regulations that are the legal provisions that serve as the basis for the implementation of the system., as well as official letters of assignment for operators appointed by the village head. Support is also provided concretely by the village government in the form of providing supporting facilities such as computers and printers, as well as providing honorarium to operators financed from the allocation of village funds. This reflects the synergy between formal legitimacy and resource support that allows the effective sustainability of the E Pakladi program. When juxtaposed with previous research by Desi Nur Rokhmawati et al, research in Gempeng Village revealed that the success of the E-Pakladi Kiosk program is highly dependent on the support of infrastructure and human resources, as well as how this program makes it easier for the community to take care of population administration quickly and efficiently [14].

Operational Capabilities

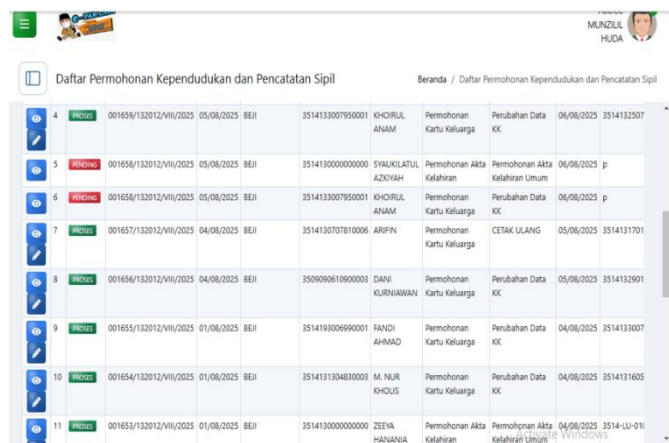
Operational capabilities can be interpreted as something that is worth implementing from both an operational and administrative perspective, namely they can be done with the availability of organizational capabilities and external resources needed in the production process must be able to be drawn and managed effectively to achieve the main goal, namely the creation of *public* value. In this context, public managers do not only play the role of passive employees who only support the running of the bureaucracy, but also as active actors who are able to manage and utilize assets optimally providing quality public services to the community.

The operational capabilities of the e-PAKLADI system in Beji Village can be said to be qualified and feasible because it has covered various important aspects in the management of administration and activities of village institutions. This application simplifies the process of recording activities from all village institutions such as BPD, PKK, Karang Taruna, and others in a systematic and well-documented manner. In addition, e-PAKLADI is able to store administrative data digitally, ranging from correspondence, citizen data collection, to activity documentation. This certainly

supports the efficiency of the village apparatus's work and minimizes errors in manual archiving. This is evidenced by the results of the interview according to Munzil that

"This system is also able to provide a recap of activity data and periodic evaluation reports, which is very useful in the monitoring and reporting process to the sub-district or district level. With the transparency and data access features, the public can also see information related to village activities easily. This integrated system shows that e-PAKLADI not only facilitates the internal performance of village officials, but also strengthens accountability and public information disclosure. Therefore, overall, e-PAKLADI operations in Beji Village are very feasible to be relied on as a modern and professional village governance support system." (Interview results, March 05, 2025)

The above interview is strengthened by the evidence below:



The screenshot displays a web application interface for 'Daftar Permohonan Kependudukan dan Pencatatan Sipil'. It features a table with 11 rows of data, each representing a different request. The table columns include a status indicator (e.g., 'DIPROSES'), a unique ID, a date, a location ('BEJI'), a name, a type of request (e.g., 'Permohonan Kartu Keluarga'), and a date of completion or update. The interface also shows a user profile for 'MUNZIL HUDA' in the top right corner.

No	Status	ID	Tgl	Lokasi	Nama	Jenis Permohonan	Tgl Selesai	ID
4	DIPROSES	001659/132012/III/2025	05/08/2025	BEJI	KHORUL ANAM	Permohonan Perubahan Data Kartu Keluarga KK	06/08/2025	3514132507
5	DIPROSES	001658/132012/III/2025	05/08/2025	BEJI	SYALUKLATUL AZQYAH	Permohonan Akta Kelahiran	06/08/2025	p
6	DIPROSES	001658/132012/III/2025	05/08/2025	BEJI	KHORUL ANAM	Permohonan Perubahan Data Kartu Keluarga KK	06/08/2025	p
7	DIPROSES	001657/132012/III/2025	04/08/2025	BEJI	ARIFIN	Permohonan Cetak ULANG Kartu Keluarga	05/08/2025	3514131701
8	DIPROSES	001656/132012/III/2025	04/08/2025	BEJI	DANI KURNIAWAN	Permohonan Perubahan Data Kartu Keluarga KK	05/08/2025	3514132901
9	DIPROSES	001655/132012/III/2025	01/08/2025	BEJI	FANDI AHMAD	Permohonan Perubahan Data Kartu Keluarga KK	04/08/2025	3514133007
10	DIPROSES	001654/132012/III/2025	01/08/2025	BEJI	M. NUR KHOLIS	Permohonan Perubahan Data Kartu Keluarga KK	04/08/2025	3514131605
11	DIPROSES	001653/132012/III/2025	01/08/2025	BEJI	ZEVA HANANBA	Permohonan Akta Kelahiran	04/08/2025	3514-LU-01

Picture 3. Recap of activity data and periodic evaluation reports, which are useful in the monitoring and reporting process to the sub-district or district level.

Looking at the results of the interview above, it can be said that the operational quality of e-PAKLADI is very reliable because of the modern and professional village governance support system. However, even though the operational quality of e-PAKLADI can be said to be good, there are still obstacles where in the e-PAKLADI application there is often maintenance or it can be said to be an error. This is evidenced by the results of the interview according to Yustina that:

"The obstacles that often occur in the e-PAKLADI application are frequent maintenance or errors during operation, such as not being able to open the application later, often causing lag to break and break like that". (Interview results, March 05, 2025)

Based on the interview above, it can be concluded that the indicators of operational capabilities have gone well, such as ease of access, then there is transparency so that residents can see the village activities that will be carried out in the e-PAKLADI application, and this e-PAKLADI application has been said to be suitable to be relied on as a support system for village governance. However, there are still obstacles found in this application, namely related to maintenance or errors, such as not being able to open the application and then lag (framing) during the operation process, then it is also not in accordance with the theory of public service according to O Flynn in the indicator of operational capability which measures the extent to which resources can be used optimally to produce the desired output [12]. When juxtaposed with previous research

conducted by Alya Rahma Yunita et al namely in the implementation of the E Pakladi system, there are still obstacles in the service process, such as inconsistencies in service times, limited number of operators, and systems that are still experiencing disruptions [15].

Substantial Value

In the framework of the strategic triangle proposed by Moore, substantial value is directed to produce something that has an important meaning, namely public value..¹⁷ Public administration in society functions not only as a provider of social services and protection, but also as a driver of public value creation as well as a proactive actor in the political, economic, social, and cultural spheres. Then Benington explained that "public value" means broader than market coordinates by also considering political and social aspects.,

as follows: a. **Economic value** is an additional benefit in public space because it is able to encourage economic activities and create jobs.b. **Social and cultural values** include contributions to strengthening social capital, community solidarity, social relations, cultural identity, improving welfare, equitable distribution of quality of life, and protecting and promoting cultural diversity.c. **Political values** play a role as an added value in the public sphere by stimulating participation, encouraging citizen involvement, and sustaining democratic discourse. **The value of education** is realized through expanding access to formal and non-formal education, increasing knowledge, skills, and capacity of the community to play an active role as supervisors, reporters, and informants. e. **Ecological values** contribute to the public sphere by supporting sustainable development, reducing pollution, reducing the amount of waste, and overcoming the impact of global warming [16].

The E-PAKLADI (Electronic Data Collection of Institutional Activities and Village Administration) application system in Beji Village has substantial value in improving the efficiency and transparency of village government administration. Through digitizing data and activities of village institutions, this application makes it easier to record, store, and Data collection is carried out in a *Real-time*, so as to be able to speed up the process in determining decisions.In addition, E-PAKLADI also minimizes the potential for administrative errors and minimizes the risk of data loss due to manual recording, which has been a challenge in village administration management. This is evidenced by the results of the interview according to Munzil that:

"The implementation of the E-PAKLADI application is very helpful for village officials in managing administration. This system makes recording and storage data faster, real-time, and minimizes administrative errors that often occur in manual recording. E-PAKLADI also reduces the risk of data loss, accelerates the decision-making process, and increases service transparency, thereby fostering trust in village government." (Interview results, March 5, 2025)

This application also serves as a bridge between the village government and the community in terms of accountability and public services. With an integrated system, thecommunity can easily access information about village activities and programs, creating better public participation. In addition, E-PAKLADI supports the implementation of data-based village government and information technology, in line

with efforts to realize a village that is transparent, responsive, and adaptive to digital developments. When juxtaposed with previous research by Risa Indah Sari et al a study in Gunung Gangsir Village, Pasuruan Regency, examines the effectiveness of E-PAKLADI Kiosks in population administration services. The results show that the app improves service accessibility, speeds up the document management process, and minimizes administrative errors. However, there are still obstacles such as lack of socialization, technological limitations, and human resources that need to be improved to improve the efficiency and quality of services

CONCLUSION

Fundamental Finding : The E-PAKLADI application in Beji Village demonstrates effective legitimacy and support, with legal regulations and assigned operators, as well as concrete resources such as computers, printers, and honoraria. Operational capabilities such as ease of access and transparency have been achieved, and the system effectively supports village governance. Furthermore, E-PAKLADI improves administrative efficiency by digitizing data, enabling real-time record keeping, faster decision-making, and minimizing errors and data loss. **Implication :** This system shows that combining formal legitimacy with resource support enhances sustainable digital governance. It facilitates transparency, efficient administration, and community trust, suggesting that similar digital initiatives could improve operational effectiveness and accountability in other local governments. **Limitation :** Despite its benefits, E-PAKLADI faces technical issues, including lag and errors, and does not fully optimize resources as suggested by O'Flynn's public service theory, highlighting the need for improved maintenance and operational efficiency. **Future Research :** Future studies should explore solutions to technical limitations, assess replicability in other villages, and investigate the long-term impact on decision-making speed, administrative accuracy, and citizen engagement.

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