

Public Value Portal One Data Palapa in the Media to Share Data in the Scope of Mojokerto Regency

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ABSTRACT

Objective: This study aims to explain the implementation of the Palapa One Data Portal as an e-government-based public service innovation in Mojokerto Regency and how the portal realizes public value. This portal was developed to make it easier for the public to access data sourced from various local government agencies in a transparent and integrated manner. **Method:** The method used is qualitative descriptive with data collection techniques through interviews and document analysis. The research informants included village apparatus and the community using the portal, while the analysis was conducted using the Public Value Strategic Triangle framework by Mark Moore and the Public Value Scorecard by Gomez & Meynhardt. **Novelty:** This research presents a novelty because it analyzes the implementation of the Palapa One Data Portal in Mojokerto Regency with a Public Value perspective, using Mark Moore's theory and Gomez & Meynhardt's Public Value Scorecard. This study differs from previous studies that have generally focused on large cities or the technical aspects of e-government, as it emphasizes on how regional data portals can create public value across aspects (economic, social, political, educational, and ecological) as well as operational challenges in data updates.

INTRODUCTION

The Indonesian government has been aware since the early days of reform of the importance of e-government. The President issued Presidential Instruction No. 3 of 2003 concerning National Policies and Strategies for the Development of e-government, considering a number of benefits of the application of information and communication technology in the government sector [1]. The government then strengthened the legal basis by issuing Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems, as explained by Irawan (2015) that e-government plays an important role in increasing the effectiveness, transparency, and accountability of government administration [2].

The Ministry of PANRB noted that before the issuance of Presidential Regulation Number 95 of 2018, the development of e-government faced various problems such as sectoral nature, waste, system disintegration, security risks, and low data validity [3]. On the other hand, people increasingly demand fast, transparent, accurate, and accessible public services. Therefore, the use of technology is the key in improving government service standards. In order to improve the quality of services offered, digital-based public services can help the general public in getting information and services quickly. Digital technology can be used by governments to increase citizen involvement in decision-making, increase transparency and accountability, and increase the effectiveness of citizen interactions [4].

According to the European Journal of Information Systems (2007) 16, 134–148 titled e-government information systems: Evaluation-led design for Public Value and client trust. In the realization of e-government, Public Value is needed. Public Value here is a value of trust by the community that there will be concrete results. Public value here is not like the value of money, instead it complements the measurement of that value. So that in the implementation of e government, especially in terms of public services, the two elements of Public Value must be realized by the government as a provider or organizer [5].

The researcher has an interest in studying more deeply how the implementation of the One Data Palapa application and how it affects the implementation of public services in order to realize Public Value [6]. In order to improve the quality of digital-based public services, the Mojokerto Regency Government since 2021 has launched several innovative applications, including Damar Mojo, Satu Data Palapa, and Super Apps Mojokerto. Each application has a different function according to the needs of the community. Damar Mojo is focused on being the official channel for public complaints to local governments, One Data Palapa was developed to support the management and disclosure of cross-agency data that can be accessed by the public online, while Super Apps Mojokerto acts as an integrated platform that integrates various public services in one digital platform [7].



Figure 1. One Data Dashboard Palapa

The One Data Palapa Portal is a data sharing service that collects information from various agencies in Mojokerto Regency. Launched in 2021, this portal was developed by Diskominfo in collaboration with BPS to integrate sectoral data to make it more accessible to the public. The name Palapa is taken from the oath of Patih Gajah Mada as a symbol of the spirit of unity, with the hope that this portal will be able to unite data across agencies. The available data is objective, neutral, and open, including regional planning documents (such as RPJMD) to infrastructure development information.

This service is not only beneficial to the general public, but also helps sub-district and village governments in data-driven planning. However, the main obstacle to this portal is inconsistent data updates, because there are still many agencies that rarely provide input according to the latest developments. To ensure sustainability, this portal

has a legal basis through the Mojokerto Regent Regulation Number 16 of 2021 concerning the Implementation of One Data Palapa and If you want to make a request for data/information, this portal also provides access to the Mojokerto Regency PDID website to be visited in data and information requests [8].

The legal basis for which there is a Decree from the Mojokerto Regency Government is stated in the Decree of the Regent of Mojokerto Number 188.45/490/HK/416-012/2021 concerning the One Data Forum Palapa. The One Data Palapa Portal has approximately 59 agencies and 902 datasets that can be accessed by approximately 145011 visitors in the portal. there are 814 data standards and 246 documentation of statistical activities that have been resourced, as many as 5400 [9].

Public Value is aimed at with regard to social welfare, in this context the target is the welfare of public services of the community. The One Data Palapa Portal with Innovation with data that can be accessed by the public, is still able to coordinate a public value. The application of Public Value by the community is important to study. The implementation expands the democratic space for the community to be able to play a role in handling problems. The One Data Palapa Portal is beneficial for the community because it helps in accessing the data needed data. In this problem, the support, operational capabilities that are lacking in this portal innovation [10].

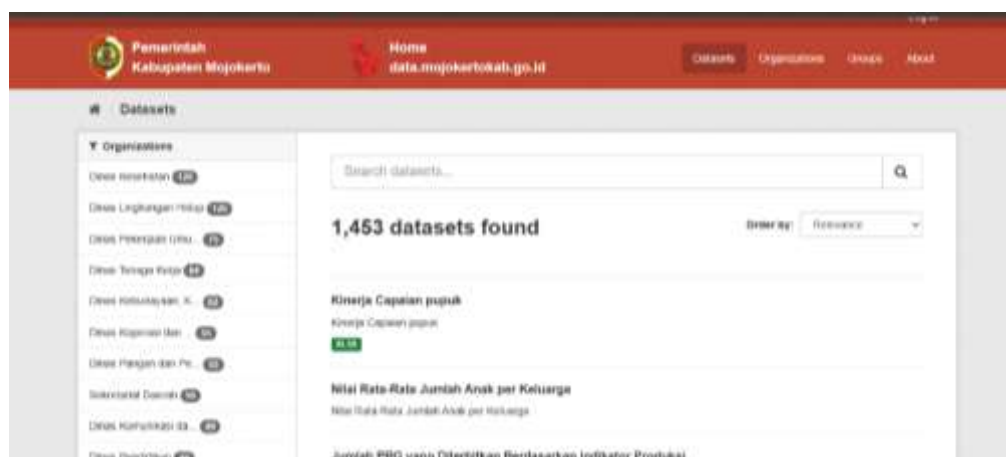


Figure 1. Display of the Overall Amount of Data in the One Data Portal Palapa

The main problem that still arises in the implementation of the Palapa One Data Portal is the lack of consistency in data updates by related agencies, so that the information presented is not always up-to-date. This condition makes people sometimes still doubt the validity of the data accessed. In addition, the lack of socialization is also an obstacle, because not all levels of society know the existence of this portal and how to use it. Another challenge is the operational aspects and coordination between agencies that have not run optimally, so the existence of portals risks only becoming a symbol of openness without really providing maximum benefits to the public. These problems are what make this research important, to assess the extent to which this portal is really able to realize public value as expected in the concept of Public Value.

The previous research referenced in this article took 3 studies, namely, Public Value from the Innovation of Emergency Complaint Services Command Center 112 Surabaya City written by Muhaimina, a student of the State Administration Study Program FISIP, Airlangga University, in the journal describing providing information and input to parties related to the command center 112 in carrying out their duties so that they can be used for improvement in the management of public services that have public value, which are useful in accordance with the needs of the community, and can be information for other local governments in managing public value in a public service innovation [11].

The research of the two authors took a sample of research data on Public Value of Surabaya City Social Service Policy, Study on Public Value of the Surabaya City Social Responsibility Campus Program written by Danam Banyu Pakarti, a student of the State Administration Study Program, FISIP, Universitas Airlangga which described the comparison in the context of further research and development for researchers, especially the study on the creation of Public Value (Public Value). In addition, it can also be used as reference material for the Surabaya City Social Service to improve public services in order to provide services that are of public value and useful in accordance with the needs of the community and become information for other local governments in order to create public value in a public service [12].

The third research uses a journal from the Application of Public Value in the Establishment of Darul Qolbi Orphanage with a Social Capital Base in Sleman written by Ahmad Nur Alamsyah, Francisca Winarni, Department of Public Administration, Faculty of Social Sciences, Law, and Political Sciences, Yogyakarta State University, in this journal discusses the role of society in dealing with the problem of abandoned children that occur within its scope. Explaining the role of values owned by society is used as a problem solving [13].

The One Data Palapa application is expected to help the people of Mojokerto Regency in accessing data in the Mojokerto Regency Government. As well as aiming for evaluation materials about the Palapa One Data Portal that will be beneficial to the community and in the community's value about the implementation of this program. In the evaluation and assessment of this program, it is hoped that it can be material for improvement for the future in implementation and can develop in accordance with the vision and mission of this program.

RESEARCH METHOD

This research employed a qualitative descriptive approach to capture how the public perceives and experiences the use of the Palapa One Data Portal [15]. Data were gathered through purposive sampling, emphasizing in-depth interviews and secondary document analysis. The secondary data were then examined using the Public Value Scorecard framework proposed by Gomez and Meynhardt (2015). The qualitative design was chosen because it is best suited for exploring social phenomena within their natural settings, where the researcher functions as the key instrument [16]. Data collection relied

on triangulation, combining several techniques, while the analysis followed an inductive process. Instead of focusing on broad generalizations, the results highlight deeper interpretations and meanings. Public value in this study was assessed through four essential dimensions: the achievement of social outcomes, citizen satisfaction, institutional trust, and intangible factors that enhance public welfare. Informants included both community members and village officials. Moore's Strategic Triangle was also adopted as an analytical lens, which emphasizes three pillars of public value: legitimacy and support, operational capacity, and substantive value. The purpose of the study was to describe the implementation of the Palapa One Data Portal, analyze its influence on the community as an e-government service, and provide recommendations for its further development. Three techniques were applied to collect data: in-depth interviews, direct observation, and documentation review [17]. Interviews involved village authorities, portal users such as students, micro and small business owners, and community leaders, as well as government officials engaged in managing the portal. Observations were conducted in a non-participatory manner to examine the system's features, frequency of data updates, and level of accessibility. Documentation was obtained from official sources, including Mojokerto Regent Regulation No. 16 of 2021 on the Implementation of Palapa One Data, the 2021–2026 Regional Development Plan (RPJMD), sectoral statistics, and the results of the Community Satisfaction Survey. All collected data were analyzed through a process of reduction, display, and conclusion drawing. The analysis drew upon Moore's Strategic Triangle, which highlights the balance between legitimacy and support, operational capacity, and substantive value. Additionally, the Public Value Scorecard developed by Gomez and Meynhardt was used to assess five dimensions of public value: moral-ethical, hedonic-aesthetic, utilitarian-instrumental, political-social, and ecological. Integrating these two frameworks provided a comprehensive understanding of how the Palapa One Data Portal not only complies with formal regulations but also generates concrete public benefits for the residents of Mojokerto Regency [18].

RESULTS AND DISCUSSION

Results

The main symbol of public value is the strategic triangle, in the strategic triangle there are three aspects that must be fulfilled by public sector organizations, namely Legitimacy and Support, Operational Capabilities and Substantively Valuable (substantial value). Based on the concept of public value, public managers are required to think and act strategically and be able to create a balance between these three aspects. The Public Value Theory by Mark Moore (1995) [19] introduces the concept of the Strategic Triangle, which explains that public sector organizations must meet three main aspects in order to create public value [20]. The concept of public value explains that if you want to create public value, you must be able to meet the aspects that exist in the strategic triangle, as follows:

1. Legitimacy and support

The legitimacy and support for the Palapa One Data Portal in Mojokerto Regency was built through a combination of a strong legal foundation and real public participation. In the context of this research, legitimacy is understood as a legitimate recognition based on laws and regulations, as well as public support for the authority exercised.

The One Data Palapa Portal gained formal legitimacy through several important regulations, namely Presidential Regulation Number 39 of 2019 concerning One Data Indonesia which regulates government data governance to meet data standards, metadata, interoperability, and reference codes; Mojokerto Regent Regulation Number 16 of 2021 concerning the Implementation of One Palapa Data; and Regulation of the Minister of Communication and Information Technology Number 1 of 2023 concerning Data Interoperability in the Implementation of Electronic-Based and One Data Government Systems in Indonesia, which sets term limits and technical rules for implementation.

In the field based on an interview with representatives of the Communication and Informatics Service on July 21, 2025, based on the results of an interview delivered by the Head of the Mojokerto Regency Communication and Informatics Office, Ardi Sepdianto said "Yes, the legal basis is clearly there, regulated in Perbup No. 16 of 2021. In terms of rules, we are already strong, but in the field there is still a need for encouragement so that OPDs are more diligent in filling and updating their data. So the support is there, but the implementation has not been maximized."

Based on the results of the interviews submitted, it shows that the One Data Palapa Portal already has a legal basis that strengthens the legitimacy and support for its implementation, but there must still be a stronger push so that it can be implemented better. From the perspective of Public Value theory, these findings show that the legitimacy and support aspects are not only built through formal regulations, but also through collaboration and incentives that are able to encourage the active participation of all agencies in data management. These findings are in line with previous research on Public Value on the emergency complaint service of the Command Center 112 in the city of Surabaya, where the implementation of the program refers to a clear legal basis and is accompanied by socialization to the community, which ultimately results in broad support for the program.

2. Operational Capabilities

Operational capabilities in the implementation of the Palapa One Data Portal include three main aspects, namely human resources, technological resources, and financial resources. In terms of human resources, its availability is considered quite adequate and of good quality. However, there are still problems in terms of data updates. Some agencies do not input data regularly, and there are even data that have not been input for two years.

This condition is caused by weak updates from related institutions, so that the data update cycle from year to year is hampered. For example, the Education Office only

inputs 39 data, while the Public Works Office inputs 69 data, which shows that there is an irregularity in data management between agencies.

Interview with Kemiri Village officials on July 20, 2025 "When it comes to access, this portal is quite easy to use. We can look at population, social, and development data. But the obstacle is that a lot of data has not been updated. So sometimes we still have to manually verify it so that it is more valid. I think this needs an internal evaluation so that the portal is more optimal." shows that the operational capabilities of the Palapa One Data Portal are sufficient, but data evaluation and update are still needed; this is in line with the operational capability aspect in Public Value theory which emphasizes the importance of management capacity for digital public services to run optimally.

In terms of technology, this portal is considered to run well and smoothly. The server used is relatively stable and has minimal disruption, so it rarely experiences errors or access problems. The portal can also be accessed easily via smartphones or laptops, just by using a data connection or Wi-Fi. Meanwhile, from the financial side, funding is focused on operational costs such as creating portals, providing technical guidance, and socialization to local governments within the scope of Mojokerto Regency.

Table 1. Service Data Listed in the One Data Portal Palapa

Service in Data	Datasets
Public Works and Spatial Planning Office	75
Health Office	129
Service, Culture, Youth, Sports and Tourism	62
Cooperatives and Micro Enterprises Office	55
Population and Civil Registration Office	45
Agriculture Office	43
Education Office	49
Library and Archives Service	41
Regional Disaster Management Agency	40
Food and Fisheries Service	55
Manpower Office	64
Regional Secretariat	55
Communication and Information Service	49
Population Control, Family Planning and Women's Empowerment Office	47
Central Statistics Agency	46
Public Housing, Residential Areas and Transportation Service	46
Department of Industry and Trade	45

Service in Data	Datasets
Regional Civil Service Agency	41
Regional Disaster Management Agency	40
Community and Village Empowerment Office	40
Social Service	39
Investment Office	24

Table 1. Palapa One Data Portal Document

RPJMD 2021-2026	1007
Planning Documents	570
Sectoral Statistical Data of the Mayor's Forum of Regency/City of East Java	49
Key Performance Indicators	31
Data Construction Request	09
Regional Device Data	02
Regions in Numbers	01
Data on the Acceleration of Stunting Reduction	01
Strategic Indicators	13

The data in the table can be used as empirical data in this study which is sourced from the One Data Portal Palapa Mojokerto Regency which is managed by the Communication and Information Service in collaboration with the Central Statistics Agency (BPS). Since its launch in 2021, the portal has contained 902 datasets from 59 local government agencies, including data on health, education, public works, agriculture, social, and other sectors. In addition, there are 814 data standards and 246 documentation of statistical activities with a total of 5,400 resources that can be accessed by the public. Based on Diskominfo records, the number of portal visitors has reached 145,011 accesses until 2023.

In terms of planning documents, the portal also provides the 2021–2026 RPJMD (1,007 documents), sectoral planning data (570 documents), as well as strategic indicators and data on the acceleration of stunting reduction. The Community Satisfaction Survey (SKM) conducted on portal users resulted in a Community Satisfaction Index score of 83.77 with the category "Good". This indicates that the existence of the portal has been accepted by the community and is useful, although evaluation is still needed.

However, this study also found an obstacle, namely irregularities in data updates between agencies. For example, the Education Office only inputs 49 data, while the Public Works Office 75 data. Some agencies don't even update data for more than two years, affecting the quality and trust of users in the portal. In general, according to the table data that describes the availability of data in the portal that can be accessed by the public, the operational capabilities of this program have been adequate, but not optimal. The availability of supporting technology has not been balanced with discipline in data updates, which can be a gap in digital public services. If not addressed immediately, this data stagnation has the potential to reduce user confidence.

This finding is different from the results of previous research, such as in an article on the Public Value of Emergency Services of the Command Center 112 of Surabaya City and research on the Public Value of Social Service policies through the Campus Social Responsibility program of Surabaya City. In both studies, operational capabilities went well and according to plan, supported by human resources, competence, and adequate funding.

3. Substantial Value

The substantial values put forward by Mark Moore (1995) can be integrated with the indicators in the framework of the Public Value Scorecard developed by Gomez & Meynhardt, namely moral-ethical, hedonistic-aesthetic, utilitarian-instrumental, political-social, and ecological values. This integration makes it easier to map how the Palapa One Data Portal creates public value across multiple dimensions.

In the Economic Aspect, the Palapa One Data Portal provides instrumental value by increasing the efficiency of public resource allocation. The data on the economic level of the community presented makes it easier to plan policies, such as determining social assistance recipients. This reduces the potential for budget misallocation and encourages regional economic growth through evidence-based policies.

While the Socio-Cultural Aspect through the culture of "media sharing data", this portal creates information disclosure and strengthens social inclusivity. The interaction between the government and the community has become more transparent, referring to the definition of social relations by Soleman B. Taneko (2003). The local cultural identity, which is raised from Majapahit historical values, also builds pride and a sense of belonging to the community, thus fostering public support in a sustainable manner.

In the Political Aspect, data validity is the key to the success of the portal. The synergy between BPS as a data provider and Diskominfo as a media manager encourages the creation of accountability. Local government oversight ensures that the data presented is legitimate, which in turn increases public legitimacy and trust. In the framework of public values, this strengthens the political-social dimension through transparent and accountable governance.

Meanwhile, the Education Aspect of this portal has an educational function by opening access to knowledge about regional conditions to the community. By providing valid and verified data, the portal helps the community understand local issues and participate more effectively in the development process. Morally-ethically, this supports

the right of citizens to know and use public information; Instrumentally, accurate data can be used in decision-making by various parties.

With the Ecology/Environmental Aspect, the implementation of e-governance through the One Data Portal Palapa contributes to environmental efficiency by reducing the use of physical documents. In addition, this digitalization is an example of the application of environmentally friendly technology in public services. Ecological value is created because these services can be accessed from anywhere, reduce physical mobility and the use of paper resources, and support the concept of sustainable development.

Conclusion The integration in this article is that through these five aspects, economic efficiency, social inclusivity, political accountability, educational function, and environmental sustainability form a unity of values that strengthen the role of portals as an important instrument in data governance in Mojokerto Regency. Based on previous research, aspects in substantial value are considered to have been implemented well and are expected to meet optimal public service standards in their implementation. Previous studies have also shown that program implementers and users are able to work together and support each other in carrying out various planned initiatives.

Field findings show that economically, the One Data Palapa Portal is used to map socio-economic needs, such as determining aid recipients, while improving the efficiency of data collection. From a socio-cultural perspective, this portal strengthens local identity through the name "Palapa" and encourages open interaction between agencies and communities. Meanwhile, in the political aspect, the portal plays a role in fostering public trust through synergy between BPS as a data provider and Diskominfo as the manager, which ensures the validity of information and strengthens the credibility of regional policies.

In the education aspect, the One Data Palapa Portal serves as a learning resource and reference for the community in obtaining evidence-based information (evidence-based policy), as well as improving citizens' digital data literacy. Meanwhile, in the ecological aspect, this portal supports environmental policies through the provision of relevant spatial data, as well as reducing the use of paper through the digitization of public documents. These overall findings show that substantial values in the implementation of the portal have been implemented in real terms, although continuous efforts are still needed so that the benefits can continue to be felt by the community and stakeholders.

Figure 2. Value of SKM Respondent Characteristic

Characteristics	Indicator	Sum	Presentase
Gender	Man	33	40
	Woman	49	60
		82	100

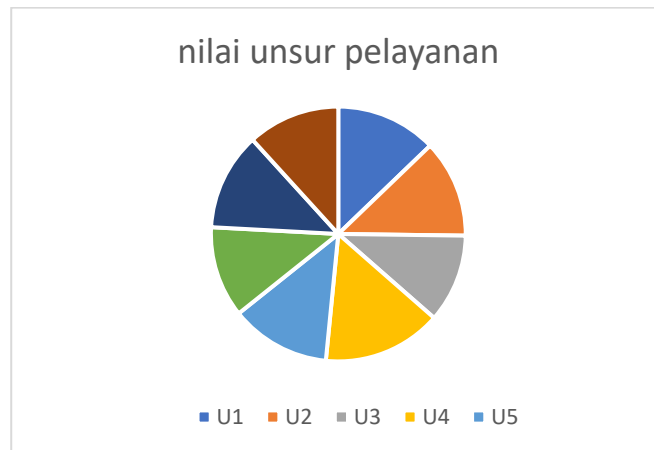


Figure 3. Value of Service Element

Table 3. Category SME Service

Category	Service IKM
U1	B
U2	B
U3	B
U4	A
U5	B
U6	B
U7	B
U8	B
U9	A
Number of SMEs	83.77 (B =Good)

Based on access records, the portal has been visited 145,011 times until 2023, with the Community Satisfaction Index (IKM) reaching 83.77 (Good category). Empirically, this figure shows positive public acceptance, in accordance with the dimension of citizen satisfaction in the framework of the Gomez & Meynhardt Public Value Scorecard.

However, the results of observations show that there are serious problems in the updating of data between agencies. For example, the Education Office only records 49 datasets and does not perform routine updates, while the Public Works Office has 75 datasets. This gap indicates that the operational capability aspect in Mark Moore's Strategic Triangle has not been running optimally. In terms of legitimacy, this portal has a clear legal basis and receives support from the community and village officials. In terms of substantial value, the portal is able to provide real benefits in economic, socio-cultural, political, educational, and environmental aspects. The public feels helped because they can access data more easily and transparently, while increasing digital literacy.

However, in terms of operational capabilities, there are still obstacles, especially in the delay in data updates that make some information invalid anymore. This condition needs to be evaluated immediately because it can reduce public trust in government

digital services. Thus, the Palapa One Data Portal service has met the Public Value value according to the indicators that have been submitted by Mark Moore. And based on the data of the community satisfaction index, it shows that public services through the One Data Palapa Portal are Good. However, in the value of operational capabilities, there needs to be evaluation and improvement, so that the data in the Palapa One Data Portal can be accessed in accordance with updates from year to year. These findings are in line with some previous research on digital public services that emphasized the importance of transparency and community participation. However, this research also adds a new perspective, namely how a regional data portal is able to create public value across dimensions (economic, social, political, educational, and ecological). Overall, the Palapa One Data Portal is not just a digital innovation, but a strategic instrument to realize transparent, participatory, and sustainable governance.

Discussion

The results of an interview with the village apparatus on July 20, 2025 stated that the portal helped prepare the RPJMDes because population and economic data were publicly available. However, the delay in updating makes the village still have to carry out manual verification. This condition shows that despite the strong regulatory legitimacy (Mojokerto Regulation Number 16 of 2021), public support is still influenced by operational reliability.

From the side of the community and student representatives who accessed the interview on July 10-11, 2025, said "I often use this portal to look for research data. It is very helpful, because the data is already available online. It's just that the search feature is sometimes a bit difficult". Meanwhile, MSME actors also explained "For me, this portal can be a reference if you want to make a business assistance proposal. So the benefits are clearly felt. But I think the socialization is lacking, there are still many MSME friends who don't know." Based on what was said, it shows that MSME actors consider the portal useful for preparing aid proposals, but consider that socialization is still minimal.

This indicates that the political-social value in the form of information disclosure has not fully reached all target groups. Furthermore, community leaders emphasized the importance of data accuracy as a basis for trust. This perspective is in accordance with Moore's (1995) idea that public legitimacy will only be formed when public support relies on the quality of the output of public sector organizations. Thus, if data updates are inconsistent, then the legitimacy that has been built through formal regulation can be eroded at the practical level.

CONCLUSION

Fundamental Finding : This study concludes that the One Data Palapa Portal has successfully generated public value in Mojokerto Regency through improved accessibility, transparency, and cross-sectoral data utilization, although operational challenges such as delayed and outdated data updates remain significant barriers to optimal performance. **Implication :** The findings highlight the importance of strengthening e-government initiatives as a means of enhancing efficiency,

accountability, and community engagement, while also demonstrating that consistent data management is essential for sustaining public trust and maximizing service benefits.

Limitation : The research is limited by its reliance on localized empirical data and interviews, which may not fully capture broader systemic issues or allow for generalization beyond Mojokerto's context. **Future Research** : Further studies should conduct comparative analyses across different regions, integrate longitudinal data to assess long-term impacts of e-government platforms, and explore user perceptions in greater depth to provide more comprehensive insights into the sustainability and scalability of public value creation in digital governance.

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