



IMPLEMENTING GOOD GOVERNANCE THROUGH DIGITAL BASED PUBLIC SERVICE DELIVERY IN BARRU REGENCY GOVERNMENT: AN NVIVO ANALYSIS

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ABSTRACT

The increasing demand for transparent, efficient, and accountable public services has encouraged local governments to accelerate the adoption of digital technology in public administration. In Barru Regency, various digital-based public service initiatives have been introduced to improve service quality while strengthening the principles of good governance. This study examines how digital-based public service delivery contributes to the implementation of good governance within the Barru Regency Government. A qualitative research approach was employed, utilizing data collected through interviews, observations, and document analysis involving government officials, service providers, and community members. The collected data were analyzed using NVivo software to identify dominant themes, relationships among concepts, and patterns related to governance practices in digital public services. The findings indicate that digital transformation has enhanced service accessibility, reduced administrative complexity, accelerated service processes, and improved information transparency. The analysis also reveals that accountability, responsiveness, public participation, and transparency emerge as the most significant dimensions supporting good governance implementation. Nevertheless, several challenges remain, including disparities in digital literacy, limitations in technological infrastructure, and varying levels of community engagement in utilizing digital services. The study demonstrates that the integration of digital technology into public service delivery has created opportunities for more effective and citizen-oriented governance. Strengthening digital capacity, expanding infrastructure, and promoting inclusive participation are essential to ensuring the sustainability of digital governance initiatives. These findings contribute to the growing discourse on digital government and provide practical insights for local governments seeking to improve governance performance through technology-driven public service innovation.

Keywords: Good Governance, Digital Public Services, E-Government, Public Service Delivery, NVivo, Barru Regency.



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A.INTRODUCTION

The rapid advancement of digital technology has significantly reshaped the way governments interact with citizens and deliver public services. Across many countries, digital transformation has become a strategic instrument for improving administrative efficiency, enhancing service accessibility, and strengthening public trust in government institutions. Beyond its technological dimension, digitalization is increasingly viewed as a mechanism for promoting good governance by fostering transparency, accountability, responsiveness, and citizen participation. In this regard, the integration of digital platforms into public service delivery has emerged as a critical component of contemporary public administration reforms. Hartanto et al. (2021) found that the effectiveness of e-governance contributes significantly to strengthening public trust through improved transparency and accountability, indicating that digital governance can serve as a catalyst for better governance outcomes.

In Indonesia, the implementation of digital government has been accelerated through the development of the Electronic-Based Government System (Sistem Pemerintahan Berbasis Elektronik/SPBE). This initiative reflects the government's commitment to modernizing public administration and improving service quality through the utilization of information and communication technologies. The adoption of digital platforms is expected to simplify administrative procedures, reduce bureaucratic inefficiencies, and facilitate greater access to government services. According to Farida and Lestari (2021), e-government initiatives have demonstrated substantial potential in enhancing public service effectiveness while encouraging greater accountability and transparency within government institutions. Consequently, digital transformation has become an essential element in efforts to achieve sustainable governance reform at both national and local levels.

Despite the growing adoption of digital technologies in the public sector, many governments continue to encounter challenges in translating technological innovation into tangible governance improvements. Issues such as unequal digital literacy, limited technological infrastructure, fragmented information systems, and resistance to organizational change often hinder the successful implementation of digital public services. As highlighted by Pribadi et al. (2024), the effectiveness of digital governance depends not only on technological capabilities but

also on the institutional capacity of public organizations to maintain transparency and accountability through digital platforms. Therefore, successful digital transformation requires a comprehensive approach that integrates technological innovation with organizational and governance reforms.

The relationship between digital public service delivery and good governance has attracted increasing scholarly attention over the last decade. Numerous studies have emphasized that digital platforms can facilitate more transparent decision-making processes, improve government responsiveness, and expand opportunities for citizen engagement. Digital technologies also provide mechanisms for monitoring public service performance and enhancing government accountability. Iswandari (2021) argues that the implementation of e-government contributes to the realization of good governance by improving access to information and strengthening public oversight of government activities. Such developments indicate that digital governance has the potential to transform the traditional relationship between government institutions and citizens into a more participatory and transparent model.

At the local government level, digital transformation plays a particularly important role because public services are often delivered directly to citizens through local administrative structures. Regional governments are increasingly expected to provide efficient, accessible, and citizen-centered services while maintaining high standards of transparency and accountability. Within this context, the Government of Barru Regency has introduced various digital initiatives aimed at improving public service delivery and supporting bureaucratic reform. These initiatives include the utilization of digital platforms for administrative services, public information dissemination, and service management. Such efforts reflect the local government's commitment to improving governance quality through the strategic application of digital technology.

Previous studies conducted in Barru Regency have highlighted the importance of governance principles in supporting regional development and public service improvement. Kasim and Heridah (2020) noted that transparency and accountability remain fundamental elements in achieving good and clean governance within local government institutions. In addition, collaborative approaches have become increasingly important in enhancing service effectiveness. Research by Alim et al. (2022) demonstrated that collaborative governance practices in public

service delivery contribute to improved coordination among stakeholders and facilitate more integrated services for citizens. These findings suggest that digital transformation should be accompanied by effective governance mechanisms to maximize its impact on service quality and public satisfaction.

Although a growing body of literature has examined digital government and good governance, several gaps remain evident. Many existing studies focus primarily on the technical implementation of digital systems or the measurement of service performance, while relatively few investigate how digital public service delivery contributes to the practical realization of good governance principles at the local government level. Furthermore, limited attention has been given to the use of qualitative data analysis software such as NVivo to explore the complex relationships among governance dimensions within digital service environments. The application of NVivo offers opportunities to systematically identify patterns, themes, and interactions that may not be readily apparent through conventional qualitative analysis techniques.

Given these considerations, this study examines the implementation of good governance through digital-based public service delivery within the Government of Barru Regency. Using a qualitative research approach supported by NVivo analysis, the study seeks to explore how digital public services contribute to transparency, accountability, responsiveness, effectiveness, and citizen participation in local governance. By providing an in-depth analysis of the relationship between digital transformation and governance practices, this research is expected to contribute to the broader discourse on digital governance and offer practical insights for local governments seeking to strengthen public service quality through technology-driven innovation.

B.RESEARCH METHOD

This study employed a qualitative research approach to explore how digital-based public service delivery contributes to the implementation of good governance within the Government of Barru Regency. A qualitative design was considered appropriate because it enables an in-depth understanding of social phenomena, institutional practices, and stakeholder experiences that cannot be adequately captured through quantitative measurement alone. The study focused on examining the implementation of digital public services and their relationship with key principles

of good governance, including transparency, accountability, responsiveness, effectiveness, and public participation. Data were collected from multiple sources to obtain a comprehensive understanding of the phenomenon under investigation.

The research was conducted in Barru Regency, South Sulawesi, Indonesia. Primary data were obtained through semi-structured interviews with government officials responsible for digital service management, public service providers, and community members who had utilized digital-based services. In addition, direct observations were conducted to examine the operation of digital service systems and the interaction between service providers and users. Secondary data were collected from official government documents, policy reports, strategic plans, service regulations, and relevant publications related to digital governance and public service delivery. The use of multiple data sources facilitated data triangulation and enhanced the credibility and trustworthiness of the findings. According to Creswell and Poth (2018), qualitative research allows researchers to develop a detailed understanding of complex social issues through the collection and interpretation of rich contextual data.

The collected data were analyzed using NVivo 14 software to facilitate systematic coding, categorization, and thematic analysis. The analysis process involved data reduction, open coding, theme development, and interpretation of relationships among emerging concepts associated with digital governance and good governance practices. NVivo was utilized to identify dominant themes, visualize coding relationships, and generate conceptual patterns from interview transcripts, observation notes, and documentary evidence. To ensure the validity of the findings, the study applied source triangulation, member checking, and continuous comparison of data obtained from different participants and documents. The results of the analysis were subsequently interpreted within the framework of good governance theory to provide a comprehensive understanding of how digital public services support governance improvement in Barru Regency.

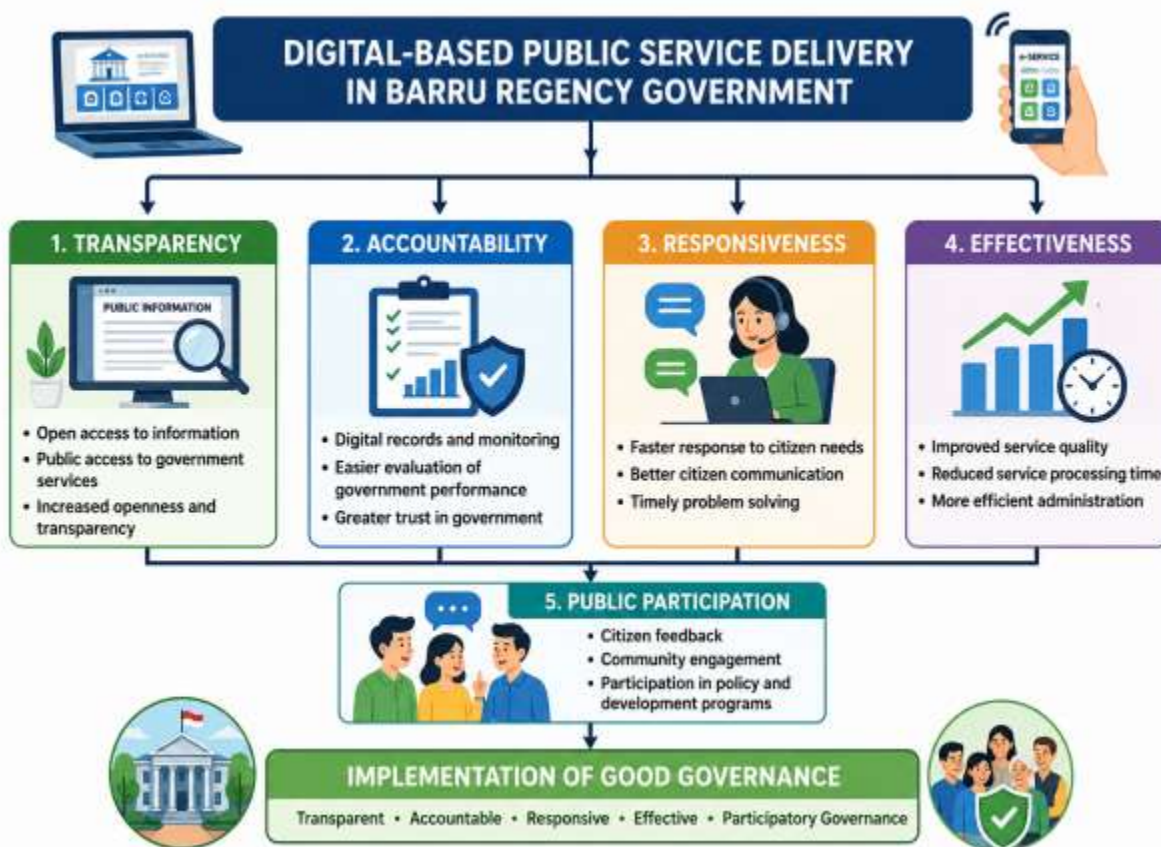


Figure 1 Conceptual Framework of Digital-Based Public Service Delivery and Good Governance in Barru Regency

Figure 1 illustrates the conceptual framework of the study, which examines the relationship between digital-based public service delivery and the implementation of good governance in Barru Regency. The framework demonstrates that the adoption of digital technologies in public service administration serves as the primary driver for improving governance performance. Through digital transformation, government institutions can enhance transparency by providing open access to public information and government services, strengthen accountability through digital record management and monitoring systems, improve responsiveness by addressing citizen needs more efficiently, and increase effectiveness through streamlined administrative processes and reduced

service delivery time. These dimensions represent the core principles of good governance and function as key indicators for assessing the success of digital public service implementation.

Furthermore, the framework highlights the role of public participation as an essential outcome of digital governance initiatives. Digital platforms facilitate citizen engagement by enabling feedback mechanisms, encouraging community involvement in development programs, and improving communication between government institutions and the public. The interaction among transparency, accountability, responsiveness, effectiveness, and public participation ultimately contributes to the realization of good governance characterized by transparent, accountable, responsive, effective, and participatory administration. Therefore, the framework suggests that successful digital transformation in public service delivery not only improves administrative efficiency but also strengthens democratic governance and promotes greater trust between citizens and government institutions in Barru Regency.

B.RESEARCH RESULTS AND DISCUSSION

➤ Results

The implementation of digital-based public service delivery in the Government of Barru Regency demonstrates a significant transformation in the way public services are provided to citizens. Based on interviews conducted with service administrators and community members, digitalization has become an important instrument for improving service efficiency while supporting the realization of good governance principles. The findings indicate that various licensing and administrative services have increasingly utilized digital platforms, enabling citizens to access services without being constrained by distance or lengthy bureaucratic procedures. This transformation has contributed to the creation of a more responsive and citizen-oriented public service environment.

According to Claudia Monica, a Front Office officer at the Department of Investment and One-Stop Integrated Services (DPMPTSP), the introduction of digital services has simplified interactions between citizens and service providers. She explained that applicants can now obtain

information regarding licensing requirements, application procedures, and service progress through online channels. As a result, service queues have decreased and communication between government institutions and citizens has become more effective. Claudia further noted that digitalization has improved transparency because applicants are able to monitor the status of their applications directly through the system without relying solely on face-to-face communication.

Similar observations were expressed by Ahmad Mahmud, who serves as a Licensing Operator. He stated that the use of digital platforms has accelerated document processing and reduced administrative errors that frequently occurred in manual systems. Digital records have enabled officers to verify data more efficiently and retrieve information when needed. Ahmad emphasized that the availability of integrated digital databases has improved coordination among service units and minimized duplication of administrative processes. Consequently, licensing services can now be completed within shorter timeframes, increasing public satisfaction with government services.

The role of digitalization in strengthening accountability was highlighted by Abdi Setiawan, a Junior Policy Analyst. According to him, digital service systems generate electronic records that can be monitored and evaluated by management at any time. Every stage of service delivery is documented within the system, creating a clear audit trail that supports organizational accountability. Abdi explained that this mechanism reduces opportunities for irregular practices and enhances institutional transparency. The existence of digital documentation also facilitates performance monitoring and contributes to evidence-based decision-making within the organization.

Further insights were provided by Riskawati, Operational Service Manager, who emphasized the contribution of digital technology to service responsiveness. She explained that public complaints, inquiries, and requests can now be received and addressed more quickly through online communication channels. Digital platforms allow officers to identify issues in real time and provide immediate responses to service users. Riskawati observed that the integration of communication technology has strengthened interaction between government institutions and citizens, creating a service environment that is more adaptive to public needs and expectations.

The experiences of service users also illustrate the positive impact of digital transformation. Andi Muhammad Ishak Ismail stated that the availability of online services has reduced the need for repeated visits to government offices. He described the application process as more convenient because information is readily accessible and application requirements are clearly displayed through digital platforms. According to him, the transparency of service procedures has increased public confidence in government institutions and reduced uncertainty during the licensing process.

A similar perspective was expressed by Syukriansah Syukur and Nur Halizah, who both acknowledged the benefits of digital public services. They reported that service procedures have become easier to understand due to the availability of online guidance and digital information resources. The ability to access services remotely has reduced transportation costs and saved considerable time for citizens. Both participants emphasized that digital services have improved accessibility, particularly for individuals who live far from government service centers. Their experiences indicate that digitalization contributes to greater inclusiveness in public service delivery.

Meanwhile, Ahmad Fchresi noted that the implementation of digital services has improved the consistency of service delivery. He observed that standardized digital procedures reduce variations in how services are provided, ensuring that all applicants receive equal treatment. The system also minimizes opportunities for discretionary practices that may affect service fairness. Similarly, Umnia explained that digital platforms facilitate easier communication with service officers and provide greater certainty regarding service completion times. These features contribute to increased public satisfaction and reinforce perceptions of fairness and professionalism within government services.

Although the overall findings demonstrate positive outcomes, several challenges remain evident. Some participants acknowledged that not all citizens possess adequate digital literacy to fully utilize online services. Limited internet connectivity in certain areas and occasional technical disruptions also affect service accessibility. Nevertheless, the collective views of government officials and community members suggest that digital-based public service delivery has significantly contributed to the implementation of good governance in Barru Regency. The findings indicate that transparency, accountability, responsiveness, effectiveness, and citizen

participation have been strengthened through the adoption of digital technologies, highlighting the strategic role of digital governance in improving public sector performance.

➤ Data Analysis Using NVivo

Data analysis in this study was conducted using a qualitative approach supported by NVivo 12 Pro software. The utilization of NVivo was intended to assist the researcher in managing, organizing, coding, and systematically analyzing qualitative data related to the implementation of good governance through digital-based public service delivery in the Government of Barru Regency. The analyzed data were derived from in-depth interviews with key informants, including officials and employees of the Department of Investment and One-Stop Integrated Services (DPMPTSP), such as the Front Office Officer, Licensing Operator, Junior Policy Analyst, and Operational Service Manager. In addition, interviews were conducted with community members who had directly experienced digital public services in Barru Regency. To strengthen the credibility of the findings, interview data were complemented by field observations and documentary evidence, including public service regulations, digital service platforms, administrative reports, and policy documents related to digital governance. The application of NVivo enabled the researcher to systematically organize large volumes of qualitative data, identify recurring patterns, and explore the relationships among emerging concepts. Through this process, themes associated with transparency, accountability, responsiveness, effectiveness, and citizen participation were identified and analyzed comprehensively. NVivo also facilitated the coding process, allowing for a more structured and transparent analytical procedure while enhancing the methodological rigor of the study.

Through NVivo, the analysis was conducted using three coding stages: open coding, axial coding, and selective coding. During the open coding stage, the researcher identified initial concepts emerging from the interview transcripts, observations, and supporting documents. Several preliminary codes were generated, including digital service accessibility, online licensing procedures, information transparency, service responsiveness, accountability mechanisms, administrative efficiency, public satisfaction, citizen engagement, digital literacy, and technological infrastructure. These initial codes reflected the key dimensions of digital public service delivery and governance practices within the Government of Barru Regency. The coding

process enabled the researcher to capture diverse perspectives from both government officials and service users regarding the implementation of digital services and their contribution to governance improvement.

The second stage involved axial coding, where related concepts were connected and grouped into broader thematic categories. The identified categories included transparency and access to information, accountability and administrative control, service responsiveness, operational effectiveness, public participation, and challenges in digital service implementation. This stage facilitated a deeper understanding of how digital technologies influence governance practices and service quality within local government institutions. Finally, selective coding was employed to identify the central theme that integrated all major categories, namely the role of digital-based public service delivery in strengthening good governance within the Government of Barru Regency. The analysis revealed that the adoption of digital technology has contributed to improving transparency, enhancing accountability, accelerating service delivery, and expanding opportunities for citizen engagement. Therefore, the use of NVivo not only improved the depth and consistency of the analysis but also strengthened the empirical validity, analytical reliability, and conceptual credibility of the research findings.



Figure 2 NVivo Analysis Results on the Implementation of Good Governance through Digital-Based Public Services

Figure 2 presents the results of data analysis conducted using NVivo software, illustrating the relationships between the main theme, *Implementing Good Governance through Digital-Based Public Services*, and several key dimensions identified from interviews and field observations. The analysis indicates that the implementation of digital-based public services in Barru Regency has contributed positively to improving the quality of public service delivery. The digitalization of services has enhanced operational efficiency, accelerated administrative processes, and expanded public access to government services. These findings demonstrate that the adoption of information and communication technology serves as an essential instrument in promoting effective, responsive, and citizen-oriented governance.

Furthermore, the analysis reveals that digital transformation strengthens transparency, accountability, and citizen participation in governance processes. Transparency is enhanced through greater accessibility to public information, while accountability is reinforced by digital record-keeping systems that facilitate monitoring and evaluation activities. In addition, digital technology encourages greater public engagement by enabling more efficient communication and interaction between government institutions and citizens. Nevertheless, the study also identifies several challenges in the implementation of digital-based public services, including limited technological infrastructure, varying levels of digital literacy among citizens, and concerns regarding system reliability. Therefore, the successful implementation of digital governance requires continuous investment in infrastructure development, capacity building for human resources, and the optimization of integrated digital service systems to ensure sustainable and inclusive public service delivery.



Figure 3 Word Cloud Analysis of Good Governance Implementation through Digital-Based Public Services

Figure 3 presents a word cloud generated through NVivo analysis, illustrating the most frequently occurring terms identified from interview transcripts and qualitative data related to the implementation of good governance through digital-based public services. The prominence of the words *digital*, *services*, *government*, *public*, and *service* indicates that digital transformation has become a central theme in public sector administration. These dominant terms suggest that respondents consistently emphasized the role of digital technology in improving service delivery, enhancing administrative efficiency, and supporting government efforts to provide more accessible and responsive services to citizens. The visualization highlights the strong interconnection between digital innovation and the modernization of public administration practices.

Furthermore, the appearance of terms such as *transparency*, *accountability*, *citizens*, *participation*, *information*, *monitoring*, and *feedback* reflects the fundamental principles of good governance embedded within digital service implementation. These findings indicate that digital

platforms not only facilitate administrative processes but also promote greater public engagement, open access to information, and improved mechanisms for oversight and evaluation. At the same time, the presence of words such as *challenges*, *accessibility*, *infrastructure*, and *complaints* suggests that several obstacles remain in achieving optimal digital governance. Therefore, the word cloud demonstrates that while digital-based public services have significantly contributed to strengthening governance quality, sustained improvements in technological infrastructure, digital literacy, and system reliability are essential for ensuring effective, inclusive, and sustainable public service delivery.

➤ Discussion

The findings of this study demonstrate that the implementation of digital-based public service delivery has played a significant role in strengthening good governance practices within the Government of Barru Regency. The digital transformation of public services has shifted traditional administrative processes toward more efficient, accessible, and citizen-oriented service mechanisms. This finding is consistent with the concept of digital governance, which emphasizes the use of information and communication technologies to improve government performance and service quality. The interview results reveal that citizens are now able to access licensing and administrative services through online platforms, reducing bureaucratic complexity and minimizing the need for repeated visits to government offices. Consequently, digitalization has contributed to improving the overall effectiveness of public service delivery while enhancing citizens' trust in government institutions.

Another important finding relates to the enhancement of transparency through digital service systems. The study indicates that digital platforms provide citizens with easier access to information regarding service requirements, procedures, processing stages, and service outcomes. This transparency reduces information asymmetry between government institutions and citizens, thereby strengthening public confidence in the fairness and openness of administrative processes. The NVivo analysis further supports this finding by identifying transparency and information accessibility as dominant themes emerging from interview data. These results align with good governance theory, which emphasizes transparency as a fundamental principle for promoting public accountability and preventing administrative irregularities. Therefore, digital technology

serves not only as a service delivery tool but also as a mechanism for fostering openness and public oversight.

The findings also reveal that digitalization has strengthened accountability within public service institutions. The availability of electronic records and integrated digital databases enables government officials to monitor, evaluate, and document every stage of service delivery. Such digital documentation creates a clear audit trail that supports managerial supervision and evidence-based decision-making. According to the interviewed officials, digital records reduce the possibility of administrative errors, improve data accuracy, and facilitate coordination among service units. These findings are reflected in the NVivo coding results, where accountability and administrative control emerged as significant categories linked to digital governance implementation. As a result, digital-based public services contribute to greater institutional accountability by ensuring that government actions can be monitored, evaluated, and justified transparently.

In addition, the study highlights the positive impact of digital transformation on service responsiveness and citizen participation. Digital communication channels enable citizens to submit inquiries, complaints, and feedback more efficiently, while government agencies can respond more rapidly to public needs and concerns. This interactive communication process strengthens the relationship between government institutions and citizens, encouraging greater community engagement in governance processes. The prominence of terms such as participation, feedback, and citizens in the NVivo word cloud further demonstrates the importance of public involvement within the digital governance framework. These findings suggest that digital platforms create opportunities for more inclusive governance by facilitating citizen interaction and expanding participation in public service evaluation and development processes.

Despite the positive outcomes, several challenges remain in the implementation of digital-based public services in Barru Regency. The study identifies limitations in technological infrastructure, uneven internet connectivity, and varying levels of digital literacy among citizens as significant barriers to achieving fully inclusive digital governance. Some community members continue to experience difficulties in utilizing online services due to limited technological skills or inadequate access to digital resources. These challenges were also highlighted in the NVivo

analysis, where infrastructure, accessibility, and digital literacy emerged as recurring themes. Therefore, while digitalization has significantly improved transparency, accountability, responsiveness, effectiveness, and participation, the sustainability of digital governance initiatives requires continuous investment in infrastructure development, human resource capacity building, and digital literacy programs to ensure equitable access and long-term service improvement.

D.CONCLUSION AND RECOMMENDATION

➤ Conclusion

This study concludes that the implementation of digital-based public service delivery in the Government of Barru Regency has made a substantial contribution to strengthening the principles of good governance. The adoption of digital technologies has improved transparency through greater access to public information, enhanced accountability through digital record management and monitoring systems, increased responsiveness by enabling faster communication and problem resolution, and improved service effectiveness by reducing processing time and administrative inefficiencies. Furthermore, digital platforms have expanded opportunities for citizen participation by facilitating feedback and engagement in governance processes. Although challenges related to technological infrastructure, internet accessibility, and digital literacy remain, the overall findings indicate that digital governance has significantly improved the quality, accessibility, and efficiency of public services. Therefore, continued investment in digital infrastructure, human resource development, and digital literacy programs is essential to ensure the sustainability and inclusiveness of digital-based governance in Barru Regency.

➤ Recommendation

It is recommended that the Government of Barru Regency continue to strengthen the implementation of digital-based public services by improving technological infrastructure, expanding reliable internet access, and enhancing the integration of digital service systems across government institutions. In addition, continuous training and capacity-building programs should be provided for both government employees and community members to improve digital literacy and ensure that all citizens can effectively utilize online public services. The government should also develop user-friendly digital platforms, strengthen cybersecurity and system reliability, and

establish responsive feedback mechanisms to maintain public trust and satisfaction. Through these efforts, digital governance can become more inclusive, sustainable, and effective in supporting the realization of transparent, accountable, responsive, and citizen-centered good governance in Barru Regency.

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