

EFFECTIVENESS OF LEGAL DOCUMENTATION AND INFORMATION NETWORK MANAGEMENT AT THE SECRETARIAT OF THE REGIONAL PEOPLE'S REPRESENTATIVE COUNCIL OF PANGANDARAN REGENCY

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Abstract

In its implementation, the management of the Legal Documentation and Information Network (JDIH) faces a number of obstacles, including the lack of manpower who fully master the management of legal data, the low level of available technological infrastructure, and limited access to legal information for the public. In addition, cooperation between departments that has not been running optimally and a minimal budget are also significant obstacles. The success of JDIH is highly dependent on the availability of resources, a good operational system, and alignment of results with public service objectives. This study aims to evaluate the effectiveness of JDIH management at the Pangandaran Regency DPRD Secretariat. This study uses a descriptive qualitative method with data collection techniques through observation, interviews, and documentation. The results of the study indicate that JDIH management has reflected three dimensions of organizational effectiveness according to Lubis and Huseini, namely the source, process, and target approaches. In terms of process and targets, JDIH has shown effectiveness through running SOPs, internal coordination, and several real achievements. However, in terms of resources, strengthening of human resources, infrastructure, and budget is still needed to encourage sustainable effectiveness. Periodic evaluations are also needed to ensure that JDIH management remains relevant to technological developments and community needs. With improvements in the aspects of resources and systemic support, JDIH has the potential to become an open, responsive and adaptive legal information center.

Keywords: Effectiveness; JDIH; Legal Products; DPRD of Pangandaran Regency.

A. INTRODUCTION

In today's fast-paced and open digital era, access to accurate, comprehensive, and accessible legal information is a fundamental need for both the public and the government. The National Legal Documentation and Information Network (JDIHN) is the answer to this need by providing integrated legal documentation and information services. As a system designed to manage and disseminate legal products, JDIHN is crucial in supporting transparency, legal certainty, and a rule-based legislative and governmental process.

By utilizing information technology, JDIHN can offer fast and easy access to various regulations, such as laws, court decisions, and other documents. This will not only help the public obtain legal information but also assist policymakers and legal practitioners in making decisions based on valid and up-to-date legal data. With a digital system, the public can more actively participate in the legal process and understand their rights and obligations under the law.

As regulated in Presidential Regulation Number 33 of 2012, Article 5 paragraph (3), JDIHN members as referred to in paragraph (1) letter b consist of:

- a. Legal bureau and/or work unit whose duties and functions are to carry out activities related to Legal Documents at:
 1. State Ministries;
 2. Secretariats of State Institutions;
 3. Non-Ministerial Government Institutions;
 4. Provincial Governments;
 5. Regency/City Governments; and
 6. Secretariats of the Regional People's Representative Councils at the Provincial and Regency/City Levels;
- b. Law libraries at state and private universities;
- c. Other institutions engaged in the development of legal documentation and information as designated by the minister.

JDIH's primary responsibility is to manage legal documentation and information in an integrated and comprehensive manner. This task encompasses various stages, from document collection, management, storage, and distribution. These include:

1. MPR Decree;
2. Law;
3. Government Regulation;
4. Presidential Regulation;
5. Regulation of the Minister of Home Affairs;
6. Joint Regulation of the Minister of Home Affairs;
7. Decree of the Minister of Home Affairs;
8. Provincial Regulation;
9. Regional Regulation;
10. Regent/Mayor Regulation;
11. Joint Regulation of the Regent/Mayor;
12. Regional People's Representative Council Regulation; and
13. Other Legal Information.

Based on PERMENDAGRI Number 2 of 2014 concerning Management of the Legal Documentation and Information Network of the Ministry of Home Affairs and Regional Governments, Article 1 explains that:

Legal documents are legal products in the form of statutory regulations or legal products other than statutory regulations which include but are not limited to court decisions, jurisprudence, legal monographs, legal magazine articles, legal books, legal research, legal studies, academic manuscripts, and planning of statutory regulations.

The Secretariat of the Pangandaran Regency Regional People's Representative Council (DPRD), which is part of the Legal Documentation and Information Network, is currently facing difficulties in improving the effectiveness of its JDIH management. As part of its obligations stipulated in Presidential Decree Number 33 of 2012 Article 7, the DPRD Secretariat is required to act as a member of the Central JDIHN, based on Article 4 paragraphs (2) and (3). This responsibility includes proper regulatory management, which is achieved through adequate infrastructure facilitation, competent human resources, and an adequate budget to support efforts. However, in carrying out this role, several significant obstacles remain.

There are several indicators of problems in the management of the JDIH Secretariat of the Pangandaran Regency DPRD, namely:

1. Limited human resources are also a significant challenge. Not all employees have the skills or in-depth understanding of legal information management, so specialized training is needed to improve their abilities.
2. Lack of adequate technological infrastructure, which is crucial to support an effective JDIH management system. Without advanced and up-to-date technology, legal information management will be hampered, both in terms of data storage and distribution to the public. Another important issue is public accessibility to legal information and coordination of access to legal information will impact the public's ability to understand and understand applicable laws and regulations, which is essentially a public right. On the other hand, the lack of optimal coordination between institutions can hamper the effectiveness of the JDIH system, especially in terms of the distribution of legal information that should be integrated between government institutions.
3. The continued lack of budgetary support is a potential factor hampering the management of the JDIH. Without sufficient funding, the Regional People's Representative Council (DPRD) Secretariat will struggle to upgrade infrastructure, develop staff, and even provide easily accessible services to the public. As a result, the JDIH system has not achieved its stated effectiveness targets. Without regular performance evaluations, JDIH management will struggle to achieve optimal effectiveness. These evaluations are crucial for identifying and resolving existing problems and ensuring that JDIH management meets the legal information needs of both local governments and the public. Regular evaluations can also serve as a basis for system improvements and refinements to make it more adaptable to technological developments and the dynamic needs of the community.

Based on this description, the author is interested in examining the extent of the management of the Legal Document and Information Network (JDIH) at the Pangandaran Regency DPRD Secretariat. Therefore, the author is interested in choosing the title "Effectiveness of Legal Documentation and Information Network Management at the Pangandaran Regency Regional People's Representative Council Secretariat."

B. LITERATURE REVIEW

The word "effective" comes from the English word "effective," which means successful or something done well. According to the Great Dictionary of the Indonesian Language, the word "effective" means having an effect, influence, consequence, or being able to produce results. A popular scientific dictionary explains that effectiveness is the ability to do something correctly and achieve a desired goal.

Astuti (2019) in the Journal of Analysis of the Effectiveness of Using E-Forms to Improve Corporate Taxpayer Compliance at the Jakarta Menteng Tax Office for the Year 2022-2023. Supriyono, S., & Lestari, A. S. (2024:3) state that:

Effectiveness refers to the achievement of planned objectives within budgeted costs, the specified timeframe, and the assigned personnel. Effectiveness is defined as success in terms of whether or not predetermined targets are achieved. Effectiveness is measured in terms of the achievement of goals and objectives.

Steers (198:87) in the Journal of the Effectiveness of the Productive Migrant Village Program (DESMIGRATIF) at the Subang Regency Manpower and Transmigration Office, Komir et al. (2020:5) explain that:

Effectiveness is the extent to which a program as a system with certain resources and means can fulfill its objectives and means without paralyzing those means and resources and without putting unreasonable pressure on its implementation.

According to Farmariyanti and Fauzi (2023) in the Public Corner Journal of the Faculty of Social and Political Sciences, Wiraraja University (2024:4):

Effectiveness concerns the achievement of predetermined results, or the achievement of predetermined results, or the achievement of objectives from carrying out actions, which is related to technical rationalist aspects, and is always measured in terms of product or service units.

In this study, the theory proposed by Lubis and Huseini will be used to analyze the differences between current and desired conditions in three important aspects: human resources, infrastructure, and budget. A key factor is the qualifications and competency of JDIH officers. This impacts the quality of legal information services. Without skilled personnel, both in technology and legal knowledge, legal information management will not be optimal.

According to Lubis and Huseini (2009:92), effectiveness can be expressed as the level of success of an organization in achieving its goals and objectives. Lubis and Huseini state that there are three main approaches to organizational effectiveness indicators, namely:

- a. The Resource Approach examines effectiveness starting from input. This approach prioritizes the organization's success in obtaining resources, both physical and non-physical, that meet its needs.
- b. The Process Approach examines the effectiveness of program implementation across all internal processes or organizational mechanisms.
- c. The Goals Approach focuses on output and the organization's success in achieving planned results.

C. RESEARCH METHODOLOGY

The research design used in this study is a qualitative research method with a descriptive qualitative approach. Descriptive research is a problem formulation that directs the research to describe or analyze social events that have been studied in great detail. According to Moleong, qualitative research is research that aims to understand phenomena about what is experienced by research subjects, such as actors, perceptions, motivations, actions, and so on, holistically, and through descriptive methods in the form of words and language, in a specific, natural context and by utilizing various natural methods..

According to Lexy J. Moleong, descriptive qualitative research design emphasizes an in-depth approach aimed at understanding social phenomena holistically and as they are, based on the reality on the ground. Moleong explains that the main goal of this approach is not to prove a hypothesis, but to gain a deeper understanding of the phenomenon based on the subject's perspective and context. This research involves researchers in direct interaction with research subjects to gain a comprehensive understanding of the events or situations being studied, focusing on the meanings and interpretations provided by the participants. Therefore, this qualitative descriptive design is very suitable for understanding social complexity or individual behavior in certain situations. Data collection tools include interview guidelines and documentation guidelines. Data sources come from primary and secondary sources. The table of informants includes the following:

Table 1. List of Research Informants

No	Informant	Amount
1.	Secretary of the Pangandaran Regency DPRD	1

ARTICLE

2.	Head of the Trial and Legislation Division	1
3.	Legislative Regulations Drafter Junior Expert	1
4.	Junior Public Relations Expert	1
5.	JDIH Operator	1
6.	Young Expert Legislative Minutes	1
7.	Member of the Pangandaran Regency DPRD	2
8.	Public	3
Amount		11

Source: Processed by Researchers, 2025

D. RESULT AND DISCUSSION

Based on the results of interviews with 11 (eleven) informants. JDIH management, especially in the Pangandaran Regency DPRD, is oriented towards strengthening public literacy of existing legal regulations in Pangandaran Regency. First, legal products in Pangandaran Regency have been decided by the DPRD, even though the procedural formation of the law is carried out through the DPRD's initiative or through proposals from the local government. JDIH is very functional in strengthening public literacy in Pangandaran Regency, so that people in Pangandaran Regency can access regulations not only regional regulations but also higher regulations or regulations above them.

Resource Approach

The resource approach to managing the Legal Documentation and Information Network (JDIH) emphasizes the fulfillment and optimization of available resources, particularly human resources (HR), budget, and facilities and infrastructure. This approach recognizes that the successful management of an organization depends not only on systems or policies, but also on the internal capacity that supports its operations. At the Pangandaran Regency DPRD Secretariat, the implementation of this approach continues to face various obstacles that directly impact the effectiveness of JDIH services.

The resource dimension is a crucial aspect influencing the success of JDIH management. HR is a key focus because it directly impacts the effectiveness, efficiency, and accuracy of the process from collecting to disseminating legal information. Currently, JDIH management is handled by only one civil servant, supported by non-civil servants and outsourced personnel. This number is significantly limited compared to the complexity of the tasks, which include uploading documents, creating visual content, and even digital publication. The lack of personnel leads to an unbalanced workload, which ultimately risks compromising the quality of legal information services to the public.

Beyond the quantity aspect, the quality of human resources also poses a significant challenge. Although capacity-building activities such as technical guidance, workshops, and webinars are available from the Ministry of Law and Human Rights, overall competency development is not evenly distributed. The absence of formal training, such as specialized training, slows down the development of technical expertise. Furthermore, an unclear work

structure and the absence of a dedicated team focused on JDIH create potential inconsistencies in daily management. Collaboration with other parties, such as the Legal Division of the Regional Secretariat and the Communication and Information Agency, is helpful, but insufficient to address the root of the problem.

From a budgetary perspective, interviews revealed that funding for JDIH activities remains minimal. This has resulted in delays in various development initiatives such as the construction of reading corners, legal galleries, and public information kiosks. However, efforts have been made to streamline JDIH programs by integrating other activities and fostering cross-sector collaboration. Positively, starting in the 2025 budget year, there has been a shift toward a more progressive approach, with more specific funding allocations for outreach, publications, and participation in national and provincial forums. This reflects the regional government's initial commitment to strengthening JDIH.

Meanwhile, the available facilities and infrastructure are still not ideal to support the digital transformation of legal services. Basic equipment such as computers and networks are available, but they are not specifically dedicated to JDIH operations. Limited support equipment, such as documentation cameras, editing tools, and visual promotional media, limits the JDIH team's ability to produce engaging and easily understood legal content. Information distribution through digital platforms like Instagram and TikTok is also suboptimal due to limited human resources and the lack of a structured digital strategy.

Overall, JDIH management at the Pangandaran Regency DPRD Secretariat is ongoing but has not yet reached optimal levels. To achieve professional, transparent, and responsive JDIH management, comprehensive resource strengthening is necessary. This includes increasing the quantity and quality of human resources, establishing a clear work structure, allocating a sustainable budget, and procuring infrastructure that supports digitalization. With structured planning and a focus on long-term development, JDIH can develop as a strategic and trusted legal documentation center at the regional level.

Process Approach

The effectiveness of the Standard Operating Procedures (SOPs) in managing the JDIH at the Pangandaran Regency DPRD Secretariat has been quite optimal. All informants stated that the implementation of activities followed applicable SOPs, both those referring to internal regulations and Ministry of Law and Human Rights Regulation No. 8 of 2019. SOPs serve as the primary reference for carrying out work stages, from the collection to the publication of legal documents. Despite limited human resources and infrastructure, SOPs remain effective in maintaining work consistency and serve as guidelines that minimize errors. Updated SOPs and national awards demonstrate that their implementation is not merely a formality but has delivered tangible results in JDIH management.

Collaboration between organizational divisions is also a crucial aspect in supporting the quality of JDIH services. Interviews revealed that while coordination challenges initially arose, primarily due to some divisions not understanding their roles within the JDIH, this situation has steadily improved through increased communication and cross-sector coordination. Several previously passive divisions have now become actively involved, both in providing legal data and in providing technical support such as budgeting and logistics. Cross-unit collaboration is evident in the synergy between the legislative, general, and facilitation divisions, as well as external collaboration with the Ministry of Communication and Information Technology and the library. Although JDIH management remains dominated by the legislative division, synergy with other divisions demonstrates a growing collaborative spirit.

The organization's ability to adapt to the latest regulatory and policy developments is also a key indicator of the success of the JDIH management process. Based on interviews,

adjustments to work mechanisms are made through active communication with the Ministry of Law and Human Rights and the Provincial Legal Bureau, as well as through annual evaluations such as e-reporting. JDIH's work mechanisms are routinely updated to ensure compliance with applicable provisions, both in the substance of legal documents and their delivery methods. The use of technologies such as Electronic Signatures (TTE), integration with AI systems, and the implementation of programs such as "JDIH Go To School and Campus" are concrete forms of adaptation undertaken to keep up with regulatory dynamics and reach a wider community.

Overall, the JDIH management process at the Pangandaran Regency DPRD Secretariat demonstrates quite good performance in terms of procedural effectiveness, cross-departmental collaboration, and adaptability to the latest regulations. Structured SOPs, continuously strengthened teamwork, and responsiveness to policy changes make JDIH a dynamic and sustainable system. Although challenges remain, such as limited human resources and administrative barriers, with the right strategy and a collaborative spirit, the quality of legal information services through JDIH can be continuously improved. This reflects the importance of the process dimension as a primary foundation in maintaining the quality and accountability of law-based public services.

Goals Approach

The success of the JDIH Secretariat of the Pangandaran Regency DPRD in achieving its primary objective, namely providing and disseminating accurate and timely legal information, is generally considered quite high. Based on the results of interviews with six informants, JDIH has carried out its duties well through the dissemination of technology-based legal information and direct outreach to the community. The award as the national champion for two consecutive years is concrete evidence of this achievement. In addition, indicators of success are also evident from the increase in visits to the JDIH and DPRD Secretariat websites, as well as the presence of references from various regions outside which have made JDIH Pangandaran an example of best practices. Activities such as JDIH Go To School and Campus are also an important part of disseminating legal information widely and reaching the younger generation.

Nevertheless, informants also acknowledged that challenges remain, particularly in reaching communities unfamiliar with information technology and limited budgets for outreach. Several informants emphasized that the primary goal is not simply to pursue awards, but rather to provide optimal public service through the availability of legal products that are always updated quickly and accurately. Success is also assessed based on the results of e-reports and evaluations at the provincial and central levels, as well as the level of accessibility directly experienced by the public. Therefore, the commitment to maintaining information accuracy and expediting legal document updates remains a top priority for JDIH.

Meanwhile, public and stakeholder satisfaction with JDIH services also showed quite positive results. Based on interviews with eleven informants, the majority stated that JDIH provided useful, relevant, and easily accessible services. The public felt assisted in obtaining legal products quickly and accurately, and assessed that this service supported transparency and the legislative work of the Regional People's Representative Council (DPRD). Periodic satisfaction surveys show an upward trend, although there is still room for improvement, particularly in terms of outreach, which has not yet reached all levels of society. Several users also suggested that information be disseminated through social media or direct outreach to villages and sub-districts.

However, challenges such as internet network constraints, a lack of public understanding of JDIH's features, and the need to improve admin responsiveness remain important. The complaints and suggestions section on the JDIH website are considered effective, but remain

underutilized. The input received generally concerns access and document completeness. Internally, limited facilities, infrastructure, and human resources also pose obstacles to optimizing JDIH management. Therefore, ongoing efforts are needed to improve team capacity, optimize technology, and innovate content to ensure JDIH services are more responsive, inclusive, and reach all segments of society more effectively.

E. CONCLUSIONS

Based on the results of research on the Effectiveness of Legal Documentation and Information Network Management at the Secretariat of the Regional People's Representative Council of Pangandaran Regency, it is not yet optimal, as evidenced by the three dimensions of effectiveness according to Lubis and Huseini (2009: 110) regarding effectiveness in an organization. These dimensions include the source approach, the process approach, and the target approach as follows:

Resource Approach

The effectiveness of JDIH management is suboptimal due to a weak resource foundation. Strengthening human resources, budget, and infrastructure is urgently needed to ensure JDIH can respond to legal information needs quickly, accurately, and sustainably.

Process Approach

JDIH's processes are already operating quite effectively through Standard Operating Procedures (SOPs), inter-departmental coordination, and adaptability to change. This is a crucial strength in maintaining consistent service delivery despite ongoing resource constraints.

Goals Approach

In terms of targets, the JDIH has demonstrated considerable effectiveness with tangible achievements. However, ongoing strengthening is still needed regarding innovation, digitalization, and equitable access to legal information for the entire community.

Based on the conclusions above, the following suggestions can be made regarding the Legal Documentation and Information Network of the Pangandaran Regency DPRD Secretariat:

The Pangandaran Regency DPRD Secretariat should pay serious attention to strengthening the JDIH's resource foundation, particularly in terms of increasing the number and competence of JDIH staff, allocating an adequate budget, and providing supporting facilities and infrastructure. These efforts are crucial to ensuring the sustainability and optimal quality of legal information services.

Although the JDIH management process has been quite effective, management should strengthen the implementation of standard operating procedures (SOPs), improve cross-departmental coordination, and utilize digital technology more widely. This can strengthen service consistency and accelerate response to regulatory dynamics and public needs.

JDIH management should expand its service reach through inclusive digital innovation and direct outreach activities to the community, particularly in areas with limited access to technology. Strengthening communication strategies and legal education will support the equitable distribution of legal information and improve legal literacy among the general public.

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