
THE IMPACT OF USING THE VOTE RECAPITULATION INFORMATION SYSTEM (SIREKAP) APPLICATION ON THE VOTE RECAPITULATION PROCESS IN THE 2024 ELECTION (CASE STUDY OF THE TANGERANG CITY GENERAL ELECTION COMMISSION)

Rizkyka Rahma Danti^{1)*}, Hilman¹⁾, & Muhammad Ibrahim Rantau¹⁾

Universitas Islam Syekh-Yusuf Tangerang Indonesia¹⁾

Email: 2101010018@students.unis.ac.id

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Abstract

The Impact of Using the SIREKAP Application on the Vote Recapitulation Process in the 2024 Election (Case Study of the Tangerang City General Election Commission). With the post-2024 election phenomenon, SIREKAP remains a significant challenge in implementing technology in a democratic system, particularly with regard to data accuracy, information transparency, the readiness of facilities and infrastructure, and workforce readiness. The purpose of this study is to analyze the recapitulation system and the policy impact of using the SIREKAP application on the vote recapitulation process in the 2024 Legislative Election in Tangerang City. This study used qualitative research methods. Data were collected using observation, interviews, and documentation techniques. The types and sources of data were primary and secondary data. Data analysis techniques included data collection, data reduction, data presentation, and drawing conclusions. The research location was the Tangerang City General Election Commission. The theoretical concept used was the Policy Impact Indicator (Dye, 1975), which focuses on five indicators: impact on target groups, impact on non-target groups, current and future impacts, direct cost impacts, and indirect impacts. Based on the research results, it can be concluded that the 2024 Election results recapitulation system, which combines traditional manual methods with digital technology (SIREKAP), has demonstrated complex and diverse effects. Although SIREKAP was launched to increase effectiveness and transparency, it has been found to disrupt operations by increasing the workload of officers, leading to the spread of misinformation, and reducing public trust.

Keywords: Policy Impact, SIREKAP, Tangerang City Election Commission (KPU).

A. INTRODUCTION

General elections are a means of affirming the sovereignty of the people on the basis of direct, general, free, secret, honest and fair (Hindiawati, 2024). Elections are a concrete

manifestation of the democratic process carried out by the people as a manifestation of democratic national life as regulated in (Law (UU) Number 7 of 2017 concerning General Elections, 2019) (article 2). Quality elections require several essential needs including transparency and integrity must be applied in general elections (signora et al, 2023). Transparency and integrity are two important principles that must be upheld in the implementation of elections (Juwita et al., 2023). Transparency and integrity in general elections can be in the form of disseminating complete and accurate information to the public as well as holding open and accountable elections (Utomo W, 2023). Election institutions must have an organizational structure in accordance with the law, and the election organizer selection team must be efficient, professional, and independent (Hartono et al., 2023). Election organizer recruitment will be conducted transparently and in accordance with regulations and norms, such as ethics, fairness, integrity, professionalism in election administration, competency level, and punctuality (Pahlevi, 2011).

In the 2024 Election, Tangerang City will be one of the regions participating in the digital transformation of elections with the introduction of the SIREKAP (Electronic Recapitulation Information System) application. This application was developed to assist the manual vote recapitulation process, which has previously been time-consuming and potentially prone to human error at every stage of vote recapitulation, from the polling station (TPS) level to the central level. The SIREKAP application was established based on the legal provisions of General Elections Commission Decree Number 115 of 2024 concerning the Determination of the Electronic Recapitulation Information System Application as a dedicated application for the general election commission (Simanjuntak, 2025). The SIREKAP application is used as a means of publishing vote recapitulation results and as a tool for implementing general election vote recapitulation.

However, in reality, during the general election (legislative) process in Tangerang City, the use of SIREKAP encountered several obstacles that impacted the vote recapitulation process. The implementation of SIREKAP in the 2024 election, as shown in various media reports, has raised public doubts regarding the reliability of digital tools in the general election. In addition, errors in reading Form C by Optical Character Recognition (OCR) technology have also been highlighted. OCR reading errors can cause the resulting data to differ from the original data, thus impacting the accuracy of the vote count results. Many KPPS officers were found to have difficulty accessing the SIREKAP application. One of the most frequently complained about problems was login issues. When trying to access the application, they often encountered system errors or slow connection times. This indicates that although the implementation of technology in the General Election process has begun, its implementation still faces challenges in ensuring data accuracy, transparency, and efficiency of vote recapitulation. This phenomenon has attracted the attention of researchers to further analyze the impact of the policy of using the Sirekap application on the vote recapitulation process in the 2024 Election.

B. LITERATURE REVIEW

Public Administration

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According to Chandler and Plano (Ferdinan et al., 2015), public administration is the process by which public resources and personnel are organized and coordinated to formulate, implement, and manage public policy decisions.

According to Piffner and Presthus (Ferdinan et al., 2015), public administration is defined as:

- a. The implementation of government policies established by political representative bodies.
- b. The coordination of individual and group efforts to implement government policies. This primarily encompasses the day-to-day work of government.
- c. A process concerned with the implementation of government policies, utilizing the countless skills and techniques that give direction and purpose to the efforts of large numbers of people.

According to George J. Gordon (in Yusri, 2020), Public Administration can be defined as all processes carried out by organizations and individuals related to the implementation or enforcement of laws and regulations issued by executive bodies, legislative bodies, and courts.

Public Policy

Etymologically, the term "policy" comes from the Greek "polis," meaning state or city, which later entered Latin as "politia," meaning country. It was then translated into English as "policie," meaning "concerning the control of public affairs or government administration." The term "policy" is used to refer to the behavior of an actor (e.g., an official, a group, or a government agency) or a number of actors in a particular field of activity. (Nur & Guntur, 2019)

Wisdom is the child of integrity, namely integrity to principle, whose mother is humility and whose father is courage (Yasin et al., 2024). Furthermore, a more scientific and systematic policy concerns public policy analysis (Wahab S, 2021). Public Policy retains the term "state" when translating the word "public." The word "public" in public policy can be understood when associated with the term "private" (Syahrudin S, 2019). The term "public" can be traced back to the history of Ancient Greece and Rome. The Ancient Greeks expressed the word "public" as *koinion* and "private" (Nur & Guntur, 2019).

According to Dye (in Muadi et al., 2016), public policy is "whatever the government chooses to do or not to do." Dye further states that when the government chooses to do something, it must have a purpose and be objective, encompassing all government actions. Furthermore, the process of implementing public policy involves a lengthy process. Thomas R. Dye (2001) outlines the public policy process in several stages, including (Muadi et al., 2016):

1. Identifying policy issues
2. Setting the agenda
3. Formulating policies
4. Approving policies
5. Implementing policies
6. Evaluating policies.

Policy Impact

In policy impact studies, a distinction has been made between "policy impact/outcome" and "policy output." "Policy impact/outcome" refers to the results and consequences of government policy formulation programs (Pratomo et al., 2013). Policy impact here refers to all impacts on "real-world" conditions (the impact of a policy is all its effects on real-world conditions). According to (Dye, 1975) in Zakirin & Arifin, (2022), policy impact includes:

1. Impact on public issues (on target groups) whether or not they are expected. This dimension focuses on the extent to which the policy successfully achieves the desired goals for the target group. Evaluation includes whether the resulting impact meets expectations or results in unintended consequences.
2. Impact on groups outside the target group is often referred to as externalities/spillover effects. This dimension explains that public policies often have widespread impacts beyond the target group. The intended outcome. Externalities can be positive or negative and need to be considered in policy analysis. This policy also impacts the general public, political parties, and election monitoring institutions.
3. Current and Future Impacts. This dimension explains that policies consider not only short-term impacts but also long-term ones. Some policies may provide immediate benefits but create problems in the future, or vice versa.
4. Impact of Direct Costs Incurred to Fund the Program. This dimension focuses on the costs incurred by the government to implement the policy, including the efficiency of budget use and whether the benefits obtained are commensurate with the costs incurred.
5. Indirect Impacts (incurred by the public as a result of a policy). The indirect costs caused by public policy leave some members of the public feeling the consequences. These costs are often overlooked when formulating policies because they cannot be measured or calculated due to the difficulty of determining the appropriate metrics.

Recapitulation Information System (Sirekap)

The Recapitulation Information System (Sirekap) application is a technological innovation implemented by the General Elections Commission (KPU) in the implementation of the General Elections (Pemilu) as part of efforts to ensure transparency and accuracy in the vote count recapitulation process. The policy basis for implementing the Sirekap application is stipulated in General Elections Commission Decree Number 115 of 2024 concerning the Establishment of the Electronic Recapitulation Information System Application as a dedicated application for the general election commission. The Sirekap application is used as a means of publishing vote count results and the vote count recapitulation process, as well as a tool for implementing the recapitulation of general election vote count results. The Sirekap application is used by the General Elections Commission (KPU), Provincial KPU, Regency/City KPU, and Ad Hoc Bodies.

The Sirekap application is an information technology-based application designed to facilitate the recapitulation of vote count results in regional elections. This application utilizes Optical Character Recognition (OCR) technology to recognize and convert handwriting on C-Plano forms into numeric data. Accessible via Android phones, the SIREKAP application allows polling station (KPPS) officers to document vote count results quickly and accurately.

ARTICLE

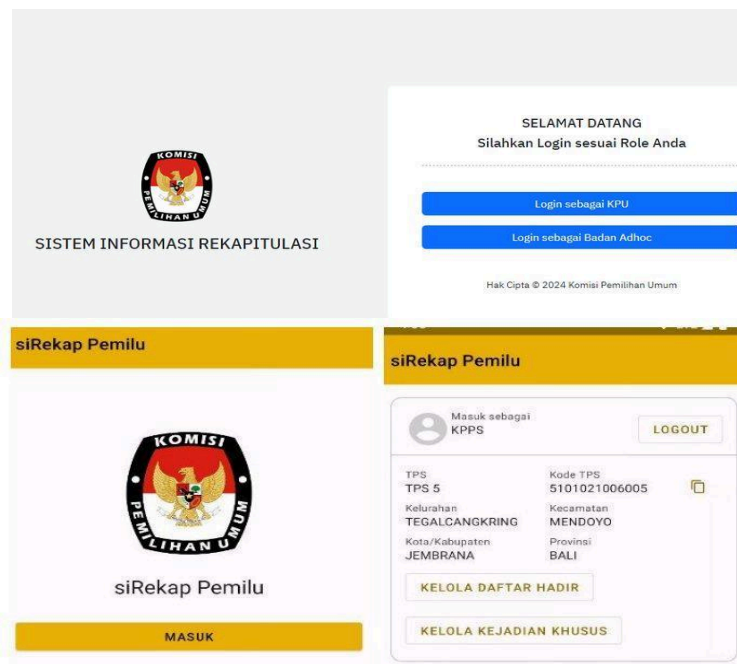
Furthermore, the application provides a data verification feature to ensure accuracy before sending the data to the server. The public can monitor vote count results in real time, thereby increasing transparency and openness in the election process.

Functions and Uses:

1. Publication of Count Results: Provides a means for the rapid and accurate publication of vote count results.
2. Increased Transparency: Helps increase openness and transparency in the vote count process.
3. Reducing Errors: Minimizes errors in data entry and streamlines the recapitulation process at various levels.
4. Ease of Access: Makes it easier for polling station (TPS) officers to document vote count results at polling stations (TPS) via Android.
5. Data Verification: Allows polling station (KPPS) officers to verify vote count results to ensure data accuracy.

Real-Time Information: Provides vote count results that can be viewed by the public in real time

Figure 1. Display of the 2024 Election SIREKAP Application



Source: Liputan6.com

C. RESEARCH METHODOLOGY

This study uses a qualitative method. According to (Sugiyono, 2014), qualitative research methods are used to investigate natural conditions and the researcher acts as the primary instrument for data collection and analysis. The research process involves asking several questions to generate data collected in the form of narrative reports (Hamilton & <http://jurnaldialektika.com/>)

Finley, 2020). Data collection techniques in this study include observation and interviews. The data sources for this study were obtained from primary data sources, namely by using purposive sampling because it focuses on selected informants who are considered to have knowledge relevant to the researcher's needs, namely the Head of the Technical Sub-Division of Election Organizers and Law of the Tangerang City General Election Commission and officers and participants of the 2024 election as key informants. Secondary data sources include internet sites, books, and previous research theses available at the Tangerang City General Elections Commission office. (Hazni et al., 2023)

D. RESULT AND DISCUSSION

This study conducted several stages of interviews based on indicators of Policy Impact theory: expected and unintended impacts on public issues (target groups), impacts on non-target groups, often referred to as externalities/spillover effects, current and future impacts, direct costs incurred to finance the program, and indirect impacts (public expenditures resulting from a policy).

How the Vote Recapitulation System Works in the 2024 Legislative Elections

This study examines various perspectives, with the aim of understanding how the vote recapitulation system works in the 2024 elections. Field findings indicate that the vote recapitulation system in the 2024 General Elections is a multi-stage process that combines conventional manual methods with the use of information technology, specifically the Recapitulation Information System (SIREKAP). The 2024 Elections in Tangerang City, despite the use of technology, still rely on a manual, multi-stage vote recapitulation system as the backbone of the results determination. This process is designed to ensure transparency and accountability, although it is not without challenges. The challenges in the manual recapitulation process are as follows:

1. Human Error Factor

Severe fatigue and time pressure experienced by members of the Voting Organizing Group (KPPS) were the main causes of human error in the manual, phased vote count in the 2024 Election. This resulted in a loss of focus when copying information from the C-Results form and increased the risk of errors in adding, reading, and arranging numbers, exacerbated by the large amount of data. Errors also frequently occurred when entering data into information systems such as Sirekap, resulting in discrepancies between manual and digital data (Raro M, 2025). The accumulation of these errors, even small ones, has the potential to trigger election conflict and ultimately undermine public trust in the process and the legitimacy of the results.

2. Vulnerable to Manipulation or Fraud

The manual recount process carries a high risk of data alteration or manipulation due to the large amount of human interaction and the lack of an effective automated verification system. This opens up opportunities for irresponsible individuals to deliberately manipulate numbers, add or delete information, or even shirk their responsibilities for personal gain. Despite monitoring by witnesses and supervisors, the possibility of manipulation remains, especially if oversight is inadequate or collusion is present. This

situation is exacerbated by the difficulty of tracing audit trails, making data manipulation easier to carry out without detection.

3. Logistics security factors

Logistics security, particularly for ballot boxes, is crucial in the vote counting process to ensure the validity of election results. Election logistics are highly vulnerable to physical damage caused by weather or disasters, and can face serious risks such as loss, theft, or deliberate sabotage. Therefore, careful planning to protect logistics is essential, from storage and distribution to return. Cooperation with the police and the Indonesian National Armed Forces (TNI), the implementation of multi-layered monitoring systems such as seals, serial numbers, and visual documentation, as well as the integrity of officers are crucial to prevent abuse of power and ensure the reliability of election results.

What is the Impact of Using the SIREKAP Application in the 2024 Election

In this study, researchers collected data using interviews to obtain valid data and insights that would answer the questions, drawing conclusions and accompanying documentation. Furthermore, this sub-chapter examines the data from various perspectives, with the aim of determining the impact of using the SIREKAP application in the 2024 election.

1. Impact of SIREKAP on Target Groups

According to Pratomo et al. (2013), impact on public issues is all the results or effects arising from a policy, program, or intervention that directly affect the situation or characteristics of the targeted public issue. In line with this statement, the General Elections Commission (KPU) has innovated by launching the Recapitulation Information System (Sirekap). Sirekap was developed as a digital tool to accelerate and increase transparency in the vote recapitulation process, enabling the direct transmission and processing of vote count data from polling stations (TPS) by scanning the C-Results form. The purpose of this system is to facilitate public access to vote count results directly through the Info Pemilu website, while displaying the C1 Plano documents. The vote counting process itself continues to be carried out in stages, starting at the polling stations (TPS), followed by plenary meetings at the sub-district level, and then up to the provincial level. However, the implementation of Sirekap faces several technical challenges that impact the accuracy of the data read, despite the system being equipped with automated features. Errors in reading the numbers are still common, coupled with problems with the login process, requiring manual checks to ensure accuracy. Potential discrepancies between the physical C1 Plano forms and the data in Sirekap have been highlighted, potentially eroding public confidence in the validity of the recapitulation process. Therefore, while Sirekap is expected to simplify the recapitulation process, these challenges require a comprehensive review to improve its functionality and ensure the consistency and accuracy of election results.

2. Impact of SIREKAP on Non-target Groups

The implementation of the Recapitulation Information System (Sirekap) in the 2024 Election could have external impacts, both beneficial and detrimental, extending beyond the targeted groups. For the public, Sirekap aims to increase transparency by providing direct access to vote results data from Polling Stations (TPS) and comparing it with

information available in the Election Information System. This is expected to build public trust in the election process and results, reduce reliance solely on official announcements, and facilitate independent verification by the public. However, the implementation of Sirekap in the 2024 Election has also received considerable criticism from political parties and the public regarding data accuracy. Numerous reports indicate discrepancies between Sirekap data and the C-Results forms at polling stations, often caused by input errors or inaccurate readings. While these data can ultimately be corrected, these issues raise serious concerns for the long-term stability of democracy and undermine confidence in Sirekap's integrity. On the other hand, for the media, Sirekap is very supportive in compiling reports quickly and accurately, although survey and quick count institutions must register first to gain access.

The impact of SIREKAP on the election process and the future

According to Kurniawan (2013), current and future impacts are changes or results that can be directly observed and felt after an intervention is implemented, as well as changes or consequences that are not immediately visible but will emerge and influence the future. When compared with this statement, this dimension is highly relevant. The immediate and visible current impact is the increased workload for election officials (Afrilla et al., 2024). They need to adapt to new technology, conduct digital data checks, and often must continue to handle physical documents, which overall increases their work demands on election day and in the days following. Meanwhile, future impacts indicate that Sirekap requires continuous evaluation going forward. This relates not only to technical improvements but also to assessing the system's effectiveness in reducing errors, increasing transparency, and long-term efficiency. This evaluation is crucial to ensure that the technology used truly provides maximum benefits and does not create new problems that could impact the legitimacy of the election process in the future.

1. The Impact of the SIREKAP Budget on Elections

According to Padang et al., 2016, this dimension relates to the financial costs clearly and directly incurred by the government in implementing a program or public policy. Contrasting this statement, the budget for policy implementation, particularly related to the 2024 Election, focuses on efficiency and the balance between benefits and costs. The direct budget includes all funds allocated for the development, implementation, operation, and maintenance of the Recapitulation Information System (Sirekap). At the regional level, funds from the Republic of Indonesia's State Budget (APBN) are specifically allocated for Sirekap outreach activities to the public, Voting Organizing Groups (KPPS), and other relevant parties. This includes training, provision of information materials, and educational campaigns to ensure optimal use and understanding of the application by everyone.

Furthermore, the primary development of the Sirekap application is fully funded and managed by the central General Elections Commission (KPU). This approach aims to ensure high standardization and system integrity, with all features, security, and functions developed in a unified manner. This centralized approach minimizes the risk of differing versions and allows the KPU RI expert team to focus more on technical

aspects without being distracted by field outreach. Although the outreach budget, sourced from the state budget (APBN), should ensure widespread and effective information dissemination, the reality on the ground shows that the implementation of Sirekap has not fully met the expectations of officials and the general public.

2. Indirect Impacts of the SIREKAP Policy

According to Padang et al. (2016), indirect impacts caused by public policies leave some members of the public feeling the consequences. These indirect impacts are often overlooked when formulating policies because they cannot be measured. Compared with this statement, public policy implementation often results in side effects that exceed the allocated expenditures, particularly related to the sacrifice of time, energy, and trust (Malau et al., 2024). Sirekap, as a public facility in the 2024 Election, significantly impacted officials and the general public. Although designed to facilitate recapitulation, unexpected technical obstacles, such as internet connection problems and large data volumes, caused confusion. The inaccuracy of Sirekap data not only makes it difficult for polling station officials who must constantly synchronize data, but also confuses the public who struggle to verify election results, potentially undermining the legitimacy and trust in the election process. Initially, Sirekap raised high hopes for accelerated and transparent election result announcements. The public and Voting Organizing Group (VOG) officials hoped this tool would prevent data irregularities and streamline the recapitulation process. However, the reality on the ground shows delays in the announcement of results due to errors in scanning or digital data input. These delays caused by the need for corrections and manual recapitulation raise questions and suspicions, and can even erode public trust in election organizers. Therefore, improvements and assessments of Sirekap are crucial to ensure transparency, prevent data manipulation, and ensure a fair election.

Overall, the Sirekap application policy at the Tangerang City General Elections Commission (KPU) shows great potential for increasing efficiency and transparency, but its implementation also presents significant challenges. While the speed of initial data input has increased, the accuracy and reliability of Sirekap's initial data remain a concern, requiring an intensive manual verification process. The main challenges lie in the readiness of the digital infrastructure, the quality of officer training, and the stability of the application. Moving forward, improvements to the Sirekap system must be accompanied by increased human resource capacity and adequate supporting infrastructure at the local level to truly realize its primary goal of creating more efficient, accurate, and transparent elections.

E. CONCLUSION

Based on the research results and discussions presented, the following conclusions can be drawn: Overall, the vote recapitulation system in the 2024 election was implemented in a tiered system, combining conventional manual methods and digital technology, namely with the emergence of SIREKAP. Overall, the implementation of SIREKAP in the general election, although intended to increase efficiency and transparency, has had complex and varied impacts. SIREKAP has increased the workload for election officials and caused

operational disruptions, while on the other hand, for the public and the media, it has provided broader access to information, despite doubts about the accuracy of the data. There are direct costs from the state budget for the development and dissemination of SIREKAP, but equally important are the indirect impacts, namely the loss of public trust in democracy and the waste of resources.

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