



# Si Jagai (Siap, Jemput, Antar, Jaga, dan Peduli): An Innovative Program for Enhancing Health Services in Pangkajene and Islands Regency

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## Abstract

Si Jagai (Siap, Jemput, Antar, Jaga, dan Peduli) is an innovative program designed to enhance health services in Pangkajene and Islands Regency. The aim of this study is to investigate the program's effectiveness and its impact on the community's health outcomes. A qualitative descriptive approach was employed, with primary and secondary data collected from five informants through observation, interviews, and documentation techniques. The findings revealed that the Si Jagai program offers significant benefits to patients, the Si Jagai team, and the Pangkajene district government, demonstrating high compatibility with the community's needs. The program's trialability has shown advantages in raising public awareness of health issues, contributing to improvements in lifestyles, mindsets, and patterns of action, and ultimately leading to better health outcomes. However, some levels of complexity were identified, with certain individuals remaining apathetic towards disease management. In conclusion, the Si Jagai program serves as an effective model for enhancing health services in Pangkajene and Islands Regency, with its innovative approach and alignment with the community's needs leading to positive impacts on public health. Future efforts should focus on addressing the identified complexities and expanding the program to further improve health services in the region. This study offers valuable insights for policymakers and stakeholders in the health sector, emphasizing the potential of innovative, community-driven solutions to address health challenges and improve overall well-being.

## Keywords

Si Jagai program; health services; innovation; Pangkajene and Islands Regency; community health; public awareness

## Introduction

The Indonesian Constitution (UUD 1945) outlines the nation's commitment to protecting its citizens, promoting general welfare, and establishing a global order based on independence, lasting peace, and social justice. As society evolves, there is an increasing expectation for public services to be more accessible, efficient, and effective in order to achieve satisfaction and trust from the community ([Ismayanti, 2015](#); [Rahma, Khaerah, & Akbar, 2021](#)). Bureaucratic reform aims to improve the quality of public services ([Afrijal, Helmi, Latif, & Muliawati, 2022](#); [Kurniawan, 2017](#)), but the public's expectations continue to rise ([Gnan, Hinna, Monteduro, & Scarozza, 2013](#); [Provan & Milward, 2001](#); [Teicher, Alam, & Van Gramberg, 2006](#)). The government has attempted to address these concerns by improving service regulations, simplifying processes and mechanisms, and enhancing the capacity of service personnel ([Hartley, 2005](#); [Susanti, Abdi, & Hardi, 2021](#); [Younis, 1997](#)). However, these efforts have not yet met community expectations ([Ariany & Putera, 2013](#)).

Considering the increased speed of achieving community welfare by enhancing public services, empowerment, and the community's role in boosting regional competitiveness, it is unclear who will be

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the target of innovation in this area ([A'yun & Hartaman, 2021](#); [Criado, Sandoval-Almazan, & Gil-Garcia, 2013](#); [Scherlis & Eisenberg, 2003](#)). The cornerstone for maintaining corporate success and continuity is innovation. Companies must constantly innovate, working in a synchronized cycle rather than merely coming up with one or two new products. Simple innovations are these little modifications that are used when creating new products ([Saputra & Hamrun, 2022](#)).

Health is one of the welfare indices of a region with very basic expectations for everyone ([Diener & Seligman, 2009](#); [Kirshner & Guyatt, 1985](#)). However, health is often the downstream (impact) of various problems experienced by individuals, groups and the surrounding environment. Even though health is an initial capital for the development of the potential of individuals and groups in life. There are four factors that affect the health status of the community, namely genetics from the family, the surrounding environment such as the social community, a developing economy, politics, and the surrounding culture, including the lifestyle of each individual and group in providing health service facilities ([Willows, Hanley, & Delormier, 2012](#)). The decline in the quality of health services has an impact on decreased individual and group trust in the conditions and quality of services that have not been maximized which is one of the causes of the decline in public health status caused by the government, especially in the high cost of health which makes it seem as if only those who can afford it feel that health the tendency of every community in Indonesia to choose facilities provided by the private sector rather than the government, the relative quality of service provision. Improvement of health problems is very important to take precedence. Appropriately, health problems should be the main obligation for the government to put health problems together related to educational issues, political issues, economic issues and security issues ([Priyono, Nurfianti, Fahdi, Maulana, & Arisanti, 2020](#)).

With a description of the existing problems, the government as stakeholders continue to try to change and improve the image of puskesmas and hospitals in the eyes of the community, various kinds and forms of innovation have been created so that people can get good services as expected by the community, namely by creating various innovations, one of which is in the health sector. The creation of an innovation both in the province and in the district is a real measure and a success of the government in providing community welfare and being able to develop the region much better than before ([Fariani, Mappamiring, & Kasmad, 2020](#); [Mustari et al., 2021](#)).

Pangkajene and Islands Regency is one of the regions in South Sulawesi Province, which launched an innovative program in the health sector under the auspices of the Pangkajene and Islands District Health Office giving rise to the latest flagship program innovation, namely Si Jagai. Si Jagai is an acronym for Siap, Jemput, Antar, Jaga dan Peduli, which was launched in May 2021, there are 24 puskesmas in each region that serve the community in the Si Jagai program, 230 health workers from puskesmas and the Health Office, 27 ambulance units used in each puskesmas so that health services can be evenly distributed throughout the Pangkajene Regency and islands. In its activities, Si Jagai has six forms of services, 1) General examination, 2) Provision of light measures, 3) Administration of drugs, 4) Emergency services, 5). Call center services, 6) Ambulance pick-up service (medical emergency management).

With the development of science and technology, the Pangkajene and Islands Regency governments issued new breakthroughs in order to provide convenience for the community by providing a Call Center for each puskesmas, so that the community can be easily reached by the Si Jagai team. The Si Jagai program is also one of the solutions that is expected to answer problems that occur in the health sector and can make it easier for the community, especially those who have a low economy and can have a positive effect on the quality of health services in Pangkajene Regency and Islands.

With the innovation of the Si Jagai program in Pangkajene Regency and Islands, it is hoped that it can ensure the fulfillment of people's basic rights, provide protection to the community and health workers in services and increasing the role and support of families, communities and governments for the success of health services in Pangkajene and Islands Districts in improving equitable services with a quick response system, the Si Jagai program is expected to increase its budget, the tools are complete and increasingly sophisticated, facilities and infrastructure increase and improve. This study examines the innovation of the Si Jagai program in improving health services in Pangkajene Regency, focusing on the research question "How is the innovation of the Si Jagai program in improving health services in Pangkajene and archipelago districts?"

## Methods

The study employed a qualitative research approach and utilized a descriptive research design based on [Sugiyono \(2017\)](#). The research was conducted at the Pangkajene and Islands District Health Office and the Minasatene Health Center, focusing on the Si Jagai Program Innovation (Siap, Jemput, Antar, Jaga dan Peduli) in improving health services in Pangkajene Regency and Islands. Data collection involved a combination of observations and interviews. Five key informants participated in the study, including the Head of the Health Office, the Head of the Si Jagai Program, the Head of the Minasatene Health Center, the person in charge of the Si Jagai Program at the Minasatene Health Center, and a community leader. These informants provided valuable insights into the implementation and impact of the Si Jagai Program on health services in the region.

To analyze the collected data, the study employed a thematic analysis approach. This involved several steps: 1) transcribing the interviews, 2) reading and re-reading the transcriptions, 3) identifying initial codes, 4) searching for themes, 5) reviewing and refining themes, and 6) defining and naming the final themes. The process of thematic analysis allowed the researchers to systematically identify patterns and themes within the qualitative data, providing a comprehensive understanding of the Si Jagai Program's effectiveness in enhancing health services in Pangkajene Regency and Islands.

## Result and Discussion

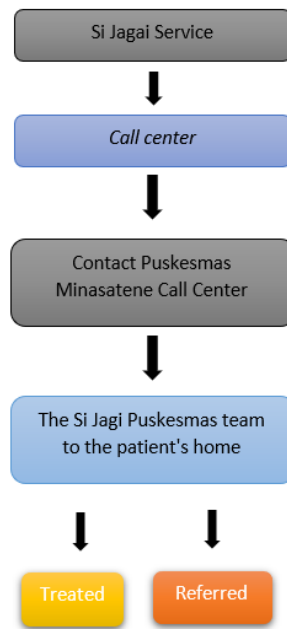
Law Number 9 of 2015 of the Republic of Indonesia concerning Regional Government provides the widest possible autonomy to each region to regulate and manage their own regions. This is intended to accelerate the realization of community welfare through improved services, empowerment, and community participation, as well as increasing regional competitiveness by paying attention to the principles of democracy, equity, justice, privileges and specificities of a region in the system of the Unitary State of the Republic of Indonesia ([Pemerintah Republik Indonesia, 2015](#)).

According to Basuki in [Fariani, Mappamiring, & Kasmad \(2020\)](#), the innovation process involves changes in a system related to service provision, aiming for improvement and alignment with needs. The innovation process examines how a government carries out the development of innovations with a focus on enhancing services. As stated by Susanto in [Basuki, Kasmad, & Nasrulhaq \(2018\)](#), innovation possesses a broader meaning, not limited to influencing and building, but also encompasses the utilization of new discoveries or ideas to create products, services, and processes.

According to Sedarmayanti in [Marom \(2015\)](#), innovation includes the creation of something that does not exist today and can be a small creation or something monumental. Successful innovation has the following five characteristics: Innovation in health services is an idea applied in the health sector to improve new plans issued by the government to enhance the quality of health services, accelerate the healing of diseases, and expedite individual and societal recovery. Health services at health centers or hospitals require indicators or benchmarks. According to Azwar in [Antina \(2016\)](#), it is generally formulated that the scope of health services is health services that can satisfy every service user according to the average level of satisfaction of the population and its implementation according to a predetermined code of ethics and standards.

Program innovations that are created, especially in the Pangkajene and Islands Regency, are very important because an area can be said to be advanced or not as measured by the welfare of the community and it arises if it is fulfilled from good quality services. Of course, there needs to be support for improving facilities and infrastructure and the need to increase access to health services to the community. The service system itself is first the Si Jagai Team from the Puskesmas contacts the patient number that has been given by the 119 call center and goes to the patient's location. After arriving at the patient's home, the Home Care team conducts Inform Consent or the process of obtaining permission before providing health care to the patient's family so that it can be followed up. After obtaining approval, the Si Jagai team examines the patient and provides treatment according to the patient's condition. Then, the Si Jagai team provides information or education about the patient's health condition.

**Figure 1. Si Jagai Service Procedures**



Furthermore, in examining the patient's condition, it takes an indeterminate amount of time because it looks at the patient's condition and the handling itself. After the patient receives treatment, the Si Jagai team sees whether the patient can be treated at home or must be referred to the Puskesmas or hospital. If it must be referred, the patient will be taken by the Si Jagai team by ambulance and get a referral letter. The following is a simple scheme of the Si Jagai service procedure in Pangkajene and Islands Regency.

**Table 1. A Recap of the Top 5 Diseases Treated by the Si Jagai Team at Minasatene Health Center**

No	Activities	Month					Total
		Oct	Nov	Dec	Jan	Feb	
1	General Check-up	3	2	6	9	13	33
2	Provision of Minor Measures	4	9	10	13	4	40
3	Medication Administration	10	5	4	8	9	36
4	Emergency Services	4	1	6	1	3	15
5	Ambulance Pick-up and Drop-off Service	4	7	4	2	5	22
6	Call Center Service	8	5	4	9	4	30

Source: Minasatene Health Center

From the data above, it shows that the Si Jagai program innovation has a novelty value so that the community can easily get services and increase according to the activities of each health service so that the community can easily get the desired health services. Through innovation, the health department is also required to provide good service through this innovation. Si Jagai is one of the program innovations from the health office, through this innovation the health office, hospitals and puskesmas in Pangkajene and Islands Regency have great responsibilities and challenges.

### Addressing Healthcare Disparities

The findings from our in-depth research indicate that the Si Jagai program has been remarkably successful in addressing healthcare disparities in Pangkajene and Islands Regency. Healthcare disparities are a major concern worldwide, particularly in regions where geographical, economic, and infrastructural factors hinder equal access to quality healthcare services. In the context of Pangkajene and Islands Regency, the disparities between urban and rural areas were particularly pronounced, with rural communities facing numerous challenges in accessing healthcare services, such as limited transportation options, lack of healthcare facilities, and a shortage of qualified healthcare professionals.

The Si Jagai program, through its innovative approach, has effectively tackled these disparities by providing accessible, high-quality healthcare services to the community, irrespective of their location. The program's focus on prompt and efficient healthcare delivery has made it possible for individuals in rural areas to receive timely medical attention, thereby reducing the likelihood of complications or negative health outcomes. Furthermore, the Si Jagai program has facilitated better communication between healthcare providers and the community, fostering a culture of health awareness and preventive care. Additionally, the Si Jagai program has played a significant role in addressing economic disparities in access to healthcare. By offering affordable or free services, the program has ensured that individuals from all socioeconomic backgrounds can receive the care they need without the burden of prohibitive costs. This approach has been particularly beneficial for low-income families who might otherwise be unable to afford essential healthcare services.

Through the Si Jagai program, the gap between urban and rural healthcare provision has been substantially narrowed. The program has not only improved access to healthcare services for rural communities but has also contributed to the overall quality of care provided in the region. The success of the Si Jagai program serves as a testament to the potential impact of innovative healthcare initiatives on addressing healthcare disparities and improving the health and well-being of communities in need.

### Based on the Five Stages of the Innovation-Decision Process

[Rogers \(2003\)](#) characterized the innovation-decision process as "a pursuit of information gathering and information evaluation, in which an individual is driven to diminish ambiguity regarding the pros and cons of an innovation". According to [Rogers \(2003\)](#), the innovation-decision process encompasses five sequential steps: (1) knowledge, (2) persuasion, (3) decision, (4) implementation, and (5) confirmation. These stages generally occur in a chronological order. Our research aimed to evaluate the Si Jagai Program's adoption and impact on the community it serves. To achieve this, we employed the Five Stages of the Innovation-Decision Process by [Rogers \(2003\)](#) as a framework to guide our analysis. Through a combination of data collection methods, including interviews, surveys, and document reviews, we were able to assess the program's performance at each stage of the process. This comprehensive analysis allowed us to identify key factors contributing to the program's success, as well as areas where improvements could be made to further enhance its impact on the community. The following table 3 summarizes the findings of our research at each stage of the Innovation-Decision Process for the Si Jagai Program:

**Table 2.** Summary of the Si Jagai Adoption Process Based on the Five Stages of the Innovation-Decision Process by [Rogers \(2003\)](#)

No.	Stage	Description
1	Knowledge Stage	The community becomes aware of the Si Jagai program, learns about its benefits and functionality, and raises awareness about the innovative health services it offers.
2	Persuasion Stage	The community forms a positive or negative attitude toward the Si Jagai program based on gathered information. The program's success relies on effectively showcasing its advantages and addressing any concerns or misconceptions.
3	Decision Stage	The community evaluates the Si Jagai program and decides whether to adopt or reject it based on perceived needs, compatibility with existing norms and values, and potential to improve health outcomes and overall wellbeing.
4	Implementation Stage	The community integrates the Si Jagai program into their daily lives by using the services provided, gaining practical experience, and adjusting to any changes in routines or behaviors that result from its adoption.
5	Confirmation Stage	The community seeks reinforcement for their decision to adopt the Si Jagai program, evaluates its effectiveness in meeting their health needs and improving their quality of life, and continues to use it and encourage others to adopt it if proven successful.

Our research findings suggest that the Si Jagai Program has been successful in navigating the various stages of the Innovation-Decision Process by [Rogers \(2003\)](#). The program has effectively raised awareness, garnered support, and achieved positive health outcomes for the community it serves.

However, our analysis also identified potential areas for improvement, such as enhancing communication strategies and addressing specific community concerns. By addressing these challenges and building on the program's existing strengths, the Si Jagai Program has the potential to continue making a significant impact on the community's health and well-being. Our research provides valuable insights for stakeholders and decision-makers as they continue to refine and expand the program to better serve the community's needs.

In describing the characteristics of the Si Jagai program innovation at the Pangkajene and Islands Regency Health Office, researchers will analyze through [Rogers \(2003\)](#) in general, stating that innovation has attributes, a number of characteristics and characteristics as follows: 1) Relative Advantage, 2) Compability, 3) Complexity, 4) Triability, 5) Observability.

### **Relative Advantage**

An innovation has characteristics that distinguish it from previous innovations or has an inherent novelty value. In relative advantage, Si Jagai innovation has more value that is favored, the superior value of innovation can be measured based on the level of community satisfaction, and an important component that can produce something. Si Jagai in its services can help the community in dealing with diseases that they suffer from more quickly and easily. The innovation of the Si Jagai program has a good impact on the community itself and the government. In addition, the aim of increasing community participation in paying attention to public awareness, and fulfilling public health is proven by the fact that the community is greatly helped by the innovation of the Si Jagai program.

### **Compability**

An innovation should have the same characteristics as the innovation it replaces, the interview results explain that an innovation should have suitability to facilitate the adoption process and the learning process, the adaptation process. The Head of the Pangkajene and Islands Regency Health Office indicates that the Si Jagai program innovation is implemented in accordance with the norms and values prevailing in the community. One indication of the suitability of innovation is the level at which innovation is felt by the community as users of Si Jagai services in meeting their needs. Whether or not an innovation by the government is good depends on the community or patients who feel it. The community in this case is part of those involved in the implementation of an innovation because in its implementation, it can be seen whether it is what the community needs so far to get good quality services in the health sector or not.

### **Complexity**

When an innovation is new, it may have a higher level of complexity than previous innovations. However, because an innovation offers a new, better and affordable way, this level of complexity is generally not an important issue. Some innovations are easy for adopters to understand and use and some are difficult for adopters to understand and use. Adopters or users of innovations will also assess the level of difficulty or complexity they will face if they utilize innovations. However, an innovation can be said to be difficult or not depending on the community's understanding of the mechanism or in terms of implementation procedures. Therefore, Si Jagai will not run well without the support and cooperation of the government.

### **Triability**

An innovation can only be accepted if the innovation has been tested and proven to have relative advantages, in addition to the innovation of the Si Jagai program having advantages, the interview results give the meaning that this Si Jagai innovation is a form and attention of the government to people who need proper health services. The Si Jagai innovation program has the target of increasing public awareness and the level of community participation, so this Si Jagai innovation has been proven and passed the "public test" phase, where the community has tested the quality and can influence changes in mindset, lifestyle and lifestyle in society.

### **Observability**

An innovation must also be observed, in terms of how it works better and in terms of how it produces something. Innovation is a new way to replace old ways or update old innovations in producing or doing

something. Then the statement of the Head of the Pangkajene and Islands Regency Health Office that the innovation of this program is seen from the level of the community using Si Jagai services in order to find out whether the Si Jagai program is easy to observe or not. Efforts to increase the number of Si Jagai service users so that the level of public awareness of the importance of reporting health conditions and environmental conditions can prevent and overcome health problems that affect themselves and their environment, to reduce morbidity and or mortality rates in areas around the community due to lack of public awareness and knowledge about the benefits and objectives of Si Jagai health services.

**Table 3.** Characteristics of the Si Jagai Program Innovation According to [Rogers \(2003\)](#)

No.	Characteristic	Description
1	Relative Advantage	The Si Jagai program has a novelty value that distinguishes it from previous innovations. Its superior value can be measured based on community satisfaction and its ability to produce essential components.
2	Compatibility	The Si Jagai program is implemented according to the norms and values prevailing in the community, ensuring its suitability for users. The quality of a government innovation depends on the community or patients who experience it.
3	Complexity	While new innovations may have a higher level of complexity than previous ones, the Si Jagai program is generally not a significant issue due to its affordability and improved outcomes. The complexity depends on the community's understanding of the mechanism or implementation procedures.
4	Trialability	The Si Jagai program has been tested and proven to have relative advantages. The innovation has passed the "public test" phase, where the community has tested its quality and seen its influence on mindset, lifestyle, and society.
5	Observability	The innovation of the Si Jagai program can be observed from the level of community usage. Efforts to increase the number of Si Jagai service users aim to raise public awareness of the importance of reporting health conditions and environmental conditions, ultimately reducing morbidity and mortality rates in the community.

In this study, we analyzed the characteristics of the Si Jagai program innovation at the Pangkajene and Islands Regency Health Office using [Rogers \(2003\)](#) framework. Our findings indicate that the program exhibits a relative advantage over previous healthcare initiatives, as it provides better and more accessible services to the community. The program's compatibility with the needs and values of the community has contributed to its acceptance and success. While some complexity exists in understanding and implementing the program, its trialability and observability have allowed for continuous improvement and wider adoption. This analysis demonstrates the potential of the Si Jagai program as an innovative approach to healthcare service improvement in Pangkajene and Islands Regency.

### **Challenges and Limitations of the Si Jagai Program and Implications for Future Research and Policy**

Despite the overall success of the Si Jagai program, our research identified some challenges and limitations that warrant further investigation. One notable challenge pertains to resource constraints, such as limited funding and staffing, which may impact the program's long-term sustainability. Ensuring adequate resources are allocated to the program is crucial for maintaining its quality and effectiveness over time. Additionally, the need for continuous training and development of healthcare personnel was highlighted as an area for improvement. This is particularly important in ensuring that healthcare providers are well-equipped to deliver high-quality services that are consistent with evolving best practices and the unique needs of the local population.

Our findings suggest that the Si Jagai program can serve as a model for other regions facing similar healthcare challenges. It demonstrates the power of innovation and community-based approaches in

improving healthcare services and reducing disparities. Future research should focus on identifying the factors that contributed to the program's success and explore ways to replicate and scale these initiatives in other contexts. This may involve conducting comparative studies, assessing the effectiveness of different implementation strategies, and examining the role of context-specific factors in shaping the program's outcomes.

Policymakers should consider investing in similar programs and supporting the ongoing development and expansion of the Si Jagai program to further improve healthcare services in the region. This may involve allocating additional funding, providing technical support, and fostering partnerships between various stakeholders, including healthcare providers, community organizations, and local governments. Furthermore, it is essential to establish mechanisms for monitoring and evaluating the program's impact on an ongoing basis to ensure its continued effectiveness and identify areas for improvement.

By addressing the challenges and limitations identified in our research, and building on the program's successes, the Si Jagai model has the potential to make a lasting impact on healthcare provision and equity in Pangkajene and Islands Regency and beyond. It serves as an inspiring example of how innovative, community-driven solutions can overcome complex healthcare challenges and improve the lives of those who need it most.

## Conclusion

Si Jagai health service innovation program has proven to be a sustainable and comprehensive approach to providing health services to individuals and groups in the Pangkajene Regency and Islands. The program's main goal is to maintain, improve and restore health while minimizing the consequences of disease through the use of a call center and home visits via the Si Jagai ambulance. The study findings reveal that the program has several key advantages, such as providing free 24-hour health services and home visits. Furthermore, the program demonstrates compatibility through the implementation of support activities for Si Jagai. In terms of complexity, challenges such as the procurement of call centers and additional ambulance units have been addressed, showing the program's adaptability. The program's trialability is evident in the possibility for further trials and improvements, while its observability is demonstrated through the ease of monitoring its outcomes and impact on the community. Overall, the Si Jagai health service innovation program has shown promising results in improving health services and the well-being of the Pangkajene Regency and Islands population, highlighting its potential for further development and broader implementation.

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