



Analysis of The E-Readiness of The Development Evaluation and Control System (ASEUPAN) Application in Pandeglang Regency

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Abstract

This study examines the electronic readiness of users of the Development Evaluation and Control System Application known as ASEUPAN in Pandeglang Regency. The research employed a quantitative empirical approach using the STOPE plus Budget framework to evaluate readiness across the dimensions of Strategy, Technology, Organization, People, Environment, and Budget. Data were collected through a census survey involving fifty civil servants, administrators, and system operators who actively utilized ASEUPAN. The instrument consisted of twenty five measurement items assessed using a four point Likert scale and analyzed through descriptive statistics using IBM SPSS Statistics 26. The findings indicate that users exhibit a favorable level of readiness across all assessed dimensions. Strategic alignment and technological capability support the operational utilization of the application, while organizational commitment and human resource competence strengthen implementation effectiveness. Regulatory support, interagency collaboration, and sustainable financial resources contribute to the continuity of digital governance initiatives. The study highlights that successful digital government implementation depends on the integration of technological, organizational, human, environmental, and financial factors. These findings provide practical insights for strengthening digital governance capacity and supporting sustainable public sector transformation in local government institutions.

Keywords : E Readiness, Digital Government, ASEUPAN, Public Administration, Sustainable Governance.



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INTRODUCTION

The accelerating diffusion of digital governance has transformed the architecture of public administration across both developed and developing countries, positioning information and communication technology as a strategic instrument for improving governmental effectiveness, institutional accountability, and evidence based decision making. Contemporary debates on public sector modernization increasingly emphasize that the success of digital transformation is not determined solely by technological deployment but by the capacity of institutions and users to effectively integrate digital systems into administrative processes. The global trajectory of e government development demonstrates that digital platforms are expected to generate public value through enhanced transparency, interoperability, and performance management, yet these outcomes remain contingent upon organizational readiness and human capability. The World Bank highlighted that digital dividends can only be realized when technological investments are accompanied by supportive institutional conditions and adequate user preparedness (World Bank, 2016). Within the Indonesian context, the national commitment to digital governance has been institutionalized through the National Policy and Strategy for E Government Development and subsequently strengthened through the Electronic Based Government System framework, which requires government agencies at all levels to adopt digital mechanisms for planning, monitoring, evaluation, and service delivery (Pemerintah Republik Indonesia, 2003; Pemerintah Republik Indonesia, 2018). Consequently, assessing electronic readiness has emerged as a critical analytical approach for understanding whether public organizations possess the strategic, technological, organizational, environmental, and financial capacities necessary to support sustainable digital transformation.

Existing scholarship has consistently demonstrated that e readiness constitutes a multidimensional construct that influences the effectiveness of digital government initiatives across diverse institutional settings. A comprehensive review of e government assessment frameworks revealed that readiness dimensions extend beyond technological infrastructure and encompass organizational commitment, citizen engagement, service quality, governance arrangements, and institutional adaptability, suggesting that digital transformation is fundamentally a socio technical phenomenon rather than a purely technological process (Sheoran & Vij, 2022). Empirical investigations conducted in South African municipalities further confirmed that disparities in organizational preparedness significantly shape the outcomes of e government implementation, indicating that digital initiatives frequently encounter institutional barriers despite substantial investments in technology (Terrance, 2023). Similar patterns have been identified in the health sector where the assessment of electronic procurement readiness demonstrated that strategic alignment, resource allocation, and stakeholder capability collectively determine implementation success more strongly than technological availability alone (Rouhani Tazangi et al., 2025). Research in educational environments also found that user readiness serves as a decisive predictor of successful digital system adoption, highlighting the centrality of human competence and behavioral preparedness in shaping technology utilization outcomes (Yang & Xu, 2023). Collectively, these studies suggest that the effectiveness of digital systems depends upon the interaction of multiple readiness dimensions operating simultaneously within complex organizational environments.

Despite the growing body of literature on e readiness, several conceptual and empirical limitations remain evident. First, much of the existing research has concentrated on generic e government platforms, electronic learning systems, procurement applications, or broad institutional assessments, while limited attention has been devoted to specialized digital systems designed specifically for development evaluation and control functions. Second, prior studies frequently examine readiness dimensions in isolation, creating fragmented explanations that fail to capture the interdependent relationships among strategic direction, technological capability, organizational support, environmental conditions, human resources, and financial sustainability. Third, substantial inconsistencies persist regarding the relative importance of readiness determinants across different administrative contexts. While some studies identify infrastructure as the dominant factor shaping readiness outcomes, others emphasize organizational capacity or human competence as the primary driver of successful implementation (Ugada, 2025; Yang & Xu, 2023; Terrance, 2023). These divergent findings indicate that readiness is context dependent and cannot be adequately explained through universal assumptions. The resulting fragmentation creates a significant knowledge gap concerning how readiness dimensions interact within local government institutions that are implementing newly developed digital applications intended to strengthen development governance.

The unresolved nature of these issues carries both scientific and practical implications. From a scientific perspective, insufficient understanding of readiness conditions limits the ability of researchers to explain why digital government initiatives produce varying outcomes despite operating under similar regulatory frameworks. From a practical perspective, the consequences are even more substantial because inadequate readiness may reduce system utilization, weaken data quality, constrain organizational learning, and ultimately diminish the effectiveness of public sector performance management. In Indonesia, where digital governance reforms are increasingly linked to accountability and development outcomes, evaluating readiness has become essential for ensuring that digital applications achieve their intended objectives. Recent evidence from local government contexts demonstrates that readiness assessments can serve as a diagnostic mechanism for identifying institutional strengths and weaknesses before implementation challenges become systemic problems (Zubaidah et al., 2024). The importance of such assessments becomes particularly pronounced in local governments that are introducing digital systems to support monitoring and evaluation functions because these systems require continuous interaction among multiple organizational units, high levels of data accuracy, and sustained managerial commitment.

Within this evolving scholarly landscape, the Development Evaluation and Control System Application known as ASEUPAN in Pandeglang Regency presents a relevant and underexplored empirical setting through which the multidimensional nature of e readiness can be examined. ASEUPAN was developed as an instrument to support the monitoring, evaluation, and control of regional development programs through an integrated digital platform. As a relatively recent innovation

within local government administration, its effectiveness depends not only on technical functionality but also on the preparedness of users and institutions responsible for its operation. Existing studies have not specifically investigated readiness conditions associated with ASEUPAN, nor have they comprehensively analyzed readiness through the integrated STOPE plus Budget perspective encompassing Strategy, Technology, Organization, People, Environment, and Budget dimensions. This absence of empirical evidence creates an opportunity to extend current understanding of e readiness by examining how these dimensions collectively shape user preparedness within a local government environment that is actively pursuing digital transformation and performance based development governance.

Accordingly, this study aims to analyze the e readiness level of ASEUPAN users in Pandeglang Regency through the STOPE plus Budget framework by examining the readiness dimensions of Strategy, Technology, Organization, People, Environment, and Budget in an integrated manner. The study contributes theoretically by enriching the public sector e readiness literature through the application of a multidimensional readiness model within the context of development evaluation and control systems, an area that remains insufficiently explored in previous research. Methodologically, the study demonstrates the utility of a comprehensive readiness assessment approach supported by quantitative analysis using IBM SPSS, enabling a systematic evaluation of user preparedness across interconnected organizational dimensions. The findings are expected to provide an evidence based foundation for strengthening the implementation and sustainability of ASEUPAN while simultaneously advancing scholarly understanding of digital readiness in local government transformation initiatives.

RESEARCH METHODS

This study employed an empirical quantitative research design to examine the level of electronic readiness among users of the Development Evaluation and Control System Application known as ASEUPAN in Pandeglang Regency. A descriptive survey approach was adopted because the primary objective was to measure and describe the readiness of users across the dimensions of Strategy, Technology, Organization, People, Environment, and Budget as conceptualized in the STOPE plus Budget framework developed for electronic government readiness assessment (Nugroho, 2020). The study population consisted of all civil servants, administrators, and system operators who actively utilized ASEUPAN within regional government agencies. Given the relatively limited population size and the intention to obtain a comprehensive representation of user perceptions, a census sampling technique was applied in which all fifty eligible users were included as research participants. Primary data were collected through a structured questionnaire distributed directly to respondents. The questionnaire was designed to capture perceptions regarding organizational preparedness, technological capability, strategic alignment, human resource competence, environmental support, and budgetary sustainability, which are widely recognized as critical determinants of successful digital government implementation (Heeks, 2003, Indrajit, 2016, United Nations, 2022, World Bank, 2016).

The research instrument consisted of twenty five measurement items assessed using a four point Likert scale ranging from strong disagreement to strong agreement. Instrument validity was examined through item correlation analysis, with all items demonstrating correlation coefficients exceeding the required threshold and therefore considered valid for measuring the intended constructs. Reliability testing produced a Cronbach Alpha coefficient of 0.951, indicating excellent internal consistency and confirming the robustness of the measurement instrument according to established statistical criteria (Ghozali, 2018). Data analysis was conducted using IBM SPSS Statistics version 26 through descriptive statistical procedures, including frequency distribution, mean score analysis, and readiness level categorization to evaluate the condition of each STOPE plus Budget dimension. Prior to the main analysis, data normality was assessed using the Shapiro Wilk test and the results indicated that the dataset satisfied the assumption of normal distribution. Ethical considerations were incorporated throughout the study by ensuring voluntary participation, obtaining informed consent from all respondents, maintaining anonymity and confidentiality of individual responses, and restricting the use of collected information exclusively for academic and research purposes in accordance with principles of responsible social science research (Sugiyono, 2022, Laudon & Laudon, 2020).

RESULTS AND DISCUSSION

Strategic and Technological Readiness of ASEUPAN Implementation

The empirical findings indicate that the strategic and technological dimensions represent the strongest foundations supporting ASEUPAN implementation in Pandeglang Regency. Respondents generally perceived that the application has been aligned with institutional objectives related to development monitoring and evaluation activities. The mean scores obtained from both dimensions exceeded the readiness threshold established in the STOPE plus Budget framework. This condition suggests that users recognize the application as an integral component of local digital governance initiatives (Nugroho, 2020).

Strategic readiness reflects the extent to which organizational objectives, policies, and implementation priorities are synchronized with digital transformation efforts. The survey results demonstrate that respondents possess a clear understanding of the objectives and expected benefits of ASEUPAN. Strong policy commitment was also perceived through the integration of the application into routine administrative and development control processes. Similar observations have been reported in studies emphasizing the importance of strategic alignment for sustainable electronic government implementation (Mohammadi & Yazdi, 2022).

The positive assessment of strategic readiness is closely associated with the broader policy environment governing digital government reform in Indonesia. National directives concerning electronic government development have encouraged local governments to integrate information technology into public administration processes. Respondents acknowledged that ASEUPAN operates within a regulatory framework that legitimizes and strengthens its institutional role. Such alignment is considered critical for minimizing implementation risks frequently observed in public sector digital projects (Heeks, 2003).

Technology readiness also demonstrated a favorable condition among ASEUPAN users. Most respondents agreed that the application provides adequate accessibility, system availability, and information quality for supporting development evaluation activities. The ability of users to access information efficiently contributes to stronger acceptance of digital systems within governmental organizations. Previous studies have similarly identified technological adequacy as a prerequisite for successful electronic governance adoption (Laudon & Laudon, 2020).

The readiness level observed within the technological dimension further indicates that the existing digital infrastructure has reached a stage capable of supporting operational requirements. Respondents reported satisfactory experiences regarding system usability and data accessibility. These findings reinforce arguments suggesting that technology readiness extends beyond hardware availability and includes the quality of user interaction with digital platforms (Anggraini & Pranggono, 2022). A favorable technological environment often accelerates organizational adaptation toward digital governance practices.

To provide a clearer overview of the empirical findings, Table 1 presents the descriptive results for the Strategy and Technology dimensions based on responses from fifty ASEUPAN users.

Table 1. Descriptive Results of Strategic and Technological Readiness

Dimension	Mean Score	Readiness Category
Strategy	3.54	Ready
Technology	3.47	Ready

Source: Processed survey data from ASEUPAN users in Pandeglang Regency, 2026.

The results displayed in Table 1 reveal that the Strategy dimension achieved the highest mean score among the examined variables. This finding indicates that respondents perceive strong institutional commitment and policy coherence in supporting ASEUPAN implementation. The Technology dimension also achieved a high readiness level, reflecting adequate infrastructure and satisfactory system functionality. The relatively small difference between both dimensions suggests balanced development between strategic direction and technological capability.

The strategic readiness findings correspond with studies emphasizing the role of leadership commitment and organizational vision in shaping electronic readiness outcomes. Research conducted by Ghazi et al. (2024) demonstrated that strategic leadership significantly strengthens organizational

resilience through enhanced readiness for digital transformation. Comparable patterns have also been identified within local government institutions undergoing administrative modernization processes (Hilda et al., 2024). Strong strategic orientation therefore functions as a catalyst for sustainable technological adoption.

From a technological perspective, the findings support the proposition that digital government success depends on the quality of technological resources available to users. Studies conducted in municipal and regional government settings consistently report positive relationships between infrastructure adequacy and electronic readiness levels (Terrance, 2023). Similar conclusions were reached by Ugada (2025), who found that information technology infrastructure significantly influences readiness performance within public institutions. The ASEUPAN case provides additional empirical evidence supporting these observations.

The integration of strategic commitment and technological capability creates favorable conditions for long term digital governance development. Respondents demonstrated confidence in both the institutional direction and operational functionality of the application. Such findings align with the digital governance principles promoted by the United Nations and the World Bank, which emphasize strategic coherence and technological preparedness as central components of public sector transformation (United Nations, 2022; World Bank, 2016). The evidence indicates that ASEUPAN has established a robust foundation for supporting development evaluation and control activities within Pandeglang Regency.

Organizational and Human Capital Readiness as Determinants of ASEUPAN Utilization Effectiveness

The effectiveness of ASEUPAN utilization is closely associated with the interaction between organizational support mechanisms and the capability of human resources operating the system. Survey findings indicate that organizational factors and user related factors contributed substantially to the consistency of application use across regional government agencies. The empirical pattern suggests that readiness is not solely determined by technological availability but also by institutional commitment and user capability in carrying out digital work processes. This interpretation is consistent with organizational e readiness literature emphasizing the strategic role of institutional support in sustaining digital transformation initiatives (Mbamba, 2023).

The organizational dimension revealed that respondents perceived leadership commitment as an important factor supporting the operational use of ASEUPAN. Users reported that managerial encouragement increased compliance with reporting procedures and strengthened responsibility for data submission activities. The presence of leadership support also reduced resistance toward procedural adjustments introduced through digital systems. Similar observations were reported by Hafeez et al. (2026), who found that organizational readiness significantly influences the successful adoption of technology based systems within institutional environments.

Inter organizational coordination emerged as another important determinant influencing the effectiveness of ASEUPAN utilization. The application requires continuous interaction among multiple organizational units responsible for planning, implementation, monitoring, and reporting activities. Respondents indicated that coordination mechanisms facilitated information exchange and minimized inconsistencies in development reporting records. Findings from Eprilianto et al. (2022) demonstrate that institutional coordination strengthens digital governance implementation because information flows become more integrated across administrative structures.

The results further indicate that organizational procedures contributed to the consistency of application usage. Clearly defined workflows enabled users to understand reporting responsibilities and reduced ambiguity regarding operational tasks. Administrative certainty is particularly important within public organizations where accountability requirements are closely linked to information accuracy. Comparable conclusions were reported by Putri et al. (2022), who identified procedural clarity as a significant contributor to the sustainability of electronic government services.

To further illustrate the relationship between organizational readiness and human capital readiness, descriptive statistics were examined across the principal indicators measured in the survey. The observed scores suggest relatively balanced perceptions among respondents regarding institutional support and individual capability dimensions. Detailed findings are presented in Table 6.

Table 2. Descriptive Statistics of Organization and People Indicators

Indicator	Mean
Leadership Support	3.48
Inter Unit Coordination	3.42
Operational Procedures	3.45
User Competence	3.39
Training Participation	3.31
System Understanding	3.44

Source: Processed SPSS Data (2026).

The data presented in Table 2 indicate that leadership support achieved the highest average score among the measured indicators. This finding suggests that managerial commitment plays a prominent role in encouraging active engagement with ASEUPAN. Strong leadership involvement often creates a favorable organizational climate for technological adaptation and institutional learning processes. Evidence from Hilda et al. (2024) similarly demonstrates that leadership engagement accelerates digital transformation efforts within local government environments.

The human capital dimension highlights the importance of user competence in determining the quality of information generated through ASEUPAN. Respondents generally perceived themselves as capable of performing routine operational activities within the system. Nevertheless, the competence score remained slightly lower than several organizational indicators, indicating opportunities for further capacity strengthening. Research by Jamaluddin et al. (2023) emphasizes that readiness related skills directly influence the effectiveness of digital platform utilization and information processing outcomes.

Training participation received the lowest mean value among the indicators reported in Table 6. Although the score remained within the ready category, the result suggests that users expect more structured opportunities for skill enhancement and practical system familiarization. Continuous learning mechanisms are particularly important because application functionalities and reporting requirements evolve over time. Similar patterns were observed by Muslim and Zulfiani (2023), who found that training intensity substantially affects user readiness and long term system utilization performance.

System understanding was positively evaluated by respondents and appeared closely associated with accumulated user experience. Individuals who frequently interacted with ASEUPAN demonstrated greater confidence in completing reporting tasks and resolving operational challenges. Practical experience enables users to develop procedural familiarity that cannot be achieved solely through initial orientation activities. Yang and Xu (2023) argue that experience based learning contributes significantly to readiness development because repeated system interaction strengthens digital confidence and task efficiency.

Motivational factors also played a meaningful role in shaping effective ASEUPAN utilization. Respondents indicated that perceived usefulness, administrative relevance, and organizational expectations encouraged consistent application usage. Motivation reinforces the willingness of employees to adapt to digital procedures and maintain reporting quality despite operational constraints. This observation aligns with findings from Kohli et al. (2026), who concluded that human readiness dimensions influence service quality outcomes through enhanced engagement, commitment, and technology acceptance behaviors.

Environmental and Budgetary Sustainability for Long Term Digital Government Readiness

The empirical findings indicate that environmental support and budgetary sustainability play a strategic role in maintaining the long term viability of ASEUPAN within the digital governance ecosystem of Pandeglang Regency. Respondents perceived that regulatory alignment and institutional support have facilitated the integration of digital procedures into development monitoring and evaluation activities. This finding reflects the argument that digital government initiatives require supportive governance environments beyond internal organizational capabilities (United Nations, 2022). Regulatory legitimacy contributes to user confidence because the application is embedded within broader public sector modernization agendas.

The environmental dimension reveals that users operate within a policy framework that actively encourages digital transformation in government institutions. The implementation of ASEUPAN is

consistent with the national direction established through Presidential Instruction Number 3 of 2003 concerning e government development and Presidential Regulation Number 95 of 2018 concerning Electronic Based Government Systems. Previous studies emphasize that regulatory commitment provides institutional certainty that strengthens the continuity of digital initiatives in local governments (Juniyengsi, 2024; Zubaidah et al., 2024). The presence of regulatory support reduces implementation uncertainty and promotes stronger compliance among government agencies.

The survey results further demonstrate that inter agency collaboration has become an important enabling factor for sustainable system utilization. Respondents indicated that cooperation among regional agencies facilitates information exchange and supports the consistency of development reporting processes. Research on digital government implementation highlights that collaborative governance arrangements enhance institutional readiness and improve public sector innovation performance (Maphangwa & Van der Walddt, 2023). Such collaboration contributes to the creation of an integrated administrative environment that supports continuous system utilization.

To provide a more focused assessment of sustainability related factors, Table 8 presents the descriptive results for the Environment and Budget dimensions derived from the survey data.

Table 3. Environmental and Budget Readiness Assessment

Dimension	Mean	Category
Environment	3.41	Ready
Budget	3.36	Ready

Source: Processed SPSS Data (2026).

The results in Table 3 indicate that both dimensions achieved readiness scores above the institutional benchmark used in this study. The environmental dimension obtained a slightly higher mean score than the budget dimension, suggesting that regulatory and institutional support are perceived more strongly than financial sustainability aspects. These findings are consistent with the proposition that supportive policy environments often emerge earlier than long term funding stability during digital transformation processes (Sheoran & Vij, 2022). The observed pattern demonstrates that sustainability requires balanced attention to both governance and financial mechanisms.

The budget dimension illustrates the importance of financial commitment in sustaining digital government initiatives over time. Respondents recognized that operational continuity depends on the availability of funding for system maintenance, infrastructure renewal, and service improvement activities. Studies on e readiness assessment consistently identify financial sustainability as a determinant of successful technology implementation and institutional resilience (Rouhani Tazangi et al., 2025; Terrance, 2023). Budget adequacy influences not only current operations but also the capacity for future innovation.

Financial sustainability becomes increasingly important as digital systems evolve and require periodic technological upgrades. ASEUPAN will require continuous investment for server capacity enhancement, feature development, cybersecurity protection, and system integration activities. Research conducted by Ugada (2025) demonstrates that sustained investment in digital infrastructure contributes significantly to readiness advancement and service quality improvement. Long term budgeting therefore functions as a strategic instrument rather than merely an operational expenditure mechanism.

Another important consideration relates to human resource development expenditures that support system sustainability. Respondents acknowledged that training programs and technical assistance require continuous funding to maintain user adaptability toward changing technological requirements. Digital transformation initiatives frequently experience performance decline when capacity development programs are not supported by adequate financial resources (World Bank, 2016). The relationship between budget allocation and workforce readiness suggests that financial planning directly influences the effectiveness of digital governance implementation.

The findings also indicate that environmental support and budget sustainability jointly contribute to future readiness conditions. Environmental readiness establishes the institutional context that encourages digital adaptation, whereas budget readiness ensures the availability of resources needed for continuous improvement. Research examining electronic readiness and development outcomes reports

that sustainable readiness emerges when governance structures and resource commitments evolve simultaneously (Ntemi & Mbamba, 2024). This interaction creates a stronger foundation for digital governance maturity across government institutions.

From a broader digital government perspective, ASEUPAN demonstrates characteristics associated with progressive institutional transformation. The application operates within a regulatory environment that supports digital governance while benefiting from financial commitments that sustain operational continuity. The sustainability of digital government depends on the capacity of institutions to maintain technological relevance and organizational adaptability over time (Heeks, 2003). Future readiness therefore should be viewed as a dynamic process that combines regulatory alignment, collaborative governance, financial sustainability, and continuous institutional learning to strengthen digital governance maturity in Pandeglang Regency.

CONCLUSION

This study demonstrates that the electronic readiness of ASEUPAN users in Pandeglang Regency is shaped by the interaction of strategic alignment, technological capability, organizational support, human resource capacity, environmental conditions, and budgetary sustainability. Strategic and technological readiness provide the operational foundation for digital utilization, while organizational commitment, leadership support, interagency coordination, user competence, training participation, and system understanding strengthen the effectiveness of application use in daily administrative processes. The findings further reveal that environmental support through regulatory frameworks, institutional collaboration, and national digital transformation policies enhances the legitimacy and continuity of ASEUPAN implementation, whereas sustainable budget allocation remains essential for system maintenance, infrastructure development, feature enhancement, and capacity building initiatives. These results indicate that long term digital government readiness extends beyond technological deployment and requires an integrated governance ecosystem that combines institutional capability, human capital development, regulatory support, and financial sustainability. ASEUPAN therefore represents a strategic instrument for advancing digital governance maturity and strengthening development evaluation and control practices within the local government of Pandeglang Regency.

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