

## THE EFFECTIVENESS OF THE ELECTRONIC MATCHING AND VERIFICATION APPLICATION (E-COKLIT) REGIONAL HEAD ELECTION 2024 (PILKADA) IN PALU CITY

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### Abstract

The Effectiveness of the Electronic Matching and Verification Application (E-Coklit) Regional Head Election 2024 (Pilkada) in Palu City This study aims to examine the extent to which the Electronic Matching and Verification Application (E-Coklit) was effectively utilized during the 2024 Regional Head Election (Pilkada) in Layana Indah Subdistrict, Palu City. The research employs a descriptive qualitative method, with data collected through observation, interviews, and documentation. This study adopts Richard M. Steers' (1985) theory of organizational effectiveness, which includes three indicators: goal attainment, integration, and adaptation. The findings indicate that the use of the E-Coklit application has not been fully effective in supporting voter data updating in the 2024 Pilkada within the Layana Indah area. This is primarily due to the suboptimal performance of two indicators, namely goal attainment and adaptation. Regarding the goal attainment indicator, although the E-Coklit application has accelerated the workflow of voter data updating officers (Pantarlih), their workload has increased due to technical issues and a lack of cooperation from some members of the community. Meanwhile, the integration indicator has functioned well, as demonstrated by effective hierarchical communication and coordination. However, in terms of adaptation, although Pantarlih officers have shown a good ability to adapt, the overall effectiveness is hindered by infrastructural constraints. These include limited application compatibility, unstable internet connectivity, and server errors or overloads. As a result, voter data verification must be conducted both manually and electronically at the same time, reducing overall efficiency.

**Keywords:** *Effectiveness, E-Coklit, Pilkada 2024.*

### INTRODUCTION

Updating voter data is a crucial stage in the implementation of Regional Head Elections (Pilkada) to ensure the accuracy of the Final Voter List (DPT) and to minimize potential issues. In accordance with General Election Commission Regulation (PKPU) Number 7 of 2022 on the Preparation of Voter Lists in Election Administration and the Voter Data Information System, the process of updating voter data is carried out continuously by integrating voter data from previous elections with the most recent population data. However, data updating methods that rely solely on updating and field verification often face challenges, one of which is the occurrence of data anomalies (Farida, 2024). To address these issues, the General Election Commission (KPU) has adopted a technological innovation through the Electronic Matching and Verification Application (E-Coklit). The use of the E-Coklit application is regulated in KPU Decision Number 27 of 2022 concerning Technical Guidelines for the Preparation of Domestic Voter Lists in Election Administration, as outlined in Chapter II on Pantarlih Activities in Voter List Preparation, specifically point (f) procedures for E-Coklit installation and account registration, and point (g) procedures for the use of E-Coklit, as well as PKPU Number 7 of 2022 on Voter List Preparation and the Voter Data Information System. The E-Coklit application, first launched in 2019, was designed to facilitate Voter Data Updating Officers (Pantarlih) in conducting electronic matching and verification. It features automatic validation, error detection, and real-time data updates. Through this application, electronic-based data updating activities are expected to streamline the

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verification workflow, making it more effective and efficient while improving the accuracy of voter data (Prihatini et al., 2024).

Palu City, the capital of Central Sulawesi Province, has a total population of 389,959 people and is divided into 8 districts and 46 subdistricts ([dukcapil.palukota.go.id](http://dukcapil.palukota.go.id)). To ensure that citizens can exercise their voting rights in the 2024 Pilkada, the KPU at the regency/city level established District Election Committees (PPK) and Voting Committees (PPS). Subsequently, PPS formed Pantarlih officers to conduct voter data updating. In Palu City, a total of 968 Pantarlih officers were deployed across 486 polling stations (TPS) to verify 274,020 potential voters based on the DP4 data, which had been synchronized with the most recent DPT, within a 30-day period from June 24 to July 23, 2024. Specifically, Layana Indah Subdistrict, Mantikulore District, as the locus of this study, has a population of 4,419 people and 3,287 potential voters, who were verified by 15 Pantarlih officers across 6 polling stations.

Across Palu City, Pantarlih officers utilized the E-Coklit application as the primary supporting tool, with the expectation of streamlining field operations through digital data management capabilities. The application enables the input, verification, and updating of voter data via mobile devices, which is expected to improve the effectiveness, efficiency, accuracy, and speed of the verification process, while minimizing human error and accelerating data synchronization with the central system. Despite the implementation of the E-Coklit application in the 2024 Pilkada verification process, several challenges remain. Technical issues, such as incompatibility with various mobile devices and server disruptions due to overload caused by simultaneous nationwide use, have hampered the verification process.

This condition indicates that the objective of using the E-Coklit application to improve efficiency has not been fully achieved. Pantarlih officers often experience difficulty accessing the application, forcing them to conduct verification both manually and electronically at the same time. This not only increases their workload but also has the potential to create new issues related to data accuracy. According to Steers (1985), effectiveness is a measure of the extent to which predetermined goals are achieved. It reflects the level of success in reaching established targets—the closer the outcomes are to the intended goals, the higher the level of effectiveness. Thus, effectiveness refers to the utilization of resources, facilities, and infrastructure in a planned manner to produce work outputs within a specified timeframe. Based on the aforementioned background, this study aims to examine the effectiveness of the use of the E-Coklit application in the 2024 Pilkada, particularly in Layana Indah Subdistrict, Mantikulore District. This research employs Richard M. Steers' (1985) framework, in which effectiveness is assessed through several indicators:

- (1) goal attainment as a tool for voter data updating in the 2024 Pilkada,
- (2) integration related to communication in the socialization process and procedures to enhance the understanding of officers, particularly Pantarlih, in conducting voter verification, and
- (3) adaptation in terms of the ability to adjust to infrastructure and human resource conditions.

## LITERATURE REVIEW

### Organizational Effectiveness

Effectiveness is a fundamental concept in public administration that refers to the extent to which an organization or program achieves its predetermined objectives. According to Steers (1985), organizational effectiveness reflects the degree of success in attaining desired goals through the optimal utilization of available resources. Organizational effectiveness is not merely measured by output achievement but also by the organization's ability to coordinate activities and adapt to environmental changes. Steers (1985) proposes three indicators for assessing organizational effectiveness: goal attainment, integration, and adaptation. Goal attainment refers to the organization's ability to accomplish targets within a specified timeframe. Integration concerns the development of communication, coordination, and cooperation among organizational actors. Adaptation relates to the ability of an organization to respond to environmental changes, technological developments, and operational challenges. These indicators are particularly relevant for evaluating the effectiveness of the Electronic Matching and Verification Application (E-Coklit) in supporting voter data updating during the 2024 Regional Head Election.

### E-Government and Digital Transformation in Electoral Administration

The rapid advancement of information and communication technology has encouraged governments worldwide to adopt electronic-based governance systems to improve the quality of public services. E-government refers to the use of information technology by government institutions to improve efficiency, transparency, accountability, and service delivery (Khairudin et al., 2021). In the context of electoral administration, digital

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transformation is increasingly important for ensuring the accuracy and reliability of voter registration and data management systems.

The successful implementation of e-government initiatives depends on several factors, including technological infrastructure, human resource capacity, organizational readiness, and continuous system maintenance. According to Khairudin et al. (2021), one of the major challenges faced by e-government systems is sustainability, particularly concerning system maintenance, software updates, server performance, and network reliability. Consequently, the effectiveness of digital applications in public administration cannot be separated from the availability of adequate technological support and institutional capacity.

## The Electronic Matching and Verification Application (E-Coklit)

The Electronic Matching and Verification Application (E-Coklit) is a digital innovation developed by the General Election Commission (KPU) to facilitate voter data updating processes. The implementation of E-Coklit is regulated under KPU Regulation Number 7 of 2022 concerning Voter List Management and the Voter Data Information System, as well as KPU Decision Number 27 of 2023 concerning Technical Guidelines for Domestic Voter List Preparation. The application enables Voter Data Updating Officers (Pantarlih) to conduct voter verification electronically through mobile devices.

E-Coklit provides several features that support voter data management, including real-time data updating, automatic validation, verification monitoring, and synchronization with the central voter database. Through these features, the application is expected to improve the efficiency, accuracy, and transparency of voter registration processes while reducing human error associated with manual verification methods. As part of the broader digital transformation of electoral governance, E-Coklit represents an effort to modernize voter data management and enhance the quality of electoral administration.

Research conducted by Farida (2024) on the implementation of E-Coklit in voter data updating during the 2024 General Election in Kota Gajah District, Central Lampung Regency, found that the application contributed positively to the voter verification process. The use of E-Coklit accelerated the data-matching process and facilitated voter record updates. However, the study also identified several challenges, including unstable internet connectivity, technical system disruptions, and limited public participation in providing accurate information. These challenges reduced the overall efficiency of the application and created additional burdens for field officers.

Similarly, Prihatini et al. (2024) evaluated the implementation of E-Coklit by Village Election Committees (PPS) during voter data updating in Ogan Village, South Lampung Regency. Their findings demonstrated that E-Coklit improved the speed and accuracy of voter data management. Nevertheless, the effectiveness of the application was constrained by infrastructure limitations, device compatibility issues, and system instability caused by high user traffic during nationwide implementation.

These studies indicate that E-Coklit has significant potential to improve the quality of voter data updating through digitalization. However, previous research has primarily focused on technical implementation and operational challenges. Limited attention has been given to assessing E-Coklit from the perspective of organizational effectiveness, particularly using Steers' (1985) framework of goal attainment, integration, and adaptation. Therefore, this study seeks to address this gap by examining the effectiveness of E-Coklit implementation in Layana Indah Subdistrict, Palu City, through a comprehensive organizational effectiveness perspective.

## Conceptual Framework

This study is based on the assumption that the effectiveness of E-Coklit implementation can be assessed through the organizational effectiveness framework proposed by Steers (1985). The framework consists of three dimensions. First, goal attainment examines the extent to which E-Coklit supports the achievement of voter data updating targets accurately and within the specified timeframe. Second, integration evaluates communication, coordination, technical guidance, and socialization efforts among election stakeholders, including KPU, PPK, PPS, and Pantarlih officers. Third, adaptation assesses the ability of users and electoral institutions to adjust to digital technology, including the adequacy of infrastructure and technological support systems. Through these dimensions, the study analyzes whether E-Coklit has effectively contributed to voter data updating during the 2024 Regional Head Election in Layana Indah Subdistrict, Palu City. Although previous studies by Farida (2024) and Prihatini et al. (2024) have examined the implementation of E-Coklit in voter data updating, their analyses largely emphasize technical performance and operational obstacles. There remains a lack of research that evaluates E-Coklit through the lens of organizational effectiveness. Accordingly, this study contributes to the literature by applying Steers' (1985)

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organizational effectiveness framework to analyze how goal attainment, integration, and adaptation influence the effectiveness of E-Coklit implementation in the context of the 2024 Regional Head Election.

## METHOD

This study employs a qualitative research approach. Qualitative research refers to a method in which the data collected consist of interview transcripts, field notes, personal documents, records, memos, and other official documents, rather than numerical data (Moleong, 2004). The data sources in this study are divided into primary and secondary data. Primary data refer to empirical data obtained directly from the field through informants using interview guidelines (Sugiyono, 2019). In this study, primary data were collected through in-depth interviews with several informants, including the Head of the Planning, Data, and Information Division (Rendatin) of the Palu City General Election Commission (KPU), the E-Coklit administrator of KPU Palu City, the District Election Committee (PPK) of Mantikulore, the Voting Committee (PPS) of Layana Indah Subdistrict, Voter Data Updating Officers (Pantarlih) in Layana Indah Subdistrict, and residents of Layana Indah Subdistrict.

In addition, secondary data refer to data obtained through literature review and document analysis from various sources relevant to the research focus (Sugiyono, 2019). In this study, the secondary data used as supporting data were obtained from the Palu City KPU and include institutional history, records of KPU leaders from 2003 to 2028, temporary polling station (TPS) mapping recapitulation data, voter verification performance data for the 2024 Pilkada, Pantarlih workbooks, E-Coklit materials for the 2024 Pilkada, and documentation of technical guidance sessions on the use of E-Coklit. The data analysis in this study follows the interactive model proposed by Miles, Huberman, and Saldaña (2014), which consists of several stages: data collection, data condensation, data display, and conclusion drawing/verification.

## RESULTS AND DISCUSSION

This study employs Richard M. Steers' (1985) theory to measure the effectiveness of the E-Coklit application through three indicators: (1) goal attainment, (2) integration, and (3) adaptation. Based on the findings obtained from interviews with the selected informants, the discussion of each indicator is presented as follows:

### 1. Goal Attainment

The goal attainment indicator is assessed based on the level of success in implementing the E-Coklit application in the 2024 Regional Head Election (Pilkada), particularly in Layana Indah Subdistrict, Mantikulore District, Palu City, in supporting voter data updating. This indicator involves two main aspects: (1) the timeframe for achieving the defined objectives and (2) the alignment with the intended targets.

The findings show that the primary objective of using the E-Coklit application has been achieved, namely assisting in updating the voter list to ensure it is accurate and up to date. This is evidenced by the overall success rate of voter verification (Coklit) implementation in Palu City, which reached 100 percent within the one-month timeframe from June 23 to July 24, 2024. In fact, several districts were able to complete the verification process within only 20 working days.

**Table 1 Performance of Coklit Pilkada 2024**

| Kecamatan    | Data Pemetaan TPS | Data Hasil Coklit (20 Hari Masa Kerja) | Belum Tercoklit | Persentasi Hasil Coklit |
|--------------|-------------------|----------------------------------------|-----------------|-------------------------|
| Palu Timur   | 31.741            | 31.701                                 | 40              | 99,87%                  |
| Mantikulore  | 58.551            | 58.551                                 | 0               | 100%                    |
| Palu Utara   | 17.575            | 17.575                                 | 0               | 100%                    |
| Tawaili      | 16.674            | 16.674                                 | 0               | 100%                    |
| Palu Selatan | 51.753            | 51.095                                 | 658             | 98,73%                  |
| Tatanga      | 38.744            | 38.013                                 | 731             | 98,11%                  |
| Palu Barat   | 33.542            | 33.287                                 | 255             | 99,24%                  |
| Ulujadi      | 25.440            | 25.440                                 | 0               | 100%                    |
| <b>Total</b> | <b>274.020</b>    | <b>272.336</b>                         | <b>1.684</b>    | <b>99,01%</b>           |

Sumber : KPU Kota Palu, 2024

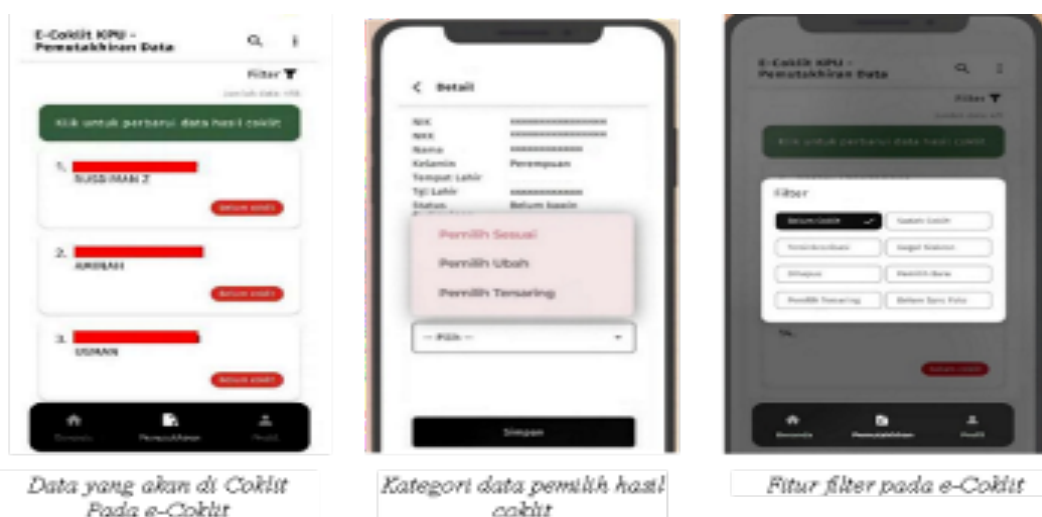
These results indicate that the use of the E-Coklit application has facilitated the achievement of voter data updating targets. In some districts, such as Mantikulore, the verification process was completed efficiently within a shortened working period. This demonstrates that the application has contributed to simplifying the workflow of Pantarlih officers through its available features

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The features of the E-Coklit application significantly streamline the verification process. The application allows officers to monitor the status of voter data, whether it has been verified or not. During verification, officers compare the data in the application with official population documents (ID cards and family cards). They can then select one of three options: confirmed voter (if the data match), updated voter (if corrections are needed), or filtered voter (if the individual is deemed ineligible). The ineligible category includes deceased individuals, duplicate entries, underage voters, members of the military/police, or incorrectly assigned polling stations.

Additionally, the application provides filtering features that enable officers to track data status, such as verified, unverified, synchronized, failed synchronization, filtered voters, or deleted data. However, despite the successful achievement of the targets, the verification process has not been as efficient as expected. Technical issues, such as incompatibility with certain mobile devices, frequent server errors or overloads, and a lack of cooperation among some community members, have increased the workload of Pantarlih, PPS, and PPK officers. As a result, officers were required to conduct both manual and electronic verification simultaneously, with manual data serving as a backup and reference.



Gambar 1 Fitur yang mempermudah Coklit berbasis Elektronik

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## 2. Integration

The integration indicator is used to assess how well communication and coordination support the effective implementation of the E-Coklit application in the 2024 Pilkada in Layana Indah Subdistrict. This indicator consists of two elements: (1) procedures, which refer to the guidelines provided to officers regarding the verification process and the use of the E-Coklit application, and (2) the socialization process, which includes efforts to provide direction, guidance, and understanding to officers, particularly Pantarlih.

Based on the findings, the integration aspect of E-Coklit implementation has been carried out effectively. Prior

**Gambar 2** Prosedur Coklit berbasis elektronik



to the verification process, the Palu City KPU conducted socialization activities in the form of Technical Guidance (Bimbingan Teknis/Bimtek) for PPK and PPS officers regarding the use of the application. The materials were subsequently delivered by PPS to Pantarlih officers, accompanied by hands-on practice and coaching sessions at the subdistrict level.

In addition to procedural guidance, the socialization process included direction, continuous assistance, and regular weekly evaluations conducted by PPS. These efforts significantly improved Pantarlih officers' understanding of how to operate the application and address field challenges. Ultimately, this contributed to achieving the verification targets for the 2024 Pilkada.

Furthermore, Pantarlih officers also received guidance on the overall verification process in accordance with the Pantarlih workbook provided by the KPU. The workbook outlines two main stages: (1) the preparation stage, which includes technical training, scheduling, required documents and equipment, work planning, form completion procedures, and application setup; and (2) the implementation stage, which includes coordination with local authorities, execution of verification, form completion, and daily reporting.

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## 3. Adaptation

The adaptation indicator relates to the ability of Pantarlih officers, particularly in Layana Indah Subdistrict, to adjust to the use of the E-Coklit application, which was simultaneously implemented nationwide in the 2024 Pilkada, as well as their ability to respond to challenges encountered in the field. Two key factors influencing adaptation are: (1) capacity building and (2) infrastructure support.

From the capacity-building perspective, Pantarlih officers—who are predominantly young—demonstrated a

Gambar 5.4 Buku kerja Pantarlih Pilkada 2024


 KEMENTERIAN HUKUM DAN HAK ASASI MANUSIA REPUBLIK INDONESIA

## Buku Kerja PANTARLIH

### RENCANA KERJA

| MATERI BAHAN                                                                                                                                           | CEKLIST |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| Jadwal dan tahapan pelaksanaan Coklit                                                                                                                  |         |
| Dokumen dan perlengkapan Coklit                                                                                                                        |         |
| Penyusunan rencana kerja Pantarlih                                                                                                                     |         |
| Tata cara pelaksanaan Coklit                                                                                                                           |         |
| Tata cara pengisian formulir Model A-Daftar Pemilih, Model A-Letter Informasi Pemilih, Model A-Laporan Hasil Coklit, dan Model A-Tanda Bukti Terdaftar |         |
| Tata cara pemasangan e-Coklit dan pendaftaran ulang                                                                                                    |         |
| Tata cara penggunaan e-Coklit                                                                                                                          |         |
| Pelaksanaan data pribadi Pemilih                                                                                                                       |         |
| Pakta integritas penyelenggara Pemilu                                                                                                                  |         |

| Kegiatan                                   | Tanggal |
|--------------------------------------------|---------|
| Jadwal koordinasi dengan RT/RW/nama lain   |         |
| Jadwal koordinasi dan pelaporan dengan PPS |         |
| Jadwal penyusunan laporan hasil Coklit     |         |
| Jadwal penyerahan hasil Coklit             |         |
|                                            |         |
|                                            |         |
|                                            |         |
|                                            |         |

Stanber KPU Kota Palu, 2024

strong ability to adapt. They were able to quickly learn and operate the application effectively due to structured technical guidance (Bimtek). In addition, the Palu City KPU provided coaching sessions at the subdistrict level to ensure a better understanding of the material, addressing limitations often found in large-scale training sessions.

However, the effectiveness of this adaptation is constrained by infrastructure-related challenges. The E-Coklit application is not compatible with all Android devices, and unstable internet connectivity frequently disrupts field operations. Moreover, the application server often experiences overload due to simultaneous nationwide usage. These issues reflect limitations in the maintenance and sustainability of the application system, which is a critical component of e-government implementation. One of the most prominent weaknesses lies in the inability to ensure continuous system maintenance, including routine updates, system improvements, and infrastructure support (Lu, 2001, as cited in Khairudin et al., 2021).

Therefore, to optimize adaptation and enhance the effectiveness of the E-Coklit application in future elections, improvements in infrastructure—particularly network stability and server capacity—are essential. Additionally, strengthening the implementation of technical guidance (Bimtek) can help improve knowledge absorption and user readiness, ultimately supporting officers in adapting more effectively and achieving the objectives of voter data updating.

## CONCLUSION

Based on the findings of this study on the effectiveness of the E-Coklit application in the 2024 Regional Head Election (Pilkada) in Layana Indah Subdistrict, Palu City, measured using Richard M. Steers' (1985) framework—focusing on three indicators: goal attainment, integration, and adaptation—it can be concluded that the use of the E-Coklit application is less than fully effective. This is due to constraints identified in two key indicators, namely goal attainment and adaptation.

In terms of goal attainment, although Pantarlih officers were able to complete the voter verification process more quickly due to the simplified workflow provided by the E-Coklit application, their workload increased as a result of technical issues and the lack of cooperation from some community members.

Meanwhile, the integration indicator has been effectively implemented. This is evidenced by the provision of socialization activities in the form of Technical Guidance (Bimtek), which included procedural instructions for using the E-Coklit application, hands-on practice, the availability of Pantarlih workbooks, and regular evaluation mechanisms.

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Finally, regarding the adaptation indicator, although the KPU and its ad hoc bodies—particularly Pantarlih—have demonstrated the ability to adopt electronic-based verification technology, the application has not yet operated optimally. This is mainly due to issues such as device incompatibility, system instability (including frequent errors and server overload), which ultimately require officers to increase their workload in order to meet verification targets.

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