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JBA IS INDEXED IN:





SERTIFIKAT Akreditasi Jurnal

Kementerian Pendidikan Tinggi,
Sains, dan Teknologi



No. SK : 10/C/C3/DT.05.00/2025 Tanggal : 21 Maret 2025

Direktur Penelitian, dan Pengabdian kepada Masyarakat
dengan ini memberikan kepada
**Jurnal Borneo Administrator: Media Pengembangan Paradigma
dan Inovasi Sistem Administrasi Negara**

EISSN : 24076767

Publisher : Pusat Pelatihan dan Pengembangan dan Kajian
Desentralisasi dan Otonomi Daerah-Lembaga Administrasi Negara

Peringkat Akreditasi Jurnal Ilmiah Periode I 2025

Akreditasi Ulang di Peringkat 2 mulai
Volume 19 Nomor 3 Tahun 2023 sampai Volume 24 Nomor 2 Tahun 2028



Ketut Adnyana
NIP 196805151994031004



Jurnal **BORNEO ADMINISTRATOR**

Media Pengembangan Paradigma dan Inovasi Sistem Administrasi Negara

p-ISSN: 1858-0300, e-ISSN: 2407-6767
Member of ISBN/KDN No. 979-99635-1-6

Vol. 22, No.2. August, 2026

Jurnal Borneo Administrator is published by Pusat Pembelajaran dan Strategi Kebijakan Pelayanan Publik (Pusjar-SKPP LAN) three times a year in April, August, and December.

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Editorial Preface

We are pleased to present the Journal Borneo Administrator (JBA), Volume 22, Issue 2, published in August 2026, coinciding with Indonesia's 81st Independence Day. As a Sinta 2-accredited journal, JBA continues to receive more quality manuscripts from scholars and practitioners. This reflects the growing demand for journals in public administration and related disciplines. We remain committed to ensuring every stage of the editorial process upholds academic rigor and contributes meaningfully to advancing public policy and governance.

This edition features seven articles offering varied viewpoints and empirical knowledge of contemporary administrative and governance challenges. The first article, by Irwan Noor and Hefry Johan Ferdhianzah, examines digital transformation in Malang City using the Quadruple Helix model, enhanced by local knowledge systems through a mixed-method approach. The study shows that cooperation between government, academia, industry, and civil society significantly improves digital transformation outcomes, especially when local knowledge and socio-cultural context are fully integrated. By viewing local communities as active knowledge producers, the study puts forward a culturally grounded framework for participatory and adaptive digital policy design.

In the following article, Indriyati and Paulus Adrianus K.L. Ratumakin analyze the restructuring of the local bureaucracy in East Nusa Tenggara Province from a capacity-building perspective. Based on data from 2016 to 2024, this study found that adjustments to administrative area sizes have reduced the number of local government units from 42 to 38, thereby improving coordination along the borders. However, limited political commitment from local leadership remains a major obstacle. After resolving border management issues, public service innovation increased from none before 2022 to 122 initiatives in 2023–2024. The authors propose adding geopolitical institutional adaptation as a fourth dimension to traditional capacity-building frameworks.

The third article, by Ahmad Fuad Hasan and colleagues, investigates whether the quality of e-services in Banyuwangi's Smart Kampung super-application directly boosts public satisfaction and indirectly through e-trust. The application of the Partial Least Squares–Structural Equation Modeling method to responses from 166 residents showed that the quality of digital services significantly influences both levels of trust and satisfaction, with digital trust acting as the primary mediator. These factors collectively account for almost two-thirds of the variance in satisfaction levels. The research finds system availability, efficiency, and data security as essential for increasing citizen trust in digital village services.

In the fourth article, Fitriani et al. present a quantitative analysis of publication data on the Internet of Things (IoT) and its impact on smart city strategies amongst local governments in Indonesia. Using VOSviewer to visualise 187 publications indexed in Scopus from 2014 to 2023, this study notes a shift in research focus from technical issues to governance, data protection and system interoperability. Challenges comprise infrastructure inequality and insufficient regulation. The authors recommend strengthening collaboration among government, industry, and academia to promote adaptive, cybersecurity-conscious digital infrastructure.



In the fifth article, Muhammad Taufik applies Edwards' three-part policy implementation model encompassing communication, resources, attitudes, and bureaucratic structure to evaluate the implementation of Recognition of Prior Learning in local civil service reform. A qualitative analysis of 42 regulatory and academic documents revealed that the barriers to implementation were primarily structural and organizational, including inconsistent communication, limited assessor capacity, and a lack of commitment. The study expands Edwards III's framework to competency recognition and provides practical guidance for talent management and performance-based reform.

The sixth article, by Taufik Irfadat and Haeril, documents the Ladurenta innovation in Bima City. This service model delivers civil administration services to elderly residents, persons with disabilities, and individuals with mental disorders through proactive outreach and on-site document provision. Drawing on observations, interviews, and documentation, the study finds that although identity documents can be issued after biometric recording, technical difficulties such as unstable connectivity and power outages, as well as social reluctance due to health concerns, continue to hinder service delivery to at-risk populations.

In their latest article, Regan Vaughan, Ferdiansyah Wicaksono and Soma Gantika examined whether public service values can improve the quality of primary healthcare at the Sumedang Selatan Community Health Center. Using a qualitative framework based on five dimensions of service quality, this study showed that reassurance and empathy, particularly in staff behavior, are key strengths. However, overcrowding, limited staffing, and the absence of digital registration impede reliability and responsiveness. The authors recommend infrastructure improvements, digital integration, and targeted staff training to more closely align service delivery with public service values.

As Indonesia marks eighty-one years of independence, it is recalled that the spirit of the founding moment continues to inspire research in public administration and governance to build a bureaucracy that truly serves. We hope the seven articles in this volume will inform policy talks, instructional settings, and the daily work of public servants across the country, adding to a more inclusive, accountable, and responsive public administration. We thank the authors, reviewers, and editorial team for their devotion to this edition and anticipate continuing this work together in future volumes.

Warm Regards,

Editor

Jurnal Borneo Administrator