

## **The Effect Of Digitalization And Reporting On The Performance Evaluation Of Agricultural Extension Workers**

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### **Abstract**

This study aims to analyze the effect of digitalized reporting on the performance evaluation of agricultural extension workers at the Department of Agriculture of Cirebon Regency. A quantitative explanatory research design with a survey approach was employed, involving 64 extension workers selected through purposive sampling. Data were collected using structured questionnaires measuring six dimensions of digitalized reporting, including system usability, data accessibility, data accuracy and completeness, time and labor efficiency, technical support and training, and user satisfaction, with performance evaluation as the dependent variable. Multiple linear regression analysis revealed that digitalized reporting significantly influences performance evaluation collectively, explaining 61.7 percent of its variation. Among the dimensions, system ease of use and user satisfaction showed positive and significant effects, indicating that user-friendly and widely accepted systems are crucial for effective performance assessments. In contrast, data accessibility, data accuracy and completeness, time and labor efficiency, and technical support and training did not have significant impacts, although technical support and training approached significance, suggesting potential for improvement. These findings highlight that the practical effect of digitalized reporting is mediated by user adoption and satisfaction, emphasizing the importance of human-system interaction in agricultural service delivery. Based on the results, recommendations include enhancing system usability and user satisfaction, optimizing technical support and training programs, and encouraging extension workers to improve their digital competencies. The study provides empirical evidence for policymakers and practitioners to develop effective digital performance management in the agricultural sector.

**Keywords:** Agricultural extension; Digital reporting; Performance evaluation; System usability; User satisfaction

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### **INTRODUCTION**

The performance of public sector personnel represents the achievement of programs, activities, and policies in attaining organizational goals, objectives, vision, and mission as outlined in strategic planning (Moehariono, 2021). In the context of public organizations, performance is not only associated with the completion of tasks but also reflects the effectiveness and efficiency of resource utilization in delivering public services (Mahmudi, 2015). Individual or employee performance therefore plays a crucial role in determining organizational success, particularly in government institutions that are required to demonstrate accountability, transparency, and responsiveness to public needs (Choi & Chun, 2021; Ratna Sari & Muslim, 2023). Consequently, performance evaluation is required as a systematic assessment process to determine the extent to which individuals or employees contribute to achieving organizational targets, as well as to serve as a basis for feedback, performance improvement, and continuous organizational development (Moehariono, 2021).

Performance evaluation in public sector organizations functions as an essential management tool for monitoring work outcomes, identifying strengths and weaknesses, and supporting evidence-based decision-making (Pudjono, Wibisono, & Fatima, 2026; Tirivanhu, Olaleye, & Bester, 2017). Through effective evaluation mechanisms, organizations are able to align individual performance with institutional objectives, establish clear performance standards, and ensure that work processes are carried out efficiently (Mahmudi, 2015). In

addition, performance evaluation provides a foundation for human resource development policies, including competency enhancement, career advancement, and reward systems. Without a reliable evaluation system, performance measurement may become subjective and less effective in supporting organizational improvement (Singh, Darwish, & Potočnik, 2016).

In the agricultural sector, agricultural extension workers are strategic actors who play a direct role in supporting agribusiness development and improving farmers' welfare. According to Law Number 16 of 2006 concerning the Agricultural, Fisheries, and Forestry Extension System, agricultural extension workers are responsible for assisting farmers and agribusiness actors in accessing information, technology, capital, and other resources to increase productivity and income. Their roles extend beyond technical guidance to include facilitation, motivation, and empowerment of farmers, enabling them to adopt innovations and improve their farming practices (Arowosegbe, Alomaja, & Tihamiyu, 2024; Dolinska & d'Aquino, 2016). Extension also workers act as agents of change who bridge communication between farmers, research institutions, and government agencies, thereby strengthening the implementation of agricultural development programs (Rusman et al., 2023).

Cirebon Regency is one of the regions with intensive agricultural activities and an extensive agricultural extension institutional network covering all sub-districts (Nurjanah, 2024). Agricultural extension workers in this region assist farmers across various commodities and farming systems, with relatively wide working areas and diverse socio-economic and agro-ecological conditions (Maulu, Hasimuna, Mutale, Mphande, & Siankwilimba, 2021). These characteristics present challenges in ensuring consistent performance standards among extension workers (Akinnagbe, Ezeuzo, & Onwubuya, 2017). As a result, the implementation of a performance evaluation system that is objective, measurable, and continuously updated becomes increasingly important to ensure that extension services are delivered effectively and in accordance with development targets (Agarwal, 2021).

Along with the rapid development of information technology, the government has promoted the implementation of digitalization in various aspects of public administration, including personnel performance reporting systems. Digitalization refers to the process of converting manual activities into computerized digital forms to improve work effectiveness and efficiency through the use of information and communication technologies (Muhardi, 2023). Digital reporting systems enable faster, integrated, and real-time data collection while enhancing accuracy, transparency, and accountability in performance reporting (Aditiarno, 2025; Kustiari, 2023; Tri Lestari, 2024). In public organizations, digitalized reporting is expected to reduce administrative burdens, minimize data errors, and support more timely performance evaluations.

In the context of agricultural extension, digitalized reporting is expected to support a more systematic and data-driven performance evaluation process. Digital reporting systems allow extension activities to be documented in a structured manner and provide a reliable database for performance assessment. This information can be utilized for managerial decision-making, including competency development planning, workload distribution, and promotion proposals (Gitosaputro et al., 2025; Sari, 2025). Several empirical studies indicate that the utilization of digital technology has the potential to improve workers' performance by enhancing work efficiency, communication, and access to information. However, these

benefits are often accompanied by challenges related to adaptation to new work methods and the readiness of human resources (Azis & Tim, 2024; Gitosaputro et al., 2025) .

Nevertheless, the implementation of digital reporting systems at the field level has not yet been fully optimized. Differences in educational background, digital literacy, age, and technological adaptability among extension workers present challenges to the effective use of digital systems. In some cases, digital reporting systems are perceived as complex and time-consuming, potentially increasing the workload of extension workers and reducing the time available for direct interaction with farmers. Such conditions may affect the effectiveness of extension activities if digital systems are not supported by adequate training, technical assistance, and user-friendly system design (Department of Agriculture and Food, Polewali Mandar Regency, 2023) .

Previous studies have examined the use of digital technology in supporting extension workers' performance and agricultural extension activities. However, most of these studies have focused on general technology utilization or information systems, while research that specifically examines the effect of digitalized reporting on the performance evaluation of agricultural extension workers, particularly within a local institutional context, remains limited (Kartika et al., 2023; Kustiari & Budiman, 2023; Nuryadi et al., 2023) . This indicates the need for more focused empirical research that analyzes how digitalized reporting systems influence the effectiveness of performance evaluation processes for agricultural extension workers.

The urgency of this research stems from several pressing factors. First, the implementation of digital reporting systems at the field level has not yet been fully optimized, as differences in educational background, digital literacy, age, and technological adaptability among extension workers present challenges to effective system use. Second, in some cases, digital reporting systems are perceived as complex and time-consuming, potentially increasing the workload of extension workers and reducing the time available for direct interaction with farmers—conditions that may affect the effectiveness of extension activities if digital systems are not supported by adequate training, technical assistance, and user-friendly system design (Department of Agriculture and Food, Polewali Mandar Regency, 2023). Third, as the Indonesian government continues to promote digitalization in public administration, empirical evidence on the effectiveness of these systems for performance evaluation is essential for evidence-based policy refinement.

The novelty of this research lies in several aspects. First, it specifically focuses on digitalized reporting systems for performance evaluation in agricultural extension, an area that has received limited attention in the literature. Second, it adopts a multidimensional approach to measuring digitalized reporting, disaggregating the system into six distinct dimensions to identify which aspects most strongly influence performance evaluation. Third, it examines these relationships in the context of Cirebon Regency, where the e-performance application has been implemented for agricultural extension workers, providing a real-world setting for assessing digital reporting effectiveness. Fourth, it integrates theoretical perspectives from performance management, information systems, and agricultural extension to develop a comprehensive analytical framework.

Based on the above discussion, this study aims to analyze the effect of digitalized reporting implementation on the performance evaluation of agricultural extension workers at

the Department of Agriculture of Cirebon Regency. The findings of this study are expected to provide empirical contributions to the development of agricultural extension performance management and serve as a basis for policymakers and relevant institutions in optimizing digital-based reporting and performance evaluation systems in an effective and sustainable manner.

## **METHOD**

This study employed a quantitative explanatory research design with a survey approach to examine the effect of digitalized performance reporting on the performance evaluation of agricultural extension workers. The research was conducted at the Department of Agriculture of Cirebon Regency, which has implemented a digital performance reporting system through the e-performance application used by civil servants and government contract agricultural extension workers. Data collection was carried out over a three-month period, from December 2025 to February 2026.

The population of this study comprised all agricultural extension workers in Cirebon Regency who actively used the e-performance application, totaling 178 individuals. A purposive sampling technique was applied to select respondents who met specific criteria relevant to the research objectives. Based on this sampling procedure, 64 respondents were selected as the research sample, representing agricultural extension workers proportionally distributed across districts in Cirebon Regency.

Data were collected using a structured questionnaire designed to capture respondents' perceptions of digitalized reporting and performance evaluation. The questionnaire items were developed based on relevant literature and previous studies and were measured using a five-point Likert scale ranging from "strongly disagree" to "strongly agree." In addition to primary data, secondary data were obtained from institutional documents and official records of the Department of Agriculture to support the analysis.

The independent variable in this study was digitalized reporting, which was measured through six dimensions: system usability, data accessibility, data accuracy and completeness, time and labor efficiency, technical support and training, and user satisfaction. The dependent variable was the performance evaluation of agricultural extension workers, measured through five dimensions: work quantity, work quality, timeliness, discipline and responsibility, and achievement of performance targets.

Data analysis was conducted using IBM SPSS Statistics version 25. The analysis procedures included descriptive statistical analysis, validity and reliability testing of the research instruments, classical assumption testing, and multiple linear regression analysis. Validity was assessed using correlation analysis, while reliability was evaluated using Cronbach's alpha coefficient. Hypothesis testing was performed through partial and simultaneous significance tests to determine the effect of digitalized reporting on the performance evaluation of agricultural extension workers.

## **RESULT AND DISCUSSION**

### **Characteristics of Respondents**

The respondents involved in this study consisted of 64 agricultural extension workers distributed across 40 sub-districts in Cirebon Regency. The respondents included both civil

servants (PNS) and government employees with work agreements (PPPK). Table 1 presents the characteristics of the respondents based on gender, age, education level, employment status, and years of service.

**Table 1. Respondent Characteristics**

Characteristic	Frequency	Percentage (%)
<b>Gender</b>		
Male	42	66.0
Female	22	34.0
<b>Age (years)</b>		
< 31	6	9.0
31–40	17	27.0
41–50	23	36.0
> 50	18	28.0
<b>Education level</b>		
Senior high school	15	23.5
Diploma (D1–D3)	5	8.0
Bachelor (S1)	43	67.0
Master (S2)	1	1.5
<b>Employment status</b>		
Civil servant (PNS)	35	55.0
Government contract (PPPK)	29	45.0
<b>Work experience</b>		
< 10 years	18	28.0
≥ 10 years	46	72.0

Source: Primary data (2026)

Based on Table 1, the majority of respondents were male (66%), aged between 41 and 50 years (36%), held a bachelor's degree (67%), were civil servants (55%), and had more than 10 years of service (72%). These characteristics indicate a relatively experienced workforce with a high level of formal education, which may influence the adoption and effective use of digital reporting systems.

### Validity and Reliability Test

Instrument validity was assessed using the corrected item-total correlation. The study utilized 30 respondents to calculate the r-table value, which was 0.361 at a significance level of 0.05. All instrument items had r-count values greater than the r-table, ranging from 0.366 to 0.857, indicating that the instruments were valid and suitable for data analysis (Table 2).

**Table 2 . Validity Test Results**

Item	r-count	r-table	Conclusion
P1–P58	0.366–0.857	0.361	Valid

Source: Primary data (2026)

Reliability was measured using Cronbach's Alpha, resulting in a value of 0.963 for all 58 items. This indicates high internal consistency and that the research instruments were reliable.

### Classical Assumption Test

Normality was examined using histogram analysis, P-Plot, and the One-Sample Kolmogorov–Smirnov test. The histogram and P-Plot showed normal distribution patterns, while the Kolmogorov–Smirnov test yielded a significant value of 0.079 (>0.05), confirming that the residuals were normally distributed. Multicollinearity was assessed using tolerance and variance inflation factor (VIF) values, which ranged from 0.460 to 0.653 for tolerance and 1.531 to 2.174 for VIF, indicating no multicollinearity issues among the independent variables.

**Multiple Regression Analysis**

Multiple linear regression analysis was conducted to determine the influence of digital reporting on the performance evaluation of agricultural extension workers. Digital reporting was measured through six sub-variables: ease of system use (X1), data accessibility (X2), accuracy and completeness of data (X3), time and effort efficiency (X4), technical support and training (X5), and user satisfaction (X6), with performance evaluation (Y) as the dependent variable.

**Table 3 Multiple Regression Results**

Variable	B	Beta	t	Sig.
Constant	65,931	-	7,693	0.000
X1	0.846	0.460	3,754	0.001
X2	-0.148	-0.062	-0.481	0.633
X3	-0.324	-0.148	-1.055	0.298
X4	0.301	0.081	0.569	0.573
X5	-0.405	-0.261	-1,829	0.075
X6	1,086	0.543	3,716	0.001

Source: Primary data (2026)

The regression equation is as follows:

$$\hat{Y} = 65.931 + 0.846X1 - 0.148X2 - 0.324X3 + 0.301X4 - 0.405X5 + 1.086X6$$

The results indicate that ease of system use (X1) and user satisfaction (X6) positively and significantly influence performance evaluation. Meanwhile, data accessibility (X2), accuracy and completeness of data (X3), time and effort efficiency (X4), and technical support and training (X5) do not significantly affect performance evaluation at the 5% significance level.

**Coefficient of Determination**

The coefficient of determination (R<sup>2</sup>) was 0.617, indicating that 61.7% of the variation in performance evaluation could be explained by the six independent variables, while 38.3% was influenced by other factors outside the model. The adjusted R<sup>2</sup> value of 0.558 confirms that the model is relatively robust, and the standard error of the estimate was 4.44489, reflecting an acceptable level of prediction error.

**Hypothesis Testing**

The F-test showed an F value of 10.486 with a significance of 0.000, confirming that the independent variables collectively have a significant effect on performance evaluation. The t-test further indicated that X1 and X6 had significant positive effects, while X2,

**The Effect of Digital Reporting on the Performance Evaluation of Agricultural Extension Workers Simultaneously**

The F-test results show an F value of 10.486 with a significance level of 0.000 (< 0.05), indicating that simultaneously, all independent variables representing digital reporting significantly influence the performance evaluation of agricultural extension workers. This suggests that digital reporting plays an essential role in explaining variations in performance.

These findings align with performance theories proposed by Moheriono and Mahmudi, which highlight that performance is influenced by work systems, organizational support, and the effective and efficient use of resources. As part of a modern work system, digital reporting supports a more objective, accountable, and transparent performance evaluation process. Additionally, this result supports Gitosaputro et al. (2025), who found that implementing digital technology positively affects agricultural extension workers' performance.

#### **The Effect of System Ease of Use (X1) on the Performance Evaluation of Agricultural Extension Workers**

The t-test results show that system ease of use (X1) has a positive and significant effect on performance evaluation, with a significance level of 0.001 ( $< 0.05$ ) and a regression coefficient of 0.846. This indicates that the easier the digital reporting system is to use, the higher the performance evaluation. This finding is consistent with Kustiari (2023) and Muhardi (2023), who emphasized that user-friendly digital systems improve work effectiveness and encourage optimal system utilization. In the context of agricultural extension, an easy-to-use system helps workers document activities accurately and timely, positively impacting performance assessments.

#### **The Effect of Data Accessibility (X2) on the Performance Evaluation of Agricultural Extension Workers**

Data accessibility (X2) shows a negative regression coefficient of -0.148 with a significance level of 0.633 ( $> 0.05$ ), indicating no significant effect on performance evaluation. This suggests that although data access is important, it is not a primary determinant in practice, likely because extension workers have relatively equal access. This aligns with Kartika et al. (2023), who reported that system quality does not necessarily directly affect performance if not accompanied by high-quality information and optimal system utilization.

#### **The Effect of Data Accuracy and Completeness (X3) on the Performance Evaluation of Agricultural Extension Workers**

Data accuracy and completeness (X3) have a negative regression coefficient of -0.324 and a significance level of 0.298 ( $> 0.05$ ), indicating no significant effect. Although these aspects are important in a digital reporting system, the small variation due to standardized reporting may explain the lack of significant impact. This differs from Kustiari (2023), who emphasizes the importance of data accuracy in monitoring and evaluation, suggesting the need for further research on the quality of system implementation in the field.

#### **The Effect of Time and Effort Efficiency (X4) on the Performance Evaluation of Agricultural Extension Workers**

Time and effort efficiency (X4) has a positive but non-significant effect on performance evaluation, with a significance level of 0.573 ( $> 0.05$ ). While digital reporting can improve work efficiency, it has not been directly reflected in performance evaluation, which also considers task quality, program achievements, and impacts on farmers, as explained by Lahidjun.

#### **The Effect of Technical Support and Training (X5) on the Performance Evaluation of Agricultural Extension Workers**

Technical support and training (X5) shows a negative regression coefficient of -0.405 with a significance level of 0.075 ( $> 0.05$ ), indicating no significant effect at the 5% level but

approaching significance at 10%. This suggests that technical support and training have not been fully effective in improving performance evaluation, potentially due to mismatched materials, methods, or frequency. Nuryadi et al. (2023) emphasized that without sufficient digital literacy and competence, digital technology does not directly enhance extension workers' performance.

### **The Effect of User Satisfaction (X6) on the Performance Evaluation of Agricultural Extension Workers**

User satisfaction (X6) has a positive and significant effect, with a significance level of 0.001 ( $< 0.05$ ) and a regression coefficient of 1.086, making it the most dominant variable among the independent variables. This indicates that extension workers' satisfaction with the digital reporting system is a key factor in performance improvement. This finding aligns with performance and information system theories, which state that user satisfaction reflects system acceptance, ease of use, and perceived benefits (Mahmudi, 2015; Kartika et al., 2023). Satisfied users are more motivated, consistent, and optimal in performing tasks and reporting extension activities.

### **Implications of the Research Findings**

Digital reporting plays a strategic role in evaluating the performance of agricultural extension workers, particularly through system ease of use and user satisfaction. Therefore, future development of digital reporting systems should focus on enhancing user-friendly design, user comfort, and alignment with the practical needs of extension workers. Furthermore, technical support and training need to be evaluated to be more targeted and capable of sustainably improving extension workers' digital competence.

## **CONCLUSION**

The study confirms that digital reporting significantly influences the performance evaluation of agricultural extension workers, demonstrating that the research objectives have been achieved. The regression model indicates that the independent variables collectively explain 61.7 percent of the variation in performance evaluation, with the remaining 38.3 percent attributed to other factors beyond the scope of this study. Among the factors examined, system ease of use and user satisfaction have a positive and significant impact on performance evaluation, highlighting the critical role of a user-friendly and well-accepted digital reporting system in supporting effective extension services. Conversely, data accessibility, data accuracy and completeness, time and labor efficiency, and technical support and training do not show significant effects, although technical support and training approach significance and may require further optimization to better align with the needs of extension workers.

These findings reveal that while digital reporting provides efficiency and structure, its practical impact on performance is mediated largely by how well users adopt and are satisfied with the system, underscoring the importance of human–system interaction in agricultural socio-economics and agribusiness practice. Based on these results, several practical recommendations can be offered. Agricultural agencies should enhance the quality of digital reporting systems, particularly by improving ease of use and user satisfaction, and carefully evaluate the relevance and effectiveness of technical support and training programs. Extension workers are encouraged to utilize the digital reporting system optimally and to develop digital competencies to support task execution and performance improvement.

Future research should consider incorporating additional variables influencing extension worker performance and expanding the study scope to provide a more comprehensive understanding of digitalization's role in agricultural service delivery. These conclusions and recommendations collectively emphasize both the theoretical and practical relevance of digital reporting in improving agricultural extension performance and provide valuable insights for policymakers, practitioners, and researchers in advancing digital agricultural management.

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