JURNAL SYNTAX TRANSFORMATION
Printed ISSN: 2721-3854 | Electronic ISSN: 2721-2769

Volume 6, No. 8 August, 2024
p-ISSN 2721-3854 | e-ISSN 2721-2769

Implementation of KPU's Digital Systems in the 2024 General Election: A Case Study of SIPOL, SILON, and SIREKAP in South Sumatra Province

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ABSTRACT
This study analyzes the implementation of digital election policy by the General Elections Commission (KPU) of South Sumatra Province during the 2024 Simultaneous Elections, focusing on the SIPOL, SILON, SIDALIH, and SIREKAP systems. Using a qualitative descriptive approach with a case study design, data were gathered through in-depth interviews with KPU officials, system developers, and election observers, as well as from official documents, media, and academic sources. Data analysis employed the Miles and Huberman interactive model, supported by triangulation and member checking for validity. Findings show that SIPOL and SILON have successfully improved efficiency and transparency in political party and legislative candidate registration. However, SIREKAP faces challenges in accuracy, limited human resources, and unequal infrastructure. Additional obstacles include organizational resistance to change, weak inter-agency coordination, and low grassroots digital literacy. Internal support from KPU structures and external backing from local governments, Bawaslu, political parties, civil society, and media are vital for sustaining digital policy. The study concludes that digital transformation in elections depends not only on technological innovation but also on stakeholder collaboration, human resource readiness, and adaptive institutional governance. South Sumatra's experience illustrates broader national challenges in advancing digital democracy, emphasizing the need for comprehensive reform and strengthened institutional capacity.

Keywords: election digitalization, SIPOL, SILON, SIREKAP, policy implementation, KPU, South Sumatra, digital democracy

INTRODUCTION

The implementation of general elections in Indonesia continues to face dynamic challenges in line with rapid technological developments and growing public demands for better democratic governance (Bachmid & Djanggih, 2022; Hudhaibi, 2023; Jurdi, 2023; Kristianita & Najicha, 2022; Tuhaise et al., 2023). In an increasingly digital global context, the digitalization of the electoral system has become a strategic necessity. With the rise of information technology, various stages of elections in Indonesia have undergone digital transformation. Information technology has been utilized in key stages such as political party verification, legislative candidacy, vote tabulation, and voter outreach. These innovations are not only aimed at technical efficiency but also at strengthening the transparency and accountability of electoral management (Khairul Fahmi et al., 2020).

Digital technology in the electoral system functions both as a tool for administrative automation and as a medium for public political participation. Social media, big data, and information systems such as *SIPOL*, *SILON*, and *SIREKAP* have become essential instruments in supporting electoral democracy (Alakrash & Razak, 2021; Filho et al., 2021; Haleem et al., 2022; Lee & Kim, 2020; Liu et al., 2022; Tuhaise et al., 2023). In the 2024 simultaneous elections, which involve millions of voters and thousands of candidates, efficiency and transparency are imperative.

Digitalization enables the public to access information, monitor electoral processes, and express their aspirations more inclusively. However, implementing digital technologies also presents administrative, technical, and ethical challenges, especially in regions with inadequate infrastructure.

In South Sumatra Province, the digital-based implementation of electoral stages has revealed significant challenges. The administrative verification process for political parties contesting the 2024 election faced various obstacles, including incomplete data entries in *SIPOL*, document inconsistencies, and limited operator understanding of the systems (Simanjuntak, 2023). This situation highlights a research gap in the study of digital-based public policy implementation within the electoral context, particularly regarding technical readiness, institutional coordination, and social resistance.

Previous studies on digitalization in public policy generally focused on actor collaboration and service systems in other sectors, rather than specifically addressing election stages. For instance, Oswar Muadzin Mungkasa (2020) emphasized the importance of collaborative governance in implementing the Sustainable Development Goals but did not address the digital policy implementation dimension in electoral systems. Similarly, research by Ramsiah Tasruddin (2021) and Umi Lestari (2022) explored multi-stakeholder collaboration in development and creative industries but did not examine electoral applications such as *SIPOL*, *SILON*, or *SIREKAP*.

Some studies have discussed digital technology in elections but were limited to voter-related aspects or the evaluation of a single system. Tamrin et al. (2023) examined the impact of digital literacy on first-time voters, while Fauzani et al. (2023) discussed the potential of hybrid e-voting, which remains unfeasible due to regulatory and technical readiness issues. Putri and Azikin (2023), in a study conducted in North Lampung, evaluated the effectiveness of *SIREKAP* but did not comprehensively assess the broader suite of electoral applications. These studies rarely explore how digital election policies are implemented by electoral management bodies, particularly from administrative, technical, and bureaucratic standpoints.

Within the framework of policy implementation theory, only a few studies employ Edward III's (1980) model—such as Rahmatillah (2022) and Handayani et al. (2021)—but these focus on environmental and local taxation policies. Consequently, a significant research gap remains regarding how electoral digitalization policies are implemented by election management institutions. This includes challenges related to communication, resources, implementer disposition, and bureaucratic structure, as outlined by Edward III. This study seeks to fill that gap by thoroughly examining the implementation practices of electoral digitalization in South Sumatra Province as a case study involving *SIPOL*, *SILON*, and *SIREKAP*.

Based on the discussion above, this study poses the following research questions: (1) How is the digital-based electoral policy implemented by the General Election Commission (*KPU*) of South Sumatra during the 2024 elections? (2) What barriers or challenges are encountered in the implementation of this policy? and (3) What forms of support, both internal and external, does *KPU* South Sumatra receive in carrying out this digital electoral policy?

The objectives of this study are: (1) to analyze the implementation of digital-based electoral

policy at the *KPU* of South Sumatra, (2) to identify the obstacles in its implementation, and (3) to evaluate the support mechanisms for the policy's execution. This research is expected to contribute theoretically to the literature on digital public policy implementation and offer practical insights for improving Indonesia's electoral system.

Theoretically, this study adopts the public policy implementation approach developed by Edward III (1980) and combines it with the POAC (Planning, Organizing, Actuating, Controlling) management framework from Terry (2005) to explain the dynamics of policy execution on the ground. This framework is complemented by electoral democracy theory and principles of transparent digital governance. The study also reflects on prior findings regarding weaknesses in political party verification systems, challenges in electoral digitalization, and the importance of neutrality and professionalism among election officials (Asrinaldi, 2020; Wardani, 2019).

Using a qualitative case study approach, data are collected through in-depth interviews, field observations, and analysis of policy documents and digital application data from *SIPOL*, *SILON*, and *SIREKAP*. The research focuses on administrative procedures, institutional coordination, and the role of external actors in either supporting or hindering policy implementation. The analysis will highlight mismatches between policy design and actual field conditions.

The conceptual framework of this study is based on the relationship between electoral digitalization policy, policy implementation factors (communication, resources, disposition, and bureaucratic structure), and the output, which is the effectiveness of digital electoral stage implementation in South Sumatra. Within this scheme, digital systems such as *SIPOL*, *SILON*, and *SIREKAP* are positioned as both administrative tools and indicators of democratic governance readiness. The involvement of both internal stakeholders (*KPU*, Bawaslu) and external actors (civil society, political parties, media) is considered a critical determinant of successful policy implementation.

Thus, this research not only offers a descriptive analysis of electoral digitalization practices but also provides a policy evaluation and theory-based recommendations to strengthen Indonesia's electoral democracy in the digital era.

METHOD

This research adopts a qualitative descriptive approach with a case study design to explore the implementation of digital systems—*SIPOL*, *SILON*, and *SIREKAP*—by the Indonesian General Elections Commission (*KPU RI*) in the 2024 General Election. This method allows for an in-depth examination of institutional practices, public accountability, and technological adaptation in the electoral process. Data were gathered through in-depth interviews with *KPU* officials, developers, and election observers, as well as from relevant secondary sources such as *PKPU* regulations, government documents, media coverage, and academic publications.

The data analysis follows the interactive model by Miles and Huberman (1994), consisting of data reduction, data display, and conclusion drawing. Triangulation was applied by comparing various data sources and informant perspectives to ensure validity and reliability. Member

checking and peer debriefing were also used to enhance the trustworthiness of the findings, while ethical considerations were strictly observed, including informed consent and confidentiality for all participants.

The study focuses on Jakarta as the primary research site, given its status as the administrative center of *KPU RI*. The scope of analysis includes the entire digital electoral process—from party registration and candidate nomination to final vote recapitulation. This approach enables the research to provide a contextualized and theoretically grounded understanding of how digital transformation shapes electoral governance in contemporary Indonesia.

RESULTS AND DISCUSSION

Results

Digital Election Policy Based on SIPOL, SILON, and SIREKAP

The digital transformation in the organization of elections in Indonesia represents a strategic effort by the General Elections Commission (KPU) to enhance transparency, efficiency, and accountability. Through the implementation of the SIPOL, SILON, and SIREKAP systems, the 2024 General Election serves as a pivotal moment in the shift from manual practices to a more open and documented digital system. SIPOL is used for the registration and verification of political parties, SILON for online legislative candidacy, and SIREKAP as a tool for real-time vote recapitulation. These systems are grounded in the mandate of Law Number 7 of 2017 and further supported by various KPU Regulations as well as auxiliary regulations such as the ITE Law and Government Regulation No. 71 of 2019. This approach reflects that digitalization is not merely a technological modernization but an institutional reform aimed at addressing public demands for electoral integrity. According to Van Meter and Van Horn, successful policy implementation largely depends on resource capacity, communication among actors, and the characteristics of implementing organizations—factors that are increasingly relevant in the context of KPU's digital shift.

However, the implementation of digital election policy does not escape technical, social, and structural challenges. Infrastructure limitations in remote areas, human resource readiness, and resistance to changes in organizational culture are critical issues that must be addressed comprehensively. While public perception of systems like SIREKAP tends to be positive due to the transparency offered, concerns about data accuracy and system security persist. Therefore, strengthening verification processes, system audits, and public digital literacy must be prioritized. The End-User Computing Satisfaction theory (Doll & Torkzadeh) underscores the importance of user satisfaction with content, accuracy, ease of use, and timeliness—dimensions that must be maintained in SIPOL, SILON, and SIREKAP. Furthermore, the collaborative governance model (Ansell & Gash) highlights the importance of active engagement from all stakeholders—KPU, Bawaslu, political parties, oversight bodies, and civil society—in safeguarding the integrity of the digital election system. If managed adaptively and inclusively, this transformation will not only bring forth new technologies but also substantively strengthen Indonesia's democracy.

Implementation of the Digital Election Policy

The implementation of the digital election policy in Indonesia through SIPOL, SILON, and SIREKAP reflects efforts to transform the democratic system toward greater transparency, efficiency, and accountability. In accordance with Law Number 7 of 2017, the General Elections Commission (KPU) is authorized to design digital systems for each electoral stage, from political party verification to vote recapitulation. Within the framework of Van Meter and Van Horn's policy implementation theory (1975), success depends on clear standards and objectives, adequate resources, and the characteristics of the implementing institution. SIPOL, as a digital platform for political party registration and verification, demonstrates regulatory clarity through KPU Regulation No. 4 of 2022. Likewise, SILON, designed for the digitalization of legislative nominations, is structured under KPU Regulation No. 10 of 2022 and has been widely appreciated for its paperless and transparent nature.

Nevertheless, human resource (HR) readiness and technological infrastructure remain major challenges. In many areas, especially remote regencies, the lack of trained operators and unstable internet access hinder the optimal functioning of digital applications. This aligns with Kurniawan & Maani's (2019) view that implementer quality and training distribution are key to the success of digital policy. For instance, in the implementation of SILON in South Sumatra, despite various technical trainings provided by the local KPU office, field personnel reported insufficient mentoring and lack of supporting devices. Regarding SIPOL, several political party officials stated they had to learn the system independently due to minimal technical support from the central KPU.

Meanwhile, the implementation of SIREKAP as a digital recapitulation system has received mixed responses. On one hand, it is seen as an innovative leap in accelerating the publication and verification of results transparently, as envisioned in the principles of good electoral governance. On the other hand, its use in the 2024 election in South Sumatra highlighted issues such as data mismatches, upload errors, and system instability. These issues disadvantaged various parties and eroded public trust. IT experts' evaluations point to key challenges in technological readiness, operator training, and the absence of real-time supervision and data verification systems. In other words, the digital policy lacks support from a fully developed institutional and infrastructure ecosystem.

Therefore, the digital election policy cannot rely solely on sophisticated applications; it must also strengthen inter-agency coordination, improve human resource capacity, and cultivate a digital culture within the electoral bureaucracy. As Van Meter and Van Horn emphasized, successful implementation is determined by the alignment between objectives, resources, actor communication, and socio-political support. In the Indonesian context, the success of SIPOL, SILON, and SIREKAP remains relative and must be backed by comprehensive digital bureaucratic reform. KPU needs not only robust digital systems but also individuals ready to adapt, and organizations capable of responding to technological dynamics and public expectations in the pursuit of a more inclusive and credible election.

User Responses to the Digital Election System

The digitalization of the 2024 election through SIPOL, SILON, and SIREKAP is a strategic move by the KPU to enhance efficiency and accountability. However, the success of this digital system heavily depends on the responses and satisfaction of end users. The EUCS theory by Doll and Torkzadeh (1988) serves as an important framework to assess user perception across five dimensions: content, accuracy, format, ease of use, and timeliness. In terms of content, most operators and political parties indicated that the systems provided helpful information, especially in data validation and process transparency. However, complaints about delayed information updates and limited public access due to low digital literacy were noted. This indicates that relevant content alone is insufficient without a proportional level of user understanding.

Regarding accuracy, the system is highly dependent on the quality of manual data input. Operator errors or duplicate entries often escape system verification, pointing to weak automatic validation mechanisms. Some political parties also highlighted inconsistencies between digital displays and printed outputs, potentially raising doubts about data consistency. In terms of format, users appreciated SILON's relatively clear interface, but criticized SIREKAP's complex navigation and lack of responsiveness on mobile devices. Visual design issues such as font size, color contrast, and confusing menus were also cited as barriers, especially for novice users.

Ease of use remains a notable challenge, especially for new staff and political parties unfamiliar with digital systems. While some operators found the systems easier after training, technical issues like poor internet connectivity and limited technical guidance were significant hurdles. Login failures, lack of error notifications, and the need for visual tutorials suggest that technical support is not yet optimal. Meanwhile, timeliness is another area of concern. Delayed access during peak times, disruptions near submission deadlines, and slow recapitulation processing indicate that the system is not yet ready to handle high traffic loads, underscoring the urgent need to strengthen server capacity and digital infrastructure.

Overall, the digital election system has marked a significant step forward in efficiency and process documentation, yet still faces substantial challenges in accuracy, interface design, and technical performance. In line with EUCS theory, user satisfaction plays a crucial role in the successful implementation of technology in organizations. Therefore, future development of SIPOL, SILON, and SIREKAP should be grounded in user experience, prioritizing participatory evaluations involving operators, political parties, and civil society. Enhancing digital literacy, providing continuous training, and adopting more adaptive designs will help build public trust and reinforce Indonesia's digital democratic system.

Digital Election Policy and the Challenge of Multi-Stakeholder Collaboration

The digitalization of elections through SIPOL, SILON, and SIREKAP is a strategic initiative by the KPU to increase efficiency and transparency. However, the success of this policy depends heavily on the quality of collaboration among stakeholders. Based on collaborative governance theory, the starting conditions reveal that political parties' trust in the digital system

remains low due to concerns over potential manipulation. While the relationship between KPU and Bawaslu is relatively stable, interactions with political parties and public trust fluctuate. Field operators and political parties reported that many still trust the manual system more, indicating that past experiences and limited transparency continue to hinder trust-building. In terms of institutional design, technical regulations are in place but not evenly disseminated. Many stakeholders, including operators and political parties, feel they lack a full understanding of the rules due to poor communication and frequent changes without clear notice. SOPs from the central office are sometimes delayed in reaching regional offices, resulting in inconsistent field implementation. On the other hand, facilitative leadership has been perceived as limited. Although the KPU actively addresses technical issues, operators and political party representatives noted that dialogue and communication channels are not strong enough to handle on-the-ground dynamics and conflicts.

Trust-building processes are also key to success. Socializing the digital systems and promoting information openness are critical to building trust among actors. However, delayed information and lack of system simulations foster negative speculation, particularly among political parties. Without transparency, the trust established will remain superficial rather than substantive. Additionally, commitment to the process varies. While the KPU shows strong commitment, some political parties and field actors engage with the system only administratively, without deeper involvement. This highlights that commitment requires not just institutional intent but also technical and cultural readiness.

The final dimension—shared understanding and intermediate outcomes—shows that although digital systems are beginning to be understood as support tools, technical understanding remains uneven across levels. Technical evaluations and tiered training are urgently needed to foster shared consensus and competence. Therefore, the success of digital elections depends not only on technological readiness but also on the quality of collaborative governance. Open communication, participatory design, and leadership capable of bridging interests are essential foundations. To ensure legitimacy and accountability in digital democracy, siloed work patterns must be abandoned in favor of a collaborative approach that is equitable, inclusive, and responsive to change.

Discussion

Implementation of SIPOL, SILON, and SIREKAP Policies in the 2024 Election

The final dimension, namely *shared understanding and intermediate outcomes*, indicates that although digital systems are increasingly recognized as supportive tools, technical understanding remains uneven across all levels. Tiered evaluations and training are necessary to build shared competence and consensus. Therefore, the success of digital elections depends not only on technological readiness but also on the quality of collaborative governance. Open communication, participatory design, and leadership capable of bridging diverse interests are crucial foundations. To ensure legitimacy and accountability in digital democracy, sectoral work

patterns must give way to collaborative approaches that are equitable, inclusive, and responsive to change.

The implementation of digital election policies through SIPOL, SILON, and SIREKAP by the South Sumatra Provincial KPU in the 2024 Election is part of an electoral system transformation toward greater transparency and efficiency. Based on Law No. 7 of 2017 and supported by technical regulations such as PKPU No. 4/2022 (SIPOL), PKPU No. 10/2023 (SILON), and PKPU No. 5/2024 (SIREKAP), the policies demonstrate normative readiness. However, practical implementation still faces significant challenges. SIPOL has proven relatively effective in verifying political parties, while SILON has enhanced transparency in legislative candidacy data. In contrast, SIREKAP has faced public criticism due to discrepancies between digital and manual results, eroding trust and leading to its suspension at the national level.

Using the Van Metter and Van Horn implementation model, the variables of policy standards and objectives show that SIPOL and SILON have performed on target. SIPOL facilitated the registration of 41 political parties in South Sumatra on schedule, while SILON streamlined the legislative candidacy process by improving data accuracy and reducing time. However, SIREKAP failed to meet policy objectives due to weak human resource capacity and inadequate technological infrastructure, particularly at the grassroots level (KPPS) in rural areas. The Optical Character Recognition (OCR) system used by SIREKAP was unable to accurately read handwritten documents, leading to doubts over data validity.

While inter-agency coordination between the South Sumatra KPU, Bawaslu, political parties, local government, and the security sector (TNI/Polri) has been established through both online and offline meetings, this communication has not fully reached the operational level—particularly KPPS, which plays a critical role in SIREKAP data entry. This uneven coordination has led to miscommunication, input errors, and data misinterpretation, significantly affecting public trust. Implementing agents such as commissioners and technical staff have operated according to regulations, but weaknesses remain in digital literacy and operational capacity at the lower levels. Although commitment is high, execution often falls short due to inadequate training, unequal task distribution, and bureaucratic communication delays.

Social, economic, and political environments also influence implementation success. Low digital literacy, particularly in rural areas, and internet infrastructure disparities hinder digital system adoption. While the South Sumatra KPU has attempted public outreach, these efforts have yet to effectively reach all voter segments. A comprehensive evaluation of technical readiness, coordination, training, and monitoring is essential to ensure that digitalization truly strengthens democratic values of transparency and accountability.

Challenges of Implementing Electoral Digitalization in South Sumatra KPU

The digitalization of electoral processes through SIPOL, SILON, and SIREKAP in the 2024 election represents a significant modernization effort by the South Sumatra KPU. However, this effort faces complex challenges. One of the most pressing issues is the digital infrastructure gap, especially in remote areas where unstable internet connectivity disrupts the uploading of C1 form

results to SIREKAP. In addition, human resource capacity remains problematic, as many officers at the KPPS, PPK, and PPS levels are unfamiliar with digital systems and struggle with technical operations. Despite prior training, understanding of troubleshooting, system errors, and accurate data input remains low, increasing the risk of administrative mistakes and delays in the online vote recap process.

From a technical standpoint, the applications used are not fully optimized. SIPOL and SILON still face usability issues, especially when uploading documents in specific formats. Although SIREKAP was designed for efficiency, its OCR feature has proven unreliable, misreading handwritten data and creating discrepancies between digital and manual results—ultimately leading to a loss of public trust. Inter-agency coordination, particularly between KPU, Bawaslu, and political parties, remains weak, with inadequate communication on application updates causing resistance among election participants who perceive the system as opaque.

The challenges are also structural and regulatory. Rather than replacing manual processes, digitalization has added layers of workload, requiring redundant data input. Public criticism, particularly via social media, has increased psychological pressure on election organizers, especially amid allegations of data manipulation linked to SIREKAP errors. Furthermore, the regulatory foundation of digitalization is still considered weak, as most policies are based on internal KPU administrative decisions, lacking explicit legislative backing. This opens legal vulnerabilities concerning the digital system's legitimacy.

Beyond institutional factors, external dynamics also contribute to the challenges, including low digital literacy among voters and the absence of a public audit mechanism for the digital systems. Rural voters tend to trust manual processes more. KPU’s reliance on private tech vendors also presents a risk, as system errors cannot be independently resolved. Short preparation time has worsened the situation, with the transition from manual to digital occurring hastily and without comprehensive testing. In light of these issues, electoral digitalization in South Sumatra requires thorough evaluation—technically, institutionally, legally, and in terms of public engagement—so it evolves into a tool that enhances accountability, efficiency, and electoral credibility.

Internal and External Support in the Implementation of Digital Election Policies by South Sumatra KPU

The digital transformation of electoral governance by the South Sumatra Provincial KPU in the 2024 Election relies not only on technological tools but also on comprehensive support from various internal and external actors. Internally, strong commitment from KPU structures—both at the provincial and municipal/regency levels—has been crucial in deploying systems like SIPOL, SILON, SIDALIH, and SIREKAP. Technical training, operator mentoring, and coordinated teamwork reflect a solid synergy. Field operators have shown remarkable dedication despite technical limitations and increased workloads. However, gaps in human resource capacity, particularly in technological literacy, continue to be addressed through phased training and structured administrative support.

Externally, several stakeholders have contributed significantly to the success of digital electoral policies. Regional governments, through agencies like the Communication and Information Office (Kominfo) and the National Unity and Politics Agency (Kesbangpol), have supported network infrastructure and provided additional equipment in connectivity-challenged areas. Coordination with Bawaslu has played a key role in supervision, evaluation, and procedural oversight. While political parties have expressed concerns about the technical performance of systems like SILON and SIREKAP, they continue to participate actively in coordination forums—indicating that a deliberative space exists for improving inclusiveness and responsiveness in digital systems.

Support from civil society, media, and academia has also bolstered policy legitimacy. Organizations such as Perludem and ELSAM serve as independent watchdogs and provide constructive input on system performance, particularly SIREKAP. The media plays a dual role in disseminating recapitulation results and educating the public about election technology. At the same time, universities in South Sumatra have hosted discussions, research, and academic reviews that serve as critical feedback for KPU. Public engagement has risen through intensive outreach campaigns using social media, billboards, and community forums. Public participation and understanding of digital systems are crucial for implementation success and system legitimacy.

In summary, the success of digital election policy implementation by the South Sumatra KPU rests on the strength of multi-actor collaboration. Internal support drives operational performance, while external support reinforces infrastructure, oversight, feedback, and public legitimacy. This support must be sustained and strengthened through participatory approaches, capacity building, and transparent communication. The future of electoral digitalization depends not only on technological sophistication but also on institutional synergy and public trust. With this collaborative foundation, the South Sumatra KPU is well-positioned to advance a more modern, accountable, and democratic electoral system.

CONCLUSION

The implementation of digital-based electoral policies by the South Sumatra Provincial *KPU* during the 2024 General Election demonstrates a strong commitment to modernizing the electoral system through applications such as *SIPOL*, *SILON*, *SIDALIH*, and *SIREKAP*, in accordance with Law No. 7 of 2017 and relevant *KPU* regulations. These systems have streamlined processes like political party registration, candidate data management, and vote tabulation, with *SIPOL* and *SILON* showing relative efficiency in registration and verification, though *SIREKAP* still faces technical issues and data validity concerns, limiting its ability to accurately reflect field results. Challenges encountered include limited IT infrastructure in remote areas, unequal distribution and capacity of human resources, insufficient technical training for field operators, and coordination gaps between central and regional levels, which have at times caused public distrust in digital outcomes. Despite these obstacles, strong internal support from commissioners, secretariats, and technical staff, along with external backing from local governments, political parties, civil society, academia, and media, has facilitated progress, while

public acceptance indicates growing trust in digital processes. To strengthen and sustain digital democracy, it is recommended that the South Sumatra *KPU* invest in continuous technical capacity-building, expand and upgrade infrastructure, enhance human resource competencies, conduct ongoing digital literacy campaigns for the public, and develop adaptive, accountable systems that incorporate stakeholder feedback, ensuring that digital electoral innovations are reliable, inclusive, and transparent.

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