

## Optimizing E-Government Through the Implementation of A Virtual Office Website in Realizing The Efficiency Of Administrative Services at the Regional Secretariat of the Province of Bali

Ni Putu Indriyani Putri Sumadi<sup>1\*</sup>, I Putu Dharmanu Yударtha<sup>2</sup>  
Universitas Udayana

**Corresponding Author:** Ni Putu Indriyani Putri Sumadi

[Indriyaniputri294@gmail.com](mailto:Indriyaniputri294@gmail.com)

---

### ARTICLE INFO

*Keywords:* E-Government, Virtual Office, Administrative Services, Efficiency, Optimization

*Received :* 03 March 2025

*Revised :* 26 March 2025

*Accepted:* 28 April 2025

©2025 Sumadi, Yударtha: This is an open-access article distributed under the terms of the [Creative Commons Attribution 4.0 International](https://creativecommons.org/licenses/by/4.0/).



### ABSTRACT

The development of information technology has encouraged digital transformation in the government sector, one of which is through the implementation of e-Government. The Bali Provincial Government responded to the need for efficiency and modernization of public services by developing the Virtual Office Website as a medium for digital administrative services. This research aims to analyze the role and effectiveness of the Virtual Office Website in realizing the efficiency of administrative services at the Regional Secretariat of Bali Province. The research method used is descriptive qualitative with literature study techniques. The results showed that the Virtual Office is able to improve the efficiency, effectiveness, and transparency of services through digital features such as electronic mail management, tiered verification, electronic signatures, and online agenda integration. Analysis based on the World Bank's version of e-Government success indicators shows that the implementation of the Virtual Office Website has run in accordance with the principles of policy, efficiency, effectiveness, and transparency. However, challenges such as ASN digital literacy and system security still need to be addressed through optimization strategies that include strengthening security infrastructure, increasing HR capacity, and public socialization. Thus, the Virtual Office is not only a technical instrument, but also a representation of adaptive, inclusive, and technology-based governance.

---

## INTRODUCTION

In the era of globalization and accelerated advances in information technology, governments around the world face serious challenges in responding to increasingly high public expectations for fast, transparent and efficient public services. In this context, the implementation of Electronic Government (e-Government) has become one of the main strategies chosen by many countries to realize effective, transparent, and participatory governance. E-Government is a form of governance innovation by utilizing information and communication technology (ICT) in the implementation of government functions. Through this approach, the government can simplify administrative processes, expand the reach of public services, and increase accountability and transparency. As stated by Cahyani and Putra (2024), digital transformation through e-Government is no longer an option, but has become an urgent need in facing the era of digitalization and the industrial revolution 4.0. The government is required to move quickly in providing services that are proactive, easily accessible, and responsive to the increasingly complex needs of society. Delays in adopting e-Government can result in inequality of public services, bureaucratic inefficiency, and low public trust in government institutions.

In Indonesia, awareness of the importance of digital transformation in government has been contained in various policies and regulations. One of the main regulations that became a milestone in the implementation of e-Government is Presidential Regulation No. 95/2018 on Electronic-Based Government System (SPBE). This regulation directs all government agencies, both at the central and regional levels, to implement an integrated, efficient, and data-based digital government system. Particularly in Bali Province, the need for digital transformation is becoming increasingly urgent as the region has unique characteristics. Apart from being the center of local government, Bali is also an international tourism destination that continues to experience growth in tourist visits, both domestic and foreign. This situation creates its own challenges in the delivery of public services, especially those related to population administration, business licenses, transportation services, and digital infrastructure management. The high mobility and diverse needs of public service users in Bali require local governments to provide a service system that is not only efficient, but also able to reach the community at large without restrictions on time and place.

In response to these challenges, the Bali Provincial Government through the Communication, Information and Statistics Office (DISKOMINFOS) has initiated various digital transformation programs, one of which is through the development and implementation of the Virtual Office Website. This platform was designed in response to the need for more flexible and efficient public services, especially after the COVID-19 pandemic which accelerated the adoption of remote working and digital administration systems. In practice, the Virtual Office Website does not only function as a medium for delivering information, but also as an interactive platform that enables the administration of electronic correspondence, the application of digital signatures, and the provision of services to the public and government partners online. The existence of the

Virtual Office Website reflects the commitment of the Bali regional government to innovate in providing public services that are adaptive to the dynamics of the times. This is in line with the concept of New Public Service which emphasizes the importance of service orientation to the community as citizens (citizen-centered), not merely as customers. In addition, the development of this platform also refers to the principle of dynamic governance, namely the ability of government to continue to learn, adapt, and innovate in the face of environmental changes. Thus, the implementation of the Virtual Office Website is not only a technical step in the utilization of technology, but also a transformational strategy in building modern, inclusive, and future-oriented governance.

This research presents a comprehensive approach by analyzing the implementation of the Virtual Office Website using e-Government success indicators. This research not only highlights the use of information technology in government administration, but also examines in depth the effectiveness, efficiency, transparency, and underlying policies using the World Bank's e-Government success indicators. The main focus of the research is directed at the actual application of the system in supporting administrative services in the Regional Secretariat, especially in Bali Province, by outlining the functions and impacts of digital features such as electronic mail management, tiered verification, automatic numbering, and integrated agendas. In addition, the research identifies actual challenges in the implementation of the system, such as limited digital literacy and data security risks, while offering optimization strategies that include strengthening digital security infrastructure, increasing human resource capacity, and expanding public access and participation. Therefore, this study aims to critically analyze the role and effectiveness of the Virtual Office Website in optimizing the concept of e-government of local government, as well as its implications for the efficiency of public services, especially in the Regional Secretariat of Bali Province.

## **LITERATURE REVIEW**

### **E-Government Theory**

Electronic Government, also known as e-government, is a conscious effort by the government to provide public services by utilizing information technology. E-Government is the delivery of information and services from government agencies to the public, private parties and other government agencies through information and communication technology in order to realize effective and efficient governance. The term "E-government" refers to the use of information technology by government agencies that can change the way they interact with businesses, citizens, and other government agencies. The basic concept of E-Government is actually how to provide services through electronics (e-service), such as through the internet, cellular telephone networks and computers, and multimedia through the development of e-Gov (Feni Rosalia, 2022).

According to Ratnasari et al. (2022), e-government is part of an administrative reform agenda that aims to respond to the needs of society by considering various changes, both from within the government bureaucracy and

from the influence of globalization and technological developments. Meanwhile, Mark Forman in Irawan (2018) defines e-government in general as the application of information and communication technology (ICT) to improve the performance of traditional government functions and services. From several definitions of E-Government above in general, an important conclusion can be drawn from the emphasis of the definitions put forward by institutions and experts on the matter is that E-Government is the use of the latest information and communication technologies by the government to provide intensive services to the public. Based on this understanding, e-government can be seen as a product of digital technology-based government.

This digital-based public service reflects the New Public Service paradigm, which aims to improve the quality of service to the community. Public service reform integrated with information and communication systems is a step in improving governance towards a more effective, efficient, accountable, transparent, cultured, and integrity form of government.

### **Purpose of E-Government**

With the adoption of Electronic Government, it is expected that services to the public can be improved, internal government efficiency can be improved, and public access to information in the government environment can become easier. In the context of Presidential Instruction of the Republic of Indonesia Number 3 of 2003 concerning National Policy and Strategy for the Development of Electronic Government, Electronic Government has four main objectives to be achieved, namely:

- a) Build a range of public information and services that have quality and coverage that can be accessed by all levels of society without being limited by region or time, and at a cost that is affordable to the community.
- b) Establish interconnected interactions with the business sector to enhance national economic growth and provide opportunities to respond more quickly to changes and competition in international trade.
- c) Establish mechanisms and lines of communication with state institutions, and provide a forum for public dialogue for the community to participate in formulating state policies.
- d) Produce transparent and efficient management systems and workflows, while facilitating transaction and service processes between government agencies and autonomous local governments.

### **E-Government Success Indicators**

The success of EGovernment implementation is highly dependent on infrastructure readiness and support from all parties involved. The key to the success of E-Government is the commitment of the government, active participation of the community, and support from the private sector and educational institutions. In Tallo Sub-district, collaboration between local government, community, and private sector is expected to create an ecosystem that supports the implementation of E-Government. The World Bank Group states that the success of e-government implementation

can be measured through several key indicators (Falih Suaedi & Bintoro Wardianto, 2010: 54; I. K. Sari et al., 2022), namely:

1. Policy: A foundation that includes basic principles and concepts that serve as a reference in designing, implementing, and directing actions in the implementation of e-government.
2. Efficiency: Refers to achieving optimal results by utilizing resources appropriately and in accordance with set standards.
3. Effectiveness: An indicator that measures the extent to which planned goals or targets can be realized.
4. Transparency: Demonstrates open access to information for the public, and guarantees the public's right to obtain information widely and openly.

From this it can be concluded that e-government is a form of government administration in terms of public services that integrates the use of internet-based information and communication technology in order to achieve services that are more effective and responsive to community needs.

## **METHODOLOGY**

This research uses a descriptive qualitative approach, which is a method that aims to understand social phenomena and human behavior in depth, emphasizing rich descriptions and thorough interpretations.

Sidiq and Choiri (2019) explain that qualitative research has distinctive characteristics, including a focus on data quality and depth, the use of diverse data collection techniques, and a holistic and contextual approach. The main purpose of this approach is to explore hidden meanings and provide a comprehensive picture of the social reality being observed.

This method is designed to explore the meanings and experiences of individuals and groups in the context of real life, thus providing a complete and in-depth understanding of the object under study.

The results of qualitative research are generally presented in the form of descriptive narratives, which convey data through detailed and comprehensive descriptions. This narrative presentation allows readers to better understand the background, context, and complexity of the situation being studied, as well as see the interrelationships between elements in the phenomena that occur in reality.

## **RESEARCH RESULT AND DISCUSSION**

### **A. Virtual Office Website**

The Bali Provincial Government Virtual Office website is a digital office service platform that was officially launched in 2022 as part of efforts to modernize government administration. The main objective of the development of the Bali Provincial Government Virtual Office is to facilitate the management of administration and correspondence digitally within the government environment. Through this system, it is expected to increase effectiveness, efficiency, and transparency in the delivery of public services. In addition, the Virtual Office is also designed to support employees, both ASN and non-ASN, to remain productive in carrying out their duties despite not being physically in the office. The implementation of this system contributes to reducing the use of

paper and saving office operational costs, while accelerating the process of letter disposition and decision making through real-time notification features and integrated electronic signature (Esign) support.

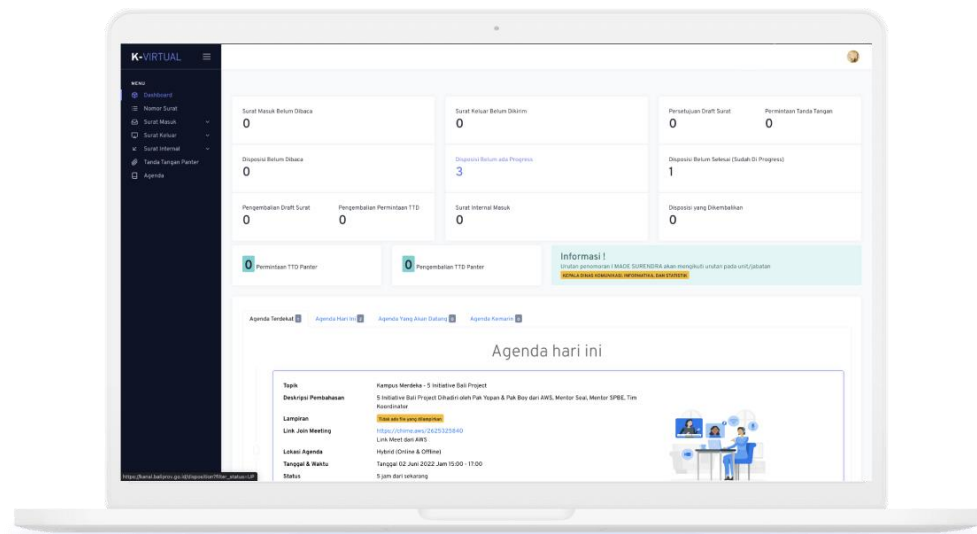


Figure 1. Virtual office website display  
(source: kanal.baliprov.go.id)

By optimally utilizing information technology, the Virtual Office is a tangible manifestation of digital transformation in governance. The main features developed in the Virtual Office system to support efficiency in administrative services include:

### 1) Incoming Mail and Outgoing Mail Management

This feature organizes the entire process of receiving, recording, managing, and distributing incoming mail, as well as creating and sending outgoing mail digitally. With this system, incoming mail can be handled directly by the leadership through an efficient electronic disposition mechanism. This shortens processing time, improves responsiveness, and minimizes the risk of delays. Meanwhile, outgoing mail can be processed in a standardized manner through a digital validation and delivery system, ensuring content accuracy and speed of distribution.

### 2) Letter Drafting & Auto Numbering

The letter creation process can now be done directly through the system interface, allowing users to draft letters that are then digitally approved. Once the document passes the verification process, the system will automatically assign a letter number according to the applicable format and convert it into a ready-to-send PDF file. With the elimination of manual processes such as number recording and physical filing, work efficiency is significantly improved, as well as reducing the potential for administrative errors.

**3) Tiered Verification According to Organizational Structure**

Official documents that require approval must go through a tiered verification process that has been adjusted to the organizational structure of each agency. Each stage of approval is carried out by authorized officials according to their level, ensuring the legality and accountability of the document. This process not only strengthens good governance, but also creates a more orderly, transparent and well-documented authorization path.

**4) Cloud-based Electronic Signature (E-Sign)**

To improve efficiency without compromising on security, the system integrates cloud-based electronic signature technology. Using only their personal Identification Number (NIK) and passphrase, employees can sign documents securely without the need to print or re-scan physical documents. This solution supports the concept of paperless office, accelerates the document validation process, and improves the reliability of information security.

**5) Automatic Mailing & Reminder Notifications**

Every letter or document that has gone through the approval and signing process will be automatically sent to the specified destination through the system. In addition, the automatic notification feature will remind users if there are documents that have not been processed, dispatched, or followed up. This helps prevent backlogs and ensures that each document is processed on time according to its schedule and priority.

**6) Integrated Electronic Agenda**

This feature connects employee activity schedules with document and correspondence management systems. With this integration, meeting agendas, invitations, and follow-up letters can be directly recorded in the electronic calendar, which is also connected to the Zoom Meeting platform. This integration allows online meeting coordination to be done directly from the system without having to switch platforms, providing convenience and flexibility in organizing official meetings, both online and offline.

**7) Virtual Public Office**

The Virtual Office also provides a special digital channel for the general public and external institutions to communicate with government agencies. Through this channel, the public can send letters or requests online without the need to come directly to the office. In addition, senders can monitor the status of letters sent in real-time, creating a more transparent, accessible and accountable service system. This is a real step in opening public access to more inclusive government services.

All the features above are designed to answer the challenges of conventional bureaucracy and encourage efficiency, accuracy, and transparency in the management of government administration. The Virtual Office is not only a symbol of modernization, but also a representation of the Bali Provincial Government's commitment to more adaptive and innovative public services.

## **B. E-Government Analysis on Virtual Office Website**

### **1. Policy**

Policy indicators in the implementation of e-Government are reflected in the existence of clear regulations and strategic direction from the Bali Provincial Government. One of the main legal bases is Presidential Regulation No. 95 of 2018 concerning Electronic-Based Government Systems (SPBE), which is strengthened by Bali Governor Regulation No. 44 of 2015 concerning Correspondence Management Information Systems within the Bali Provincial Government. The implementation of the Virtual Office Website itself was initiated and managed by the Department of Communication, Information and Statistics (DISKOMINFOS), which is in line with the "Bali Smart Island" strategic program as part of the vision of "Nangun Sat Kerthi Loka Bali." This political commitment is further emphasized through the gradual implementation of system socialization to all State Civil Apparatus (ASN), functional officials, and other stakeholders, to ensure understanding and readiness in adopting the digital system. Thus, the Virtual Office Website has been running on a strong policy foundation, both nationally and regionally, and has the full support of the government in bureaucratic digital transformation efforts.

### **2. Efficiency**

In the context of implementing the Virtual Office Website within the Bali Provincial Government, efficiency is reflected through various aspects of digital transformation that have been successfully carried out. One of the most obvious impacts is the significant reduction in *paper* usage (*paperless*), along with the digitization of correspondence and document filing systems. This not only supports operational budget savings, but also supports environmentally friendly principles in line with sustainable development policies. Key features such as cloud-based electronic signatures (e-sign), automatic letter drafting and numbering, and real-time notifications also contribute greatly to the acceleration of administrative processes. Processes that previously required time and manual steps can now be completed in minutes, reducing bureaucratic bottlenecks and improving overall work productivity.

In addition, the Virtual Office allows remote working for ASN and non-ASN employees without compromising the effectiveness of their respective duties and functions. This system is able to manage all administrative processes online without the need for additional physical infrastructure, thus increasing work flexibility without significant additional costs. Thus, the implementation of the Virtual Office Website is proven to increase the efficiency of the government bureaucracy in terms of time, costs, and human resources. The decision-making process becomes faster, coordination between work units becomes easier, and services to the community can be carried out without space and time barriers.

However, in practice there are still some important notes that need special attention, such as:

- Digital security aspects that still need to be improved. The electronic signature system used today still relies on single factor authentication (SFA), which is at risk of misuse of access and vulnerable to user identity forgery.
- The uneven level of ASN digital literacy has caused not all employees to optimize system features to the fullest. Therefore, continuous training programs and more intensive system socialization are needed so that all users can adopt this technology effectively and safely.

### **3. Effectiveness**

Effectiveness in the context of e-Government refers to the extent to which the implemented system is able to achieve the planned goals, especially in improving the quality of public services. The Bali Provincial Government Virtual Office website shows significant achievements in this aspect. The main objective of developing the Virtual Office is to simplify and accelerate the process of government administration, especially in the management of incoming and outgoing mail. Through this system, the process of disposition and validation of documents becomes faster, more efficient, and electronically documented. Every letter received can be immediately processed digitally, dispositioned to the authorized official, and followed up without physical or geographical barriers. This creates a workflow that is more agile and responsive to organizational needs.

In addition, the performance dashboard integrated in the system allows agency leaders to directly monitor employee performance and the progress of tasks that have been carried out. This monitoring function is not only a supervisory tool, but also a form of internal control that ensures every activity runs according to set procedures and targets. Leadership involvement in system evaluation also increases accountability and encourages a results-oriented work culture. Thus, the Virtual Office Website has proven its effectiveness in supporting the digital transformation of government administration. Services become faster, adaptive to the dynamics of modern work, and right on target in responding to the needs of both internal bureaucracy and external society. This success also strengthens the Virtual Office's position as a model of digital bureaucratic reform oriented towards quality public services.

### **4. Transparency**

Transparency is an important element in e-Government that aims to ensure information disclosure and accountability in public service delivery. The Bali Provincial Government Virtual Office website has successfully increased transparency through the Virtual Public Office feature, which allows the public and external parties to send letters online and monitor the status of letters in real-time. This opens public access to administrative processes that were previously closed. Another aspect that supports transparency is the use of electronic signatures that have been certified by the Center for Electronic Certification (BSrE) of the National Cyber and Crypto Agency (BSSN). This certification ensures that every digital document processed in the system has

integrity and reduces the potential for forgery. Digital processes that are documented and recorded automatically enable open and accountable performance evaluation. With an open, accessible, and secure system, Virtual Offices not only accelerate services, but also build public trust in a more transparent and professional government.

### **C. Optimization Strategy Analysis**

Although the implementation of the Virtual Office Website has shown success in terms of policy, efficiency, effectiveness, and transparency, a number of technical and structural challenges still hinder the maximum utilization of this system. Optimizing the use of virtual office websites still faces a number of challenges, including the low digital literacy of some state civil apparatus (ASN), resistance to changes in work culture, and concerns about data security aspects. To optimize the overall utilization of the Virtual Office Website, the Bali Provincial Government needs to implement a number of comprehensive strategies based on the challenges and actual conditions found in the field, as described in various previous studies. These strategies include three important aspects as follows:

#### **1. Strengthening Digital Security Aspects**

One of the crucial gaps in the utilization of Virtual Offices lies in the electronic signature system that still uses the *Single Factor Authentication (SFA)* method. This is considered not to provide optimal security guarantees and is vulnerable to misuse. Therefore, the Bali Provincial Government needs to immediately improve the digital security system by implementing *Two-Factor Authentication (2FA)*. In addition, the use of encryption techniques, validation of digital entities, and continuous cooperation with official certification authorities such as BSR E BSSN must be strengthened to ensure the legality and security of documents. These efforts also need to be accompanied by education and increased digital security literacy for ASN to minimize the risk of breaches or user negligence.

#### **2. Increasing Digital Literacy and Human Resource Capacity (HR)**

Optimal utilization of the Virtual Office requires competent human resources. However, facts in the field show that some ASNs still have a low understanding of digital technology. For this reason, the Bali Provincial Government needs to organize regular technical training that focuses on understanding the features of the Virtual Office. In addition, the establishment of technical assistance units in each OPD and the utilization of young employees who have higher digital capabilities can be a strategy to accelerate technology adoption. A collaborative community-based approach is also important for effective knowledge transfer.

#### **3. Increased Public Socialization and Community Participation**

The Virtual Office is not only intended for the internal bureaucracy, but is also open to the public and external partners through the Public Virtual Office feature. In order for this feature to be used optimally, it is necessary to conduct massive socialization and education to the public on how to

access, send letters, and monitor the status of letters online. Public digital literacy campaigns can be conducted through social media, local communities, and public service forums. The government also needs to add a QR code-based document tracking feature and a direct feedback system from the public to encourage participation and improve service quality on an ongoing basis.

Optimizing the Virtual Office Website requires a comprehensive approach that covers technical, institutional, and cultural aspects. The active involvement of all government stakeholders, civil servants, communities, and technology providers will be the key to overcoming the challenges. With the right strategy, the Virtual Office is not only a means of digital administration, but also a milestone of transformation towards modern, efficient, and inclusive governance.

## **CONCLUSIONS AND RECOMMENDATIONS**

The implementation of the Virtual Office Website by the Bali Provincial Government is a concrete manifestation of digital transformation efforts in adaptive and modern governance. As part of the e-Government strategy, this platform not only brings innovation in the administration system, but also strengthens the principles of efficient, effective, transparent, and accountable governance. Through various superior features such as incoming and outgoing mail management, letter drafting with automatic numbering, tiered verification, cloud-based electronic signatures, as well as integrated agendas and online public services, the Virtual Office is able to simplify bureaucratic processes that were previously conventional and slow. The implementation of this system has successfully increased employee productivity, reduced dependence on manual processes, and supported the creation of a more flexible and responsive work environment.

From the perspective of e-Government success indicators according to the World Bank, the Virtual Office Website has fulfilled four main pillars, namely: (1) a strong policy foundation through national and regional regulations; (2) increased efficiency in managing resources, time, and costs; (3) effectiveness in achieving digital public service goals; and (4) transparency through information disclosure and easy access for the public. However, the optimization of this system still faces challenges such as low ASN digital literacy and concerns about data security aspects. Therefore, a strategy to strengthen digital security aspects, increase human resource capacity, and more massive public socialization is needed so that the Virtual Office can be maximally utilized by all parties.

## **ADVANCED RESEARCH**

In the process of writing this article, the researcher acknowledges that there are still several shortcomings in terms of language, structure, and presentation. These limitations stem from the researcher's own constraints in knowledge and experience. Therefore, to improve the quality of this article in the future, the researcher sincerely welcomes constructive feedback, criticism, and suggestions from various parties.

## REFERENCES

- Adnyana, K. A. (2023). Implementasi Tanda Tangan Elektronik dalam Website Kantor Virtual Pemerintah Provinsi Bali Ditinjau dari Keabsahan Hukum Digital. Skripsi, Universitas Udayana.
- Azkiya, H. (2018). Kebijakan dan Journal Education and Government Wiyata Volume 2 Nomor 3, Agustus 2024 (172-183)
- Bali, D.P. (2022) Sosialisasi Fitur Pengembangan Layanan E-office Menuju Kantor Virtual Pemprov Bali, <https://diskominfos.baliprov.go.id/>.
- Cahyani, N. P. K., & Putra, I. P. A. P. (2024). Governance and Digital Transformation: Analisis Ruang Kerja Virtual melalui Perspektif E-Government pada Pemerintahan Provinsi Bali. *Public Sphere Review*, 3(1), 1-11. <https://doi.org/10.30649/psr.v3i1.123>
- Irawan, A. (2018). SISTEM PELAYANAN PUBLIK BERBASIS E-GOVERNMENT PADA PEMERINTAH DAERAH KABUPATEN MERAUKE. *E-journal.unmus*, 24-25.
- Merdeka, D. (2021) Go Paperless, Digitalisasi Persuratan dan Arsip di Pemprov Bali, DIKSIMERDEKA.COM.
- Murdiyanto, E. (2020). Metode Penelitian Kualitatif (Sistematika Penelitian Kualitatif). In Bandung: Rosda Karya. [http://www.academia.edu/download/35360663/METODE\\_PENELITIAN\\_KU\\_ALITAIF.docx](http://www.academia.edu/download/35360663/METODE_PENELITIAN_KU_ALITAIF.docx).
- Nugraha, J. T, 2018. "E-Government Dan Pelayanan Publik E-Government Di Pemerintah Kabupaten Sleman", *Jurnal Komunikasi Dan Kajian Media*.
- Ratnasari, M. O. B., Noor, I., & Hidayati, F. (2022). Analisis Pengembangan E-Government pada Layanan Administrasi Pemerintahan (Studi pada "SURADI" di Dinas Komunikasi dan Informasi Kota Malang). *Jurnal Ilmiah Administrasi Publik*, 008(01), 35-44. <https://doi.org/10.21776/ub.jiap.2022.008.01.4>
- Sari, I. K., Said, M. M., & Rahmawati, S. D. (2022). Penerapan E-Government Di Pemerintah Daerah Bojonegoro Pada Masa Pandemi Covid-19. *Jurnal Respon Publik*, 16(10), 40-51. <http://jim.unisma.ac.id/index.php/rpp/article/view/18737><http://jim.unisma.ac.id/index.php/rpp/article/download/18737/14238N/A>.
- Sidiq, U., & Choiri, M. (2019). Metode Penelitian Kualitatif di Bidang Pendidikan. In CV Nata Karya (Vol. 53, Issue 9). Nata Karya. [http://repository.iainponorogo.ac.id/484/1/METODE\\_PENELITIAN\\_KUALITATIF\\_DI\\_BIDANG\\_PENDIDIKAN.pdf](http://repository.iainponorogo.ac.id/484/1/METODE_PENELITIAN_KUALITATIF_DI_BIDANG_PENDIDIKAN.pdf)