

## The Significance of SiGapLapor in Electoral Supervision: A Multiple Streams Analysis

Abdurrahman Arif<sup>1</sup>, Dyah Murtini<sup>2</sup>, Desi Aryani<sup>3</sup>, Muhammad Febrianza<sup>4</sup>, Budi Santoso<sup>5\*</sup>

STISIPOL Candradimuka, Indonesia

Email: budi.santoso@stisipolcandradimuka.ac.id

**Abstract:** This study aims to analyze the significance of SiGapLapor Program in handling alleged electoral violations during the 2024 General Election at the South Sumatra Provincial Election Supervisory Board, using the Multiple Streams Framework (MSF) developed by John W. Kingdon. SiGapLapor is a digital innovation introduced by Bawaslu to speed up and simplify the process of receiving, verifying, and processing reports of suspected electoral violations. The research applies a descriptive qualitative approach. Data were collected through in-depth interviews, direct observation, and document analysis. The data analysis process involved data reduction, data display, and drawing conclusions with verification. To assess program effectiveness, this study uses four organizational effectiveness indicators proposed by Amitai Etzioni, namely adaptation, integration, member motivation, and production. The findings indicate that the SiGapLapor Program has generally functioned effectively in supporting the handling of electoral violations at the South Sumatra Provincial Bawaslu. This performance is supported by a strong regulatory framework, the availability of technological infrastructure, and tiered training for human resources. The system has been integrated across different levels of Bawaslu and has contributed to improved transparency and accountability in the reporting process. However, the study also identifies several challenges, particularly related to the limited number of personnel, high workloads, and occasional technical problems within the system. Therefore, strengthening institutional capacity and further developing the system are necessary to improve the future implementation of the SiGapLapor Program.

**Keywords:** significance; SiGapLapor; election supervision; multiple streams; Bawaslu

### INTRODUCTION

The implementation of a policy or program should not be viewed as the final stage of the policy process, as policymaking is continuous and begins with the agenda-setting phase. In the context of election oversight, SiGapLapor represents a digital innovation developed by the Election Supervisory Board (Badan Pengawas Pemilu-Bawaslu), formally established through Bawaslu Decision Number 0207.1/PP.00.00/K1/01/2023. This program is designed to speed up the process of receiving reports, conducting verification, and completing the handling of alleged electoral violations, all of which are integrated within the SiGapLapor system. Through this digital reporting mechanism, it is expected that each report can be followed up more quickly, while both Bawaslu and the reporting parties are able to monitor the progress of case handling in a more transparent manner. In line with this, the use of digital technology in electoral processes and oversight has been widely recognized as having the potential to strengthen transparency and public participation, although it also requires strong institutional capacity and adequate resources to avoid unintended consequences (Cheeseman, 2018).

General Elections (Pemilu) are one of the main pillars of a democratic system, serving as a key mechanism for the realization of popular sovereignty. Through elections, citizens exercise their constitutional rights to choose their representatives in legislative bodies and to directly elect executive leaders in a manner that is direct, general, free, secret, honest, and fair. For this reason, the quality of election administration is a crucial indicator of democratic performance in a country. Democratic elections are not determined solely by voting procedures, but also by how well all stages of the electoral process are conducted in line with

principles of justice, transparency, and accountability (Farhati et al., 2024).

Previous studies highlight that the involvement of multiple actors in election oversight, including civil society and supervisory institutions, plays an important role in strengthening the integrity and openness of elections in Indonesia, which in turn enhances public trust in electoral outcomes (Muhamad & Hermawan, 2023). In addition, the integrity of election organizers and their commitment to fundamental democratic principles, as carried out by institutions such as the General Election Commission (KPU) and the Election Supervisory Board (Bawaslu), are decisive factors in ensuring that each stage of the election is implemented in accordance with democratic norms and legal standards (Hayckel et al., 2024). A high-quality election process also depends on responsive and accountable mechanisms for handling electoral violations. Effective supervision and active public participation are essential to minimizing practices such as vote buying and manipulation of voter data, thereby safeguarding the credibility of elections and reinforcing democratic governance (Nurmansyah & Erman, 2025).

In practice, the administration of elections is inseparable from various potential violations that can undermine democratic values. The high intensity of political competition, conflicting interests among political actors, and the significant power at stake often trigger electoral violations. These violations may take the form of administrative misconduct, breaches of the election organizers' code of ethics, electoral crimes, or other legal violations (Solihah et al., 2018). Such issues can emerge at different stages of the electoral process, ranging from problems in updating voter data to disputes over the validity of election results. If not addressed properly, these violations can weaken public trust in the democratic process as a whole (Wirdyaningsih, 2022).

This situation highlights the urgent need for a strong, independent, and professional election oversight system to ensure that violations can be prevented, detected, and handled appropriately. Previous studies emphasize that effective election supervision requires not only formal oversight by institutions such as Bawaslu, but also active public participation. Participatory monitoring has been shown to help identify violations at an early stage and reduce unfair practices such as vote buying and manipulation of voter data (Rahmalika, 2024). However, election supervisory bodies often face structural challenges, including limited resources and uneven capacity across regions. Therefore, strengthening institutional capacity, improving coordination among election stakeholders, and increasing public awareness of the importance of election oversight are essential steps toward ensuring elections that are fair, transparent, and accountable.

In Indonesia, the oversight of election administration is carried out by the Election Supervisory Board (Badan Pengawas Pemilihan Umum, Bawaslu), an independent state institution. Institutionally, Bawaslu has undergone significant development, evolving from an ad hoc supervisory body into a permanent institution with increasingly broad authority. This strengthening of roles and powers is reflected in Law Number 7 of 2017 on General Elections, which mandates Bawaslu to undertake both prevention and enforcement actions against electoral violations across all stages of the election process. These changes have not only expanded Bawaslu's scope of duties but have also encouraged the institution to play a more strategic role in safeguarding fairness, transparency, and the integrity of electoral democracy in Indonesia. With stronger authority, Bawaslu no longer focuses solely on administrative

supervision; it also emphasizes preventive efforts through public outreach and the strengthening of public participation in election oversight.

Empirical studies indicate that Bawaslu's oversight has made a significant contribution to maintaining the legitimacy of election administration. Research examining Bawaslu's role in enforcing electoral law shows that, despite certain limitations in its authority, the institution remains crucial in improving the overall quality of elections and in ensuring popular sovereignty and the legitimacy of electoral outcomes (Syafriadi & Santri, 2023). Other studies further highlight that strengthening independent oversight systems such as Bawaslu is essential for ensuring transparency, accountability, and fairness in elections, as well as for preventing fraud or violations that could undermine democratic credibility (Sumardi, 2022).

In addition to its formal authority, Bawaslu's institutional role is also shaped by the broader engagement of independent monitors and civil society in the electoral process. Participatory election monitoring, which involves independent observers and civil society groups in overseeing elections, plays a crucial role in ensuring fairness, transparency, and accountability during elections (Nurmansyah & Erman, 2025). Such forms of oversight help detect irregularities early, contribute to greater transparency, and can increase public confidence in the integrity of election outcomes. Research on participatory monitoring in Indonesia shows that when citizens and independent actors are involved in observation and reporting, the electoral process tends to be more open and resilient to violations, including fraud or manipulation (Nurmansyah & Erman, 2025).

Moreover, institutional performance is strongly influenced by how Bawaslu collaborates with these independent actors and how it adapts its strategies to evolving challenges, such as digital misinformation and logistical constraints. Strengthening both the internal capacity of Bawaslu and the supportive ecosystem of civil society engagement is therefore essential to safeguarding electoral integrity and reinforcing democratic norms in Indonesia.

During the 2019 General Election, the process of receiving and handling reports of electoral violations in many regions still faced various challenges, including in South Sumatra Province. The reporting process was largely manual, requiring complainants to visit Bawaslu offices in person to fill out report forms, submit physical evidence, and wait for verification by officers. In addition, the management of violation case data relied heavily on paper-based documents, which made administrative procedures slow and inefficient. This manual system also created difficulties in tracking cases and monitoring the follow-up of reports, potentially limiting the effectiveness of election oversight.

The limited use of information technology in handling electoral violations had a direct impact on the overall performance of Bawaslu. Complainants often found it difficult to obtain updates on the status of the reports they had submitted. At the same time, Bawaslu faced challenges in managing a high volume of reports with limited human resources. This situation highlighted the urgent need for innovation in the governance of electoral violation handling, particularly through the adoption of information technology.

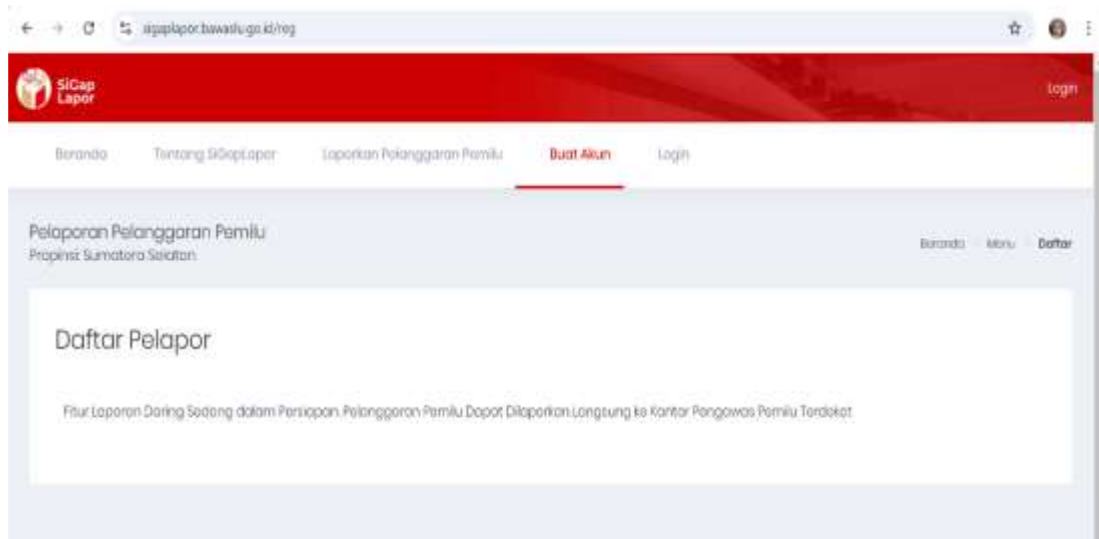
In response to these challenges, Bawaslu launched the Election Violation Handling and Reporting Information System (SiGapLapor) in 2022. SiGapLapor was designed as a digital platform that allows the public to submit reports of suspected electoral violations online through Bawaslu's official website. In addition, the system serves as an internal tool for Bawaslu to record, verify, monitor, and resolve violation reports in an integrated manner,

connecting processes from the national level down to regional offices.

The launch of SiGapLapor is also part of a broader effort to reform bureaucracy and digitalize public services within the Election Supervisory Board (Bawaslu). Normatively, the implementation of SiGapLapor is regulated under Bawaslu Regulation Number 7 of 2022 on Findings and Reports of Election Violations. This regulation clarifies that reports of alleged election violations can be submitted either directly to Bawaslu offices or through the online SiGapLapor platform. By officially recognizing digital reporting as an alternative channel, Bawaslu aims to expand citizen access to reporting services and improve the transparency and accountability of the violation handling process.

In the 2024 General Election, SiGapLapor was adopted more intensively by Bawaslu in South Sumatra Province for receiving and managing violation reports. Internal data show a significant increase in the number of reports submitted via SiGapLapor compared to previous election periods, reflecting growing public trust and enthusiasm in using digital reporting channels. This trend is consistent with findings that digital platforms can lower barriers to participation and strengthen election oversight by empowering citizens to report irregularities more easily (Muhamad R. Husaini et al., 2024). Moreover, participatory monitoring linked with digital reporting tools has been found to enhance electoral transparency and responsiveness, allowing temporary observers and the public to engage more actively in the supervision process (Nurmansyah & Erman, 2025).

The implementation of SiGapLapor at the South Sumatra Provincial Bawaslu still faces various challenges in practice. Based on field observations and empirical experience, it was found that not all staff responsible for receiving reports have adequate skills in operating the SiGapLapor system. The limited number of operators, combined with a high workload, has meant that the system has not yet been used optimally, especially during periods when there is a surge in reports of electoral violations.



**Figure 1. SiGapLapor on the Account Creation Menu**

Source: <https://sigaplapor.bawaslu.go.id/reg> (accessed on Monday, October 21, 2024)

In addition, technical problems within the SiGapLapor system have also become a significant factor hindering the effectiveness of its implementation. Several features have not functioned optimally, causing users to be unable to submit reports in real time. As a result,

some reports still have to be delivered through offline mechanisms. This situation has led to long queues at the South Sumatra Provincial Bawaslu office, which ultimately reduces service efficiency and may lower public satisfaction with Bawaslu's performance. These conditions indicate a gap between the normative objectives of implementing SiGapLapor and the realities of its implementation in the field. Conceptually, the success of a program is not determined solely by policy design or the availability of regulations, but also by the extent to which the program can adapt to the organizational environment, integrate with existing work systems, be supported by the motivation and capacity of human resources, and produce outputs that align with the stated objectives.

It is important to conduct a study on the effectiveness of the SiGapLapor Program in the process of receiving reports and handling electoral violations. Evaluating effectiveness is relevant to assess how far SiGapLapor has been able to achieve its intended goals, namely accelerating the handling of violations, increasing transparency, and making it easier for the public to report alleged electoral misconduct. This research is important not only from an academic perspective, but also from a practical one. Academically, this study is expected to contribute to the field of public administration, particularly in policy evaluation and technology-based public service innovation. Practically, the findings are expected to provide input for Bawaslu in improving the system, strengthening human resource capacity, and refining policies to enhance the quality of election oversight in the future.

This background highlights SiGapLapor as a strategic issue in efforts to strengthen democratic, transparent, and accountable election oversight governance. An in-depth examination of the implementation and effectiveness of SiGapLapor at the local level, especially within the South Sumatra Provincial Bawaslu, is therefore highly relevant to supporting the realization of elections that are conducted with integrity and fairness.

## **METHODS**

This study employs a descriptive method with a qualitative approach. The qualitative approach is chosen because the research seeks to gain an in-depth understanding of the effectiveness of the SiGapLapor Program in handling electoral violations at the South Sumatra Provincial Bawaslu, particularly within the context of public policy dynamics and its practical implementation in the field. Qualitative research is especially suitable for exploring meanings, perceptions, and experiences of policy actors, as it allows researchers to examine social phenomena in their natural settings (Creswell, 2014). Through this approach, the study captures how stakeholders interpret and experience the implementation of the SiGapLapor Program.

The descriptive method is used to systematically and factually describe how the SiGapLapor Program is implemented, how its operational mechanisms function, and the extent to which the program achieves its intended objectives. Accordingly, this study does not aim to test hypotheses, but rather to provide a comprehensive and contextual understanding of the phenomenon under investigation. This research adopts the Multiple Streams Framework (MSF) as an analytical approach. The MSF conceptualizes policy formation as the convergence of three largely independent streams, problem, policy, and political, that must align to open a policy window for agenda setting and reform implementation, such as SiGapLapor (Herweg et al., 2022; Béland & Howlett, 2016).

## RESULTS AND DISCUSSION

The Multiple Streams approach proposed by John W. Kingdon views the public policy process as the convergence of three main streams: the problem stream, the policy stream, and the political stream. These three streams generally operate independently of one another; however, at certain moments they may come together within a policy window that enables the formulation or implementation of a policy. In the context of this study, the Multiple Streams approach is used to analyze the emergence and implementation of the SiGapLapor Program in handling electoral violations at the South Sumatra Provincial Bawaslu. Through this framework, the study examines how problems related to electoral violation handling, the availability of policy solutions, and political conditions interacted in a way that allowed SiGapLapor to be adopted and applied in practice.

### Problem Stream

The problem stream refers to the process through which certain conditions are perceived and defined as public problems that require policy intervention. In the context of election oversight, the main issue faced by the South Sumatra Provincial Bawaslu prior to the implementation of SiGapLapor was the low effectiveness of the system for receiving and handling reports of electoral violations. Reporting procedures that were still largely manual resulted in delays in case handling, limited public access, and low transparency in the follow-up process. These problems became more apparent during the 2019 General Election, when the number of reported electoral violations increased significantly alongside the heightened intensity of political competition. Many members of the public experienced difficulties in submitting reports because they were required to come directly to the Bawaslu office and comply with relatively complex administrative requirements. At the same time, the strict time limits for handling reports as stipulated in electoral regulations further constrained Bawaslu's ability to process cases in an optimal manner.

Another indicator reinforcing the problem stream was the growing number of public complaints regarding the lack of information about the status of submitted reports. Reporters often did not know whether their cases had been registered, verified, or followed up. This situation created negative perceptions of Bawaslu's performance and had the potential to reduce public trust in the election supervisory institution. From Kingdon's perspective, these conditions were no longer seen as merely technical issues, but had been constructed as public problems requiring policy solutions. The accumulation of reports, the limitations of a manual system, and public demands for faster and more transparent services became key factors that pushed the issue of handling electoral violations onto Bawaslu's policy agenda.

The final indicator within the problem stream concerns human resources (HR). The adaptation process in using SiGapLapor involves several stages, including:

- 1) The central Bawaslu organized workshops involving the South Sumatra Provincial Bawaslu as well as regency and city Bawaslu offices across South Sumatra. These activities were aimed at introducing the SiGapLapor application, explaining its functions, and providing hands-on training on how to use the system.
- 2) Prior to full implementation, trial runs and simulation exercises of the SiGapLapor application were conducted. This stage allowed officers to become familiar with the

system's workflow and to ensure the technical readiness of the application before it was used in real cases.

- 3) The South Sumatra Provincial Bawaslu also carried out an assessment of the required facilities and infrastructure, such as internet connectivity, computer equipment, and electricity availability, to support the operation of the application.
- 4) Continuous training and periodic assessments were provided to administrators and operators to ensure that they possessed the necessary skills and knowledge to operate SiGapLapor effectively.

Through these stages, the central Bawaslu sought to ensure that the SiGapLapor Program could be used optimally in handling electoral violations.

### **Policy Stream**

The policy stream relates to the availability of ideas, alternatives, and policy solutions that develop among policy actors and within the policy community. In the case of Bawaslu, the idea of digitalizing the system for handling electoral violations emerged from a lengthy process of internal discussions, evaluations of previous elections, and learning from e-government practices implemented in other public sector institutions. SiGapLapor emerged as a policy alternative that was considered appropriate and rational in responding to the problems identified in the problem stream. Conceptually, SiGapLapor offers an information technology, based solution that enables online reporting, proper documentation, and integrated case management from the national to the local level. From a Multiple Streams perspective, this solution meets the criterion of technical feasibility, as it is supported by existing technological infrastructure and a clear regulatory framework.

In addition, SiGapLapor is viewed as having strong value acceptability because it aligns with the principles of bureaucratic reform, transparency, and accountability in public service delivery. The policy not only makes it easier for citizens to report electoral violations, but also assists Bawaslu in managing report data in a more systematic and measurable way. Regulatory support through Bawaslu Regulation Number 7 of 2022 further strengthens the legitimacy of this policy within the policy stream. Several technical regulations, including Bawaslu Decree Number 0207.1/PP.00.00/K1/01/2023 and Bawaslu Decree Number 169/PP.00.00/K1/05/2023, as well as its nationwide operationalization through Circular Letter Number 13 of 2023, reflect Bawaslu's commitment to improving the handling of electoral violations.

However, in its implementation at the South Sumatra Provincial Bawaslu, the policy stream still faces challenges. Human resource readiness, the technical capacity of operators, and the integration of SiGapLapor with conventional work mechanisms have not yet been fully optimized. This indicates that even when a policy solution is available within the policy stream, its effectiveness ultimately depends on the organization's ability to adopt and implement it consistently.

### **Political Stream**

The political stream encompasses political dynamics, shifts in the political climate, public pressure, and the interests of political actors that influence the policy process. In the context of elections, issues of electoral integrity and fairness became major concerns for both

the public and political elites, particularly in the lead-up to and during the 2024 General Election. The heightened scrutiny of potential electoral fraud created strong political pressure on Bawaslu to improve the quality of election oversight. Political support for strengthening Bawaslu's role is reflected in the commitment of the government and the House of Representatives (DPR) to promote the modernization of election oversight systems. The digitalization of oversight services, including through SiGapLapor, became part of a broader agenda of electoral governance reform. From Kingdon's perspective, this situation indicates a favorable political mood that enabled the emergence and implementation of innovative policies in the field of election supervision.

At the regional level, including in South Sumatra Province, the implementation of SiGapLapor has also been influenced by leadership support within Bawaslu and strong internal organizational commitment. Leadership that encourages innovation and technological adaptation has played an important role in reinforcing the political stream at the implementation stage. In addition, increasing public participation in reporting electoral violations has further strengthened political pressure on Bawaslu to provide a reporting system that is more accessible and responsive.

The South Sumatra Provincial Bawaslu has undertaken various efforts to enhance the capacity and understanding of its staff in using the SiGapLapor application. A key initiative was the SiGapLapor Workshop held on 17–18 October 2022 in Palembang. This was followed by a series of trainings, workshops, and assessments for administrators and users to ensure effective system use. A simulation website was also provided to help users prepare and familiarize themselves with the application. Adequate infrastructure, close supervision from the national Bawaslu, and continuous training demonstrate the strong commitment of the South Sumatra Provincial Bawaslu to ensuring that SiGapLapor is properly implemented.

The convergence of public pressure, institutional commitment, and the momentum of the 2024 Election created a policy window for the implementation of SiGapLapor. However, the findings indicate that even though this policy window had opened, the effectiveness of policy implementation remained highly dependent on organizational capacity and the consistency of political support at the operational level. This aligns with Kingdon's view that the opening of a policy window does not automatically guarantee policy success, but must be accompanied by the readiness of actors and adequate supporting resources.

## CONCLUSION

Based on the research findings and discussion, it can be concluded that the SiGapLapor Program is a policy innovation that emerged from the convergence of the problem stream, policy stream, and political stream, as described in John W. Kingdon's Multiple Streams Framework. The low effectiveness of the manual system in handling electoral violations, increasing public demands for transparency, and limitations in resources were the main factors that drove the need for a digital-based reporting system. In terms of significance, the SiGapLapor Program at the South Sumatra Provincial Bawaslu has generally performed well based on the indicators of adaptation, integration, member motivation, and production. The program has demonstrated its ability to adapt to developments in information technology, to integrate processes across different levels of Bawaslu, and to improve the handling of electoral violations in a faster, more transparent, and more accountable manner. In addition, positive

feedback from users indicates that SiGapLapor has facilitated work processes and improved the management of violation reports.

Based on the analysis using John W. Kingdon's Multiple Streams Framework (MSF), this study concludes that the emergence and implementation of the SiGapLapor Program in handling electoral violations at the South Sumatra Provincial Bawaslu resulted from the convergence of three policy streams: the problem stream, the policy stream, and the political stream. Issues such as slow report handling, limited public access, and low transparency under the manual system were successfully constructed as public problems, which in turn pushed the digitalization of election oversight onto the policy agenda. Within the policy stream, the SiGapLapor Program emerged as a relatively mature and feasible policy alternative. The program is supported by technical readiness, alignment with the values of transparency and public accountability, and strong regulatory legitimacy through Bawaslu regulations and official decisions. The presence of an internal policy community that actively promotes digital innovation further strengthened SiGapLapor's position as a policy solution for improving the handling of electoral violations.

The political stream indicates a favorable political climate for strengthening election oversight, marked by increasing public attention to electoral integrity, institutional support for the modernization of election governance, and the momentum of the 2024 General Election. These conditions opened a policy window that enabled the broader implementation of SiGapLapor at the regional level, including at the South Sumatra Provincial Bawaslu. Nevertheless, although the three policy streams converged, this study finds that the effectiveness of the SiGapLapor Program still faces challenges at the implementation stage. Limitations in human resources, high workloads, and technical system constraints suggest that policy success is not determined solely by the opening of a policy window, but also by organizational capacity and the sustainability of institutional support during implementation.

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