

Implementation of the Dukcapil Go Digital Programs at the Payakumbuh City Government

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Abstract: This study aims to evaluate and describe how the Population and Civil Registration Office of Payakumbuh City implements the Dukcapil Go Digital program. The purposive sampling method was used to select informants in this study. The information used in this study was collected through primary data obtained from direct interviews, secondary data collected through analyzing significant correspondence, and news reports. Collection, reduction, presentation, and conclusion drawing are part of the data analysis procedure. The study reveals that the Dukcapil Go Digital program implementation in Payakumbuh City could be more optimal due to Indrajit's theory's emphasis on optimizing connectivity. However, the Payakumbuh City Dukyet has not fully utilized the provided technology, leading to insufficient access channels and community control over WhatsApp services. Additionally, the IKD application has not been fully used, resulting in a shortage of human resources. The connectivity and access channel level is also not optimal, as the community still controls services via WhatsApp, and the IKD application is not fully utilized. The Dukcapil Go Digital program requires further optimization to achieve optimal results.

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INTRODUCTION

Technology development at this time is a valuable momentum for the government because all digital-based work can be done easily and quickly, and technology can help streamline bureaucracy which is said to seem slow and convoluted (Masduki, 2019). In the world of government, the use of technology is increasingly widespread (Fleischman et al., 2014). Technology is no longer just an official communication link but goes further than that, namely to create excellent public services for the welfare of society (Nurharyoko et al., 2020).

Modern government in Indonesia started with the concept of an Electronic Based Government System (SPBE) to implement a technology-based government system to run the government while optimizing public services (Putra et al., 2021). This electronic-based government system begins by strengthening population data because population data is the primary data in running a country and forms the basis of all services.

Responding to this challenge, the Directorate General of Population and Civil Registration has transformed digital-based population administration services through the dukcapil go digital program (Bastaman, 2021). The legality of this program is then regulated through the Minister of Home Affairs Regulation Number 7 of 2019 concerning Online Population Administration Services. This Permendagri regulates the main points

that are part of the go digital dukcapil program, namely: (1) Electronic Signature (TTE); (2) Web/mobile-based administration services; (3) Electronic Service Manuscripts; (4) Independent Civil Registry Pavilion; (5) Electronic Certification held by the Office of Communication and Informatics; (6) Electronic Documents; (7) Electronic Archives.

This program then places information technology in a strategic position because, through this program, administrative services can be accessed without time and distance limits so that service efficiency is guaranteed. The current digitalization era can quickly analyze, collect, store, and share population data and can be carried out independently by the community (Nugroho, 2022).

The dukcapil go digital program begins with the application of electronic signatures to all population documents issued by all Dukcapil offices. Furthermore, this program changes the paradigm of conventional services to digital so that the needs for population administration services can be met quickly without having to go to the physical service office again. Furthermore, this program also indicates that the security of population documents is more guaranteed because all documents containing electronic signatures can be independently verified as valid (Nugroho, 2022). With the optimal implementation of the ducktail go digital program, administrative work that was previously done manually can be done online. So that working staff can divert their work to other substantive tasks.

Through this digital-based population administration service, all services should be able to run by the innovations demanded in this digitalization era (Irfadat & Haeril, 2021). Population administration services are one of the fields that must follow this digitization because, so far, there are still many complaints from the public regarding slow and convoluted services, so there is dissatisfaction from the community with the services they receive (Fildza & Noor, 2022).

Furthermore, in implementing the dukcapil go digital program, there are a number of things that need to be watched out for, such as technological facilities and infrastructure, front/back-office management, monitoring team, creative team that can maintain digitization in dukcapil. Digitizing population administration through this program will make it easier to track population data accurately (Fildza & Noor, 2022).

But unfortunately, the phenomenon of implementing the dukcapil go digital program as a whole has not been maximized. As in Payakumbuh City, where services still use manual methods to fulfill administrative services that should already be technology-based. The community still has to physically visit the Disdukcapil office to access services. Even though theoretically, digital services no longer need to have face-to-face services because this will certainly make the identity of digital-based services ineffective. Apart from that, things like this in this era of digitalization will also be more costly and time consuming, if you have to go to the physical office to access services (Indrayani, 2016).

This face-to-face service is also due to the fact that the Payakumbuh Municipal Disdukcapil does not yet have a digital administration service site that can be accessed independently by the public. So far, online-based services have been held in Payakumbuh City only through the WhatsApp platform. When compared to Regencies/Cities in West

Sumatra Province, only about 70% of regions already have active digital-based population administration service sites and can be utilized independently by the community to access administrative services in accordance with Permendagri Instructions Number 7 of 2019.

Then in fact, the Payakumbuh Municipal Disdukcapil still adheres to a paper-based administration system, meaning that services are still carried out by making photocopies of files the main requirement for fulfilling services. Even though the dukcapil go digital program indicates that there are no more conventional services. In addition, the service pattern which is still manual causes data overlap, as a result there is still a lot of population data that has not been combed through by the system. So that as many as 1,450 population data are multiple and 488 population data are invalid. This is the result of the lack of synergy from the Disdukcapil to the community to realize digitalization.

Based on some of the problems above, the implementation of the dukcapil go digital program is not optimal, this is as found in research gaps in previous research. Research conducted by Safira Fildza and Munawar Noor (2020) regarding the implementation of the digital go digital dukcapil program in Semarang City, the results of the research show that the implementation is still not optimal, because the service is still manual-based, the management of the population administration information system is not good so that data disintegration often occurs in various cross-sector organizations (Fildza & Noor, 2022). Another research that was conducted by Dewi Anita (2021) regarding the implementation of the Indonesian Administrative Awareness Movement program in Lumindai Village, Sawahlunto City (Anita, 2021).

Another research conducted by Raisa and Rosinta (2021) which discussed the implementation of the child identity card (KIA) program in Cimahi City, the results showed that there was a lack of public awareness to take care of MCH, but the Cimahi government always seeks to accelerate the issuance of MCH through socialization which has never stop. Then Dwi Nurcahyo et al (2019) have also conducted research related to the implementation of the sabilulungan application in Bandung Regency, the results of the research show that the implementation of the sabilulungan application has been successful because the enthusiasm of the community is very high to take advantage of this innovation (Herawati, 2017). However, there are several obstacles encountered, such as inadequate facilities and infrastructure, and inconsistent service schedules.

Based on the problems above, it seems that a study regarding the implementation of the go digital dukcapil program really needs to be done, because the goal of digitization has in fact not been realized if population administration services are still being carried out manually. This is also in line with some of the gaps that have been done in previous research. So the researchers are interested in discussing the implementation of the go digital dukcapil program in Payakumbuh City and analyzing the various obstacles encountered during the implementation process of this program.

RESEARCH METHODS

This research employs a qualitative approach and applies theoretical frameworks using the Simple Research Design (SRD) methodology (Gray et al., 2014).

The primary objective of this study is to elucidate the intricacies of implementing the "Dukcapil Go Digital" initiative by the Population and Civil Registration Office of Payakumbuh City. Furthermore, the research aims to identify and analyze the challenges encountered by the office above in the execution of the program.

The sampling method adopted for participant selection in this study is purposive sampling, chosen for its suitability in targeting individuals with relevant insights and knowledge regarding the subject matter (Creswell, 2016). The study involves several key informants, including the Head of the Population Administration Information and Data Utilization Office, Disdukcapil Cadres, and local community members.

The data collection process encompasses both primary and secondary sources. Preliminary data is collected through direct interviews with the selected informants, while secondary data is gathered from pertinent documentation and information disseminated through mass media channels.

The subsequent data analysis technique adheres to a systematic procedure involving several stages. The process commences with data collection, followed by data reduction aimed at streamlining and organizing the collected information. Data display is the subsequent phase, where the organized data is visually represented for comprehensive comprehension. Conclusions are subsequently drawn based on the processed data.

RESULTS AND DISCUSSION

Implementation of the Dukcapil Go Digital Program by the Payakumbuh City Population and Civil Registration Service

The implementation of the dukcapil go digital program by the Payakumbuh City Population and Civil Registration Service is explained based on the theory of digital government put forward by Indrajit (Amanuha et al., 2021), namely with the following description:

1. Content Development (Telecommunication Infrastructure)

Content Development is a step taken by an organization to organize and develop a technology infrastructure that can support the implementation of digital government (Karman et al., 2021). At this stage, several important things to note, such as selecting technical standards, programming languages, and database systems (Dash & Pani, 2016). Based on findings in the field, the Payakumbuh City Disdukcapil has reached this stage. This can be seen from the preparation of databases and technical standards in the context of providing electronic signatures, where the electronic signature uses the personal data of the Head of Service, which includes identity, fingerprints, irises, and signature so that it is registered at the National Certification Center for later issued in the form of a barcode.

Then, several ways can be done to fulfill this aspect, namely by holding and developing applications and systems, such as launching an application that can facilitate employee performance and make it easier for the public to access public services (Firman et al., 2023). At this stage, the Payakumbuh City Disdukcapil has

utilized the application provided by the Dukcapil Director General, which is like a digital population identity application.

Based on the findings in the field, hardware procurement within the Payakumbuh City Population and Civil Registration Office has been optimally carried out. Apart from that, developing applications or other technological infrastructure to support the Dukcapil Go Digital program has been optimal. Based on the findings, it can be seen that the performance-supporting hardware available at Disdukcapil is optimal. Almost all hardware needs have been met, such as computers, wi-fi networks, printing machines, and other devices.

Furthermore, in order to maximize this program and facilitate implementation in the regions, the Director General of Dukcapil has also provided several features that can be utilized by Disdukcapil, such as the Independent Dukcapil Pavilion (ADM), the Attandie Application, and Electronic Archives. However, the benefits of some of these features are still not maximized in Payakumbuh. Such as the use of ADM does not yet exist due to the high cost of procurement and is not yet a significant requirement for the Payakumbuh City Disdukcapil. Then for the attendee application, which is still not being used, even though the Director General of Dukcapil has provided an account number for the Payakumbuh City Disdukcapil. As a result, official communication and the process of incoming and outgoing letters are only done via e-mail and WhatsApp.

Then, for using electronic archives that are nationally integrated with the Population Administration Information System. So all population data is available nationally. However, the reporting of population data starts from the regions, so the regions must also have electronic-based archives to facilitate the collection and storage of population data in a large capacity. However, Payakumbuh City Disdukcapil's electronic libraries still need improvement. Storage is still done manually, assisted by numbering through the Ms. Excel system, and the electronic archive system is still waiting for repairs.

2. Competency Building (Human Resources Competency)

Competency Building is an activity to procure human resources and provide technology-based capability development. The goal is for employees to have the expertise to operate systems and various technological infrastructures (Gupta et al., 2022). The ability of human resources to control technology dramatically determines the success of implementing digitalization, especially for the dukcapil go digital program. Development of human resources can be done through training and primary education regarding knowledge of technology. This training is mandatory so that the HR expertise can also be guaranteed, and there is no need to doubt it.

Based on the findings in the field, the development of human resources in the Payakumbuh City Population and Civil Registration Service has been maximally carried out. This can be seen from the routine of employees participating in training and development provided by the West Sumatra Province Population and Civil Registration Office twice a year, attending online training provided by the Director

General of Civil Registration, and routine daily training and monitoring conducted by the Head of the Field to minimize possible fatal errors.

However, even though human resources quality has been adequately fulfilled through various pieces of training, but not with the quantity of existing human resources, the Payakumbuh City Disdukcapil admits that there is still a shortage of workforce for the service operator section, so the services provided every day must be limited to 200-250 documents that can be processed either by submitting requests via WhatsApp or by visiting the office capital directly.

3. Connectivity (Connectivity Level)

Connectivity is the level of connectivity from the application of technology by government organizations. This means the extent to which the government has utilized the technology provided and the time the government is prepared to use the technology (Mergel & Bretschneider, 2013). The application of technology in the organization must provide convenience for the work carried out and support the targets or priorities for developing the technology used.

This connectivity measurement can be seen through the realization of the technology the organization has used. How does technology play an essential role in the organizational environment to support work and public services?

Based on the findings in the field, the level of connectivity in the go digital dukcapil program within the Payakumbuh City Disdukcapil environment still needs to be improved. This can be seen from the various problems related to the use of Digital Population Identity (IKD) application technology, where if viewed from the realization of activation, only 2,000 of the targeted 27,000, meaning that only around 13.5% of the target number activated IKD, then in terms of utilization there are still many people who do not understand and do not know how to use the application. Furthermore, the use of the attendee application, which has not been operated while the account number has been given by the Director General of Dukcapil, and service innovation through the WhatsApp application, still needs to be improved for the public to accept.

4. Cyberlaws (Legal protection)

Cyberlaws is a legal umbrella issued to provide security guarantees for a program and all technological devices used, data security, and access security. In the case of the Dukcapil go digital program, all security guarantees are the responsibility of the central government, namely the Directorate General of Dukcapil.

Based on the findings in the field, the legal umbrella that guarantees the security of this program is very optimal. The Director General of Dukcapil has thought carefully about the safety of this program. Various Ministerial Regulations, Ministerial Instructions, and other regulations have been issued as security guarantees.

Then all electronic documents are guaranteed security because legal entities protect them. Electronic signatures were also issued through the Leketronic Certification Center, BssN, which could be directly proven as valid; this has been

proven through research by researchers scanning electronic signatures on one of the population documents, namely the family card. The scan results of the document can appear on the Ministry of Home Affairs Dukcapil integration SIAK page. Then the IKD application page is also strictly guarded because it is not free to take screenshots.

5. CitizenInterface (Access Channel)

CitizenInterface is a channel or channel of information systems and technology accessed by the public, stakeholders, and other cross-sectoral organizations. This channel is usually in the form of an organization's website, which is generally open so that the public can access it independently. The media provided can be in the form of access to information and access to public services.

Based on the findings in the field, the channel for access to information, the community, stakeholders, and other cross-sectoral organizations regarding the City Dukcapil Office is optimal. This can be seen from the availability of various social media that provide information related to Disdukcapil. Even information regarding aggregate population data can be accessed through the official website, which is updated every semester. Likewise, access to other population data by cross-sectoral organizations, such as the Social Services, Health Office, Education Office, Banking, and others, can be accessed through a centralized SIAK by access rights stipulated in Ministerial Regulations.

Then for the provision of service access has also been provided directly by the Director General of Dukcapil through the IKD application; it is just that the utilization is still not optimal because socialization to the community is still very minimal, so many people do not know about access procedures, how to use, and other techniques.

6. Capital (Budget)

Capital is the activity of compiling and procuring budgets and costs to realize the dukcapil go digital program. The prepared budget must be adjusted to the needs of the Office in carrying out its duties to support the realization of this program properly. For government organizations, the funding and costs are provided by the central and regional governments originating from the APBN and APBD.

Based on the findings in the field, the budget allocation for the Dukcapil Go Digital program has been maximized. The existing budget has adequately met all needs for population administration services. The determination of the funding has also been adjusted to the needs and provisions contained in the laws and regulations. Furthermore, routine financial reporting is made annually and submitted to the Government of Payakumbuh City to the Director General of Dukcapil via e-mail.

Obstacles in the Implementation of the Dukcapil Go Digital Program by the Payakumbuh City Population and Civil Registration Service

To analyze the challenges faced by the Payakumbuh City Disdukcapil in implementing this program, the theory put forward by Hansen and Mowen was used (Selviana Putri & Haksama, 2016), which divides constraints into two types, namely:

1. Internal Constraints

According to Hansen and Mowen (Selviana Putri & Haksama, 2016), Internal constraints are obstacles that arise due to influences from within the organization. Internal constraints can occur due to various problems that disrupt the course of organizational goals.

In terms of implementing the dukcapil go digital program, an organization is responsible for carrying out the objectives of this program. Within the organization, of course, some elements help realize the program. Internal obstacles that arise in the implementation of the go digital dukcapil program within the Payakumbuh City Population and Civil Registration Service are:

a) Limited Human Resources

Human resources are the most critical factor in realizing organizational goals. Sufficient human resources will, of course, help accelerate the achievement of goals. However, on the contrary, if human resources still need to be improved, then the number of workers who will carry out a plan and program will also be reduced; this will undoubtedly hinder the process of achieving goals.

Based on the findings in the field that have been carried out, it can be seen that the human resources working in the Payakumbuh City Disdukcapil environment still need to be improved, especially in filling admin and service operator positions. The consequence of this is that the work of population administration services still needs to be improved because the ability of operators and admins to process document services is limited. After all, the number of existing human resources differs from the services that must be processed daily.

b) Not Optimal Online Services

Modern technology has become the main focus for running the government and accessing public services. It is the same with the aim of the dukcapil go digital program which is to change service patterns to digital-based so that they are easily accessible and help improve reforms that have so far seemed slow and long-winded.

The online service mandated in this program is to create a web/mobile-based application to provide online services. Applications that are born must be able to provide convenience for population administration services by the community. This also helps to make it easier for officers to provide services because everything has become system work. So that officers can perform other, more urgent tasks. Moreover, the benefit of population documents no longer needs to be limited.

Based on the findings in the field, the online service intended for the digital go digital dukcapil program in the Payakumbuh City Disdukcapil environment still needs to be improved. This can be seen from the absence of a particular application to access population services. The only online access provided is WhatsApp by sending a request for residence documents you want to process via the provided WhatsApp number. However, the problem is a backlog of

applications, and the population documents sent via WA cannot be processed on time.

c) Lack of Socialization

Socialization is a communication bridge that an organization must carry out to the community as the target of the specified program. The lack of socialization means the need for more quality communication from the organization to the general public to realize their goals.

Based on the findings related to socialization from the Disdukcapil to the community, there are still obstacles, both from the Disdukcapil and community sides. According to the Disdukcapil, socialization has been carried out through notice boards, the front office on duty, and existing social media. It is hoped that the public can see the information related to dukcapil services. Direct outreach to the community has never been carried out because there are still many other work plans that are more prioritized to be carried out.

Meanwhile, from the community side, there is no direct socialization provided by Disdukcapil to them. The people who access dukcapil services are aged in the 40-60 age range, where they are no longer technologically literate, so they often miss information if socialization is only conveyed through the media.

2. External Constraints

According to Hansen and Mowen (Selviana Putri & Haksama, 2016), External constraints are obstacles that arise due to influences from outside the organization. The main target of the dukcapil goes digital program is the community, where obstacles that arise from the community can also be an obstacle to the successful implementation of the program. Following are some of the external obstacles that affect the implementation of the go digital dukcapil program:

1) Public Awareness and Participation is Still Low

Public awareness of the importance of population documents is needed to realize an orderly population administration. Awareness is needed to increase community participation in managing population documents.

Based on the findings in the field, the level of public awareness and participation in realizing an orderly administration is still low. The community is still reluctant to process population documents such as death certificates, e-KTP records, and reporting address changes. Usually, people will update their residence documents if they are pressed for other services or at certain times, such as when children go to school, access social assistance, or during elections.

As a result of the low level of community participation in processing their population documents, there are many duplicate population data, duplicates with other districts/cities, or duplicates with other urban villages. Based on the researchers' findings, there were 1,450 duplicates and 488 invalid data (anomalies).

2) *Less Enthusiastic Society*

Enthusiasm is a form of passion and enthusiasm born within a person, which can be a source of strength and positive energy transmitted to others to achieve a goal. In order to realize the dukcapil go digital program, enthusiasm from the community is needed so that this program can be appropriately implemented. In addition, the target of this program is the community, and those who will benefit from it are also the community. If there is no enthusiasm from the community to accept and run this program, there will undoubtedly be problems in the implementation process.

Based on the findings in the field, the community's enthusiasm to work together to realize this program is still low. This can be seen from the people who prefer manual services to online services. Whereas through online services, everything will be easier and faster.

CONCLUSION

Based on the results of research conducted on implementing the Dukcapil Go Digital program by the Population and Civil Registration Office of Payakumbuh City, it can be concluded that efforts to implement this program have not reached an optimal level. Although there have been efforts to utilize technology in population administration services, several critical vital elements, according to Indrajit's theory, have not been appropriately fulfilled.

One of the main obstacles to implementing this program is the low level of connectivity. Despite efforts to adopt technology, there are still constraints in terms of connectivity that can affect the quality of online services. In addition, the lack of utilization of the application software provided is also an obstacle to achieving optimal results. The Dukcapil Office of Payakumbuh City needs to maximize the use of existing technology further to improve the efficiency and effectiveness of the population administration process.

Limitations in the aspect of access channels are also a significant obstacle to the implementation of this program. Although services through WhatsApp and the IKD application have been introduced, there has been no maximum achievement. Further efforts are needed to ensure people can access services online and get assistance.

Human resources also significantly impact the success of the Dukcapil Go Digital program in Payakumbuh City. In this case, The lack of human resources can hinder the program implementation and development process. Investing in human resource development is necessary so they can more effectively manage this program.

The barriers faced in implementing the Dukcapil Go Digital program include limited human resources, limited online services that are not yet optimal, lack of socialization to the community, and low community awareness, participation, and enthusiasm in supporting this program. Therefore, further steps are needed to overcome these obstacles.

This research contributes to a better understanding of the factors influencing the successful implementation of the Dukcapil Go Digital program in Payakumbuh. The

results of this study can be valuable input for local governments and related agencies in improving the performance of this program. Further research could be conducted to explore concrete solutions to overcome the barriers identified and evaluate the effectiveness of the corrective measures taken.

To continue this research, conducting a more in-depth survey of the specific factors that lead to low levels of connectivity and use of application software is recommended. In addition, further research could also focus on designing a more effective socialization strategy to increase community awareness and participation in the program. Thus, concrete steps can be taken to overcome the identified barriers and improve the successful implementation of the Dukcapil Go Digital program in Payakumbuh.

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