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Analysis of Digital Government Implementation in Public Services at the Population and Civil Registration Office of Minahasa Regency

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ABSTRACT

This study aims to describe the application of Digital Government in public services at the Minahasa Regency Population and Civil Registration Office which is not optimal. This study used a qualitative descriptive approach. The results showed that: 1) the availability of digital government software and hardware devices is available, for applications using SIAK and computers are still mostly using old computers 2) human resources are available according to the needs in performing services 3) connectivity used in self-service sometimes still experiences interference with the application, in this case, SIAK whose network is directly provided by the Ministry of Home Affairs center with the implementation of the Directorate General of Dukcapil 4) Stakeholders or parties related to the relationship with DUKCAPIL Minahasa Regency have been underway with 5) financing in supporting the successful implementation of digital government is still experiencing budget limitations

Keywords: Implementation, Digital Government, Public Service

1. INTRODUCTION

Various aspects of human life are changing as a result of advances in information and communication technology. Advances in information and communication technology have also given rise to a new paradigm of public services implemented through Digital Government in the government sector in providing public services. Government officials as public servants who are tasked with carrying out the implementation of public services, be it administrative activities, services, or personnel data management. The government must create a contemporary management system with a network organisation to shorten decision-making and expand the scope of control given the demands of the public. expand the scope of control given the more diverse demands of society today and in the future. Therefore, in this era of regional autonomy, one of the efforts to realise good governance is to utilise information and communication technology, or what we commonly call Digital Government.

The implementation of Digital Government is an effort to utilise information and communication technology that aims to improve quality, efficiency, effectiveness, transparency, accountability in governance and public services. Many government services are found to be slow, procedures are sometimes complicated, and there is no certainty, which results in many complaints from the public against the unsatisfactory public service bureaucracy. For this reason, Digital Government is needed to further improve public services to the community [1]

Digital Government is an electronic-based government tool so that work in government can be more efficient / transparent and faster, where when there is data to be conveyed to the public it can be easier and faster [2]. In keeping with its purpose Information technology that can enhance communication between the government and other stakeholders is known as "digital government." In order to increase the standard of public services, an electronic-based government is being organized[3].

One of the organizations entrusted with aiding in the area of population and civil registration as well as other responsibilities allocated in line with the scope and function in the Minahasa region is the Minahasa Population and Civil Registration Office (Disdukcapil) for Minahasa Regency, North Sulawesi. The SIAK (Population Administration Information System) program, one of the Directorate General of Dukcapil's most recent innovations that has been regulated in the Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 95 of 2019 concerning Population Administration Information Systems, is being implemented as a form of digital government at the Minahasa Population and Civil Registration Office. SIAK is a web-based information system designed to manage the administrative system in the field of population and civil registration to achieve discipline in administration and to aid local government officials, particularly the population and civil registration office, in providing population and civil registration services [4].

Recognizing the enormous advantages of digital government, the Indonesian government, in accordance with the Minister of Administrative Reform's decision No. 13/KEP/KEP.PAN/1/2003, has since 2003 issued a policy on the implementation of digital government in the form of Presidential Instruction No. 3 of 2003, on guidelines for electronic office intranet scope within government agencies with the aim as a reference for central and local government agencies in preparing technical guidelines for electronic office systems intranet scope [5].

The implementation of Digital Government in the Population and Civil Registration Office of Minahasa Regency is not yet optimal, which is influenced by several factors, namely in terms of infrastructure, human resources (HR), networks, devices or facilities used and financing issues [6].

According to the guidelines in Law No. 95/2019 on Population Administration Information System's article 105 governing the establishment of a centralised SIAK, the Population and Civil Registration Office of Minahasa Regency already employs a centralised SIAK. The Population Administration Information System (SIAK) processes data or information gathered from population events and significant events experienced by residents from birth to death, after which the data is processed and issued in the form of documents such as a Population Identification Number (NIK), Family Card (KK), Identity Card (KTP), birth certificate, and death certificate[7]

2. RESEARCH METHOD

This research uses descriptive qualitative with the aim of clearly describing the problem under study. This

research was conducted at the Population and Civil Registration Office of Minahasa Regency. The focus of this research are: Digital Government Tools, Human Resources, Connectivity, Stakeholders, and Financing. Data sources, in this study there are 2, namely: primary data which is data collected directly from the field and secondary data which includes literature sources and related research. Data collection techniques through; Observation, Interview, and documentation, namely data collection through written and recorded documents. Data analysis techniques, namely: Data reduction, data presentation, and conclusion drawing [8]

3. RESULT AND DISCUSSION

The results showed that the implementation of Digital Government in the Population and Civil Registration Office of Minahasa Regency contains several important indicators that are in accordance with the results of observations and observations made by previous researchers which will determine whether Digital Government has been implemented in public services, namely:

3.1. Digital Government Tools

The Population and Civil Registration Office of Minahasa Regency has the necessary instruments to assist the implementation of Digital Government in the framework of public services. There are two different kinds of gadgets: hardware devices and software devices. The term "hardware devices" refers to the physically visible and touchable components of a computer. Information that is structured and stored digitally, such as computer programs, manuals, and any other type of information that a computer is capable of reading and writing, is referred to as software. Software is, in other words, a computer system's intangible component. Both devices are provided in the Population and Civil Registration Office of Minahasa Regency, the first of which is physical equipment including computers, printers, and others. For the availability of already existing gadgets in providing services, the Minahasa Regency's Population and Civil Registration Office.

Hardware devices such as computers are still using old computers according to information provided by informants to researchers in the field which should be updated. On the other side, the Ministry of Home Affairs, acting through the Dukcapil Directorate General, makes the application itself available for use in delivering services to the community. According to the guidelines in Law No. 95/2019 on Population Administration Information System's article 105 governing the establishment of a centralised SIAK, the Population and Civil Registration Office of Minahasa Regency already employs a centralised SIAK. The Population Administration Information System (SIAK) processes data or information gathered from population

events and significant events experienced by residents from birth to death, after which the data is processed and issued in the form of documents such as a Population Identification Number (NIK), Family Card (KK), Identity Card (KTP), birth certificate, and death certificate [9] In the implementation of SIAK, there are sometimes disturbances from the centre caused by updates to the application which will certainly disrupt service activities and other things, namely the amount of data that must be managed simultaneously by the server.

3.2. Human Resources

A company's human resources are crucial. The biggest factor in successfully executing a policy is having competent and experienced people on your team. Where human resources constitute the major driving force behind a program or activity, the availability of a skilled and competent personnel is required in order to carry out its tasks [10]. The Population and Civil Registration Office of Minahasa Regency has enough human resources, in this instance employees and THL (casual daily employees), to adequately serve the community.

The placement of employees is in accordance with applicable regulations which are seen from their educational background and abilities. On the other hand, the placement of THL as operators in providing services is partly not in accordance with their educational background. This is in line with what was conveyed by Bedjo Siswanto, 1989 in the research of R. Rizky, 2016, which stated that employee placement must be considered from the educational background that must be considered, especially in determining the placement of labour so that they can carry out their authority and duties and fulfil their responsibilities. When placing personnel, we must also consider their educational background. The purpose of placing employees according to their educational background is to place employees in accordance with the appropriate position as well (The Right Man on The Right Place) [11.] The Population and Civil Registration Office of Minahasa Regency has enough human resources, in this instance employees and THL (casual daily employees), to adequately serve the community.

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employees in accordance with the appropriate position as well (The Right Man on The Right Place) [12]. For training and capacity building from employees has been carried out, in contrast to casual workers who are still self-taught where they are operators who will run all existing devices for both software and hardware devices. The ability of employees and casual workers to master each existing device is a must because it is likely that each employee and casual worker must be ready when they are transferred to a different counter or have to fill an empty counter. Apart from the ability of employees and THL in mastering the device, they are also guided to understand and understand the benefits of implementing Digital Government which can then socialise to the public both directly and through social media.

3.3. Connectivity

Connectivity is an important component part in the implementation of Digital Government which concerns the availability of communication and information technology infrastructure in the location where Digital Government is implemented [13] At the Population and Civil Registration Office of Minahasa Regency, the availability of the network is provided by the centre for the use of applications in this case SIAK (Population Administration Information System) in the Directorate General of Dukcapil of the Ministry of Home Affairs. The Centralised SIAK application has been used by all Population and Civil Registration Offices in all Districts/Cities in Indonesia as stipulated in Permendagri No. 95 of 2019 on Population Administration Information System. Indonesia currently has 514 regencies/cities consisting of 416 regencies and 98 cities, which of course all population and civil registration offices in all regencies/cities provide services to the community which results in all data simultaneously entering the server and then being managed by the system in the application. This is one of the factors for disruption in the application which will hamper the issuance of population documents which has an impact on the slow service.

The network used in the application provided directly from the centre, in this case the Directorate General of Dukcapil Kemendagri, always performs maintenance on the application as regulated in Permendagri No. 95/2019 article 35 paragraph 2 states that the SIAK Database Administrator maintains data integrity and database systems. Maintenance of the application causes disruptions so that the recovery of the application itself takes quite a long time which can take weeks. This will cause services to the community to be hampered so that the issuance of barcode-based population documents, namely electronic signatures, cannot be issued temporarily. The Population and Civil Registration Office of Minahasa Regency in overcoming this so that the public can know that there is a disruption, the operators and employees as discussed above about the ability of employees to socialise to the

public can be through direct notification or also through existing social media as one of the applications of Digital Government where people who live far away can get information from the media.

When talking about connectivity related to networks and how we can connect with each other, the use of the Web for government agencies. The function of the website for government agencies is very much starting from informing the tasks and activities of government agencies. This means that the government can inform the public about the vision and mission of the government to the tasks of these government agencies and their goals for the progress of these government agencies. In addition, the benefits of the Web are to facilitate communication between the general public and local government, as well as interaction between the business world and local government and between local government and other areas of government. The public can also find out more about the leadership and performance of the agency, and the public can access reliable information because the website is managed directly by government offices. The website is anticipated to do more than serve as a passive source of information during development; instead, it is expected to be dynamic, causing a two-way flowing effect of the website's tasks and activities[14] At the Population and Civil Registration Office of Minahasa Regency, the use of the Web is still less applied because it is still in the development stage, which is very important for the agency as a tool or container in informing all existing information to the public. The factor why the website at the Population and Civil Registration Office of Minahasa Regency has not been implemented and is still under development is constrained by budget issues.

3.4. Stakeholder

Stakeholders are all parties who feel they have a direct or indirect interest in the implementation of Digital Government. The interested parties come from various circles, namely: Government institutions, the private sector, the community, and others who need information from the Population and Civil Registration Office of Minahasa Regency.

In Indrajit (2016), there are 4 (four) types of Digital Government relationships, 1) *Government to Citizens* (G-to-C), 2) *Government to Business*, 3) *Government to Government*, 4) *Government to Employee* [15] including those implemented in the Population and Civil Registration Office of Minahasa Regency, namely:

3.5. Government to Citizens (G-to-C)

Government to citizen is a notification related to public service information by the government to the wider community through information technology. The purpose of G-to-C is for the government and the community to interact through an access page that can be reached by the community as part of the fulfilment of

services to the community. The relationship between the Population and Civil Registration Office of Minahasa Regency and the community as recipients of information has been going well. The action taken by the Population and Civil Registration Office of Minahasa Regency in overcoming problems that sometimes occur in the continuity of cooperation between the two parties is to directly inform the community who come to arrange population documents what causes delays in the issuance of population documents and printing of E-KTP.

In addition to direct notification to the public, there are media used by the Population and Civil Registration Office of Minahasa Regency, namely Facebook and WhatsApp, which are used to provide information related to services carried out as well as information if there is a disruption in the network, then employees and administrators will inform through existing media. In its own application, there are still Minahasa people who do not know the media used by the office in conveying information related to services that are carried out conducted by the Population and Civil Registration Office of Minahasa Regency.

3.6. Government to Business

In the activities or activities of the private sector certainly require data and information from the Government, so a good relationship between the government and the private sector is needed which is not only limited to facilitating the activities of the private sector but can also provide benefits and benefits for the government in establishing good and effective relationships and interactions so that both are mutually beneficial. The Population and Civil Registration Office of Minahasa Regency as a government agency that provides population data and information establishes a cooperative relationship with the private sector in providing population information and data. The Office of Population and Civil Registration of Minahasa Regency provides data, namely by name related to the name of the population that has been validated as well as data by address related to the address of the population which data is needed by the banking sector. The complaint received by the Population and Civil Registration Office of Minahasa Regency from the private sector in this case, namely banks, is that the population data is sometimes not synchronised, which is caused by the change from the old family card to the new family card which is already barcode-based, which is what the banks complain about

3.7. Government to Business

Government to Government is the process through which the government and its agencies interact and exchange the necessary information. Government to government cooperation extends beyond diplomatic relations to include carrying out administrative tasks for

the delivery of community services. The Social Service and the KPU require information and data, which the Population and Civil Registration Office of Minahasa Regency supplies in the form of summary data detailing the population of a subdistrict. The cooperation between the Population and Civil Registration Office of Minahasa Regency and other government agencies is good. The procedure that must be followed by government agencies in obtaining data by writing to the Population and Registration Office of Minahasa Regency which can be through directly coming to the office or through WhatsApp which is implemented by the office as a form of technology-based government implementation. The purpose of using WhatsApp is to make the service faster and more effective and also most agencies that submit letters use this media to send letters in order to obtain population from the office. In the relationship between the two parties, it cannot be separated from some problems that sometimes still occur, namely that the population office is late in responding and replying to incoming letters related to requests to get from the office. It can be understood that the population service is a very busy service, so that in recapitulating all the population data that is so much it takes a long time, not to mention if the population data is invalid and the network from the centre does not support it, this is a factor in the delay from the service in replying to every incoming letter.

3.8. Government to Employes

The Digital Government application is also intended to improve the performance and welfare of employees or employees who work in a number of institutions as community servants. One type of application that can be built using the G-to-E format is a government employee career development system which, apart from aiming to ensure an improvement in the quality of human resources, is also needed to support the process of mutation, rotation, demotion, and promotion of all government employees.

Government-to-Employee (G2E). is a form of e-government that covers all activities of providing services and information between government units and their employees [16].

3.9. Financing

Financial resources or financing that has been budgeted for the implementation of Digital Government is a strategic element and a determining factor in the success or failure of the implementation of Digital Government. Basically, every existing budget has been determined and arranged according to existing regulations. Budget provisions have been regulated in Government Regulation No. 102 of 2012 in article 79 paragraph 4 that: The district / city Regional Revenue and Expenditure Budget is used to finance the implementation of SIAK. The availability of the budget to support the implementation of Digital Government is still limited according to the information obtained. As

explained above about the availability of existing devices, especially for hardware devices, it is available but is still considered less effective in use in services because there has been no replacement of old computers, according to information from informants that it is hoped that there will be additional devices in this case hardware devices. As explained above, devices such as computers used to be provided by the centre but for now they have been provided by the regions themselves. In budget management, it has been regulated and compiled in the DPA (Budget Implementation Document). In addition, the budget for facility maintenance is done as much as possible by prioritising what is most important because there is no budget allocation for facility maintenance.

4. CONCLUSIONS

Digital Government is a government service based on information technology with the aim of improving effective and efficient services. The implementation of Digital Government in the Population and Civil Registration Office of Minahasa Regency has implemented digital-based public services. The implementation is still less than optimal because there are several factors that affect it. The availability of Digital Government devices both software and hardware devices at the Population and Civil Registration Office of Minahasa Regency is well available. The applications used are provided by the central government, in this case the Directorate General of Dukcapil of the Ministry of Home Affairs. On the other hand, there are hardware devices that are already available in terms of the number of which there should be more maintenance, so that in carrying out services can run smoothly and it is possible that there are updates to old computers. In addition, the availability of employees and casual workers is sufficient in providing services at the District Population and Civil Registration Office.

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