

Original Research Article

## Services for Population Administration through the “Go Digital Application”

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**Abstract:** This study aims to describe and analyze how the Go Digital application is used to carry out population administration service policies and the factors that help and hurt population administration services through the Go Digital application at the Probolinggo District Population and Civil Registry Service. This study takes a qualitative, descriptive approach to collect data. The theory used is the theory of Edward III, which focuses on four things that affect how public policy is put into action: communication, resources, personality, and the structure of the bureaucracy. Interviews, observations, Focus Group Discussions (FGD), and documentation studies are all ways to collect data. Miles and Huberman created an interactive model that is used for data analysis. The study's results show that population administration services through the go digital app have made the population and civil registration services in the Probolinggo district run better, especially in handling electronic KTPs. This research focuses on four indicators: communication, disposition, and bureaucratic structure. Communication, disposition, and bureaucratic structure have been done well enough by implementers that they have become a driving factor in the implementation of population administration services through the digital go application. In contrast, a lack of resources has become an impeding factor.

**Keywords:** Implementation, Administrative Services, Population, And Go Digital Applications.

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## INTRODUCTION

In the life of a state, it is the government's job to provide the public services that the community needs, starting with rules and services to meet the community's needs. However, there are still many problems with services, and it is common for local governments to have trouble solving problems, especially regarding the quality of services. The fact that there are so many public reports about problems with public services shows that there are still many people who are not happy with what the government does for them. In the same way, people still need help to get the necessary documents for their population, such as family cards, electronic ID cards, certificates, and more. When it comes to population administration documents, the community is plagued by complicated service bureaucracy, centralized service locations that are hard for the public to get to, long lines, etc.

The Probolinggo Regency Population and Civil Registration Office has issued a Decree of the Head of the Probolinggo Regency Population and Civil

Registration Service Number 070/09.7/426.108/2020 about the Go Digital Services of the Probolinggo Regency Population and Civil Registration Service. This is meant to make managing the population in Probolinggo Regency easier. With this "go digital" service, people should be able to take care of their population documents online, as required by Regulations Minister of Home Affairs No. 7 of 2019 Concerning Population Administration Services Online, article 3, paragraph 3b, which says "service to residents online."

There are still many things that make it hard to do. Based on what they saw in the real world, the authors found several problems, such as implementing population administration services through the go digital app could still have been better. Many people still need to learn that documents can be processed and people can be registered online. People still think getting documents is tricky because there are long lines, costs, extortion, brokers, and other problems. Even though the Population and Civil Registration Office already has a service to pick up balls, it needs more

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equipment or people to reach every area. This research aims to describe and analyze the implementation of online population administration service policies through the Go Digital application. It also describes the factors driving and stopping online population administration services through the Go Digital application, which readers should find both theoretically and practically applicable.

## LITERATURE REVIEW

### The Theory of Public Policy

In his book "Basics of Public Policy," Agustino explains that public policy is "a series of actions or activities proposed by a person, group, or government in a certain environment where there are obstacles (difficulties) and opportunities (opportunities) where the policy is proposed to be useful in overcoming it to achieve the intended goal." Thomas R. Dye, in Ayuningtyas (2014, p. 8), says that "public policy is whatever the government chooses to do or not do" (whatever governments choose to do or not to do). Crimson, a German expert quoted in Ayuningtyas (2014:8), said that policy is a concept, not a specific or tangible thing, so it will be hard to define and face many problems. Crimson also confirmed that Kindit is much more helpful when seen as a plan of action or related decisions.

From these different definitions, public policy is a set of things the government does or doesn't do that is meant to help solve public problems or serve the interests of the community. According to Wahab in Sunarka (2015, p. 13), there are some unique things about public policy. Public policy is an activity done on purpose and with specific goals in mind Nafi, Supriadi, & Roedjinandari (2018). It comprises actions that are connected and patterned, leading to specific goals. These actions are carried out by government officials and not by stand-alone decisions.

### Public policy theory implementation

In the book *Policy Analysis: From Formulation to Implementation of State Policy*, written by Solichin Abdul Wahab (Wahab, 2001, p. 65), the word "implementation" is defined as "the actions taken by individuals, government officials, or private groups to reach the goals set out in policy decisions." Afan Gaffar says in 2009 on page 295 that implementation is one step in making public policy.

Policy implementation is trying to reach specific goals in a certain way and at a particular time (Bambang Sunggono, 1994, p. 137). Intan, Sari,

Widjajani, & Noor (2022), putting public policy into action can only start after policy goals have been set, programs have been made, and money has been set aside to help reach these goals. Edwards III talks about and thinks about four things when it comes to putting public policy into action: communication, resources, the attitude of policy implementers, and the structure of the bureaucracy. Grindle says, "The success of policy implementation depends on how clearly policymakers send their message to implementers." By analogy, a policy is like a message. The content of the message, how the message is presented, and the reputation of the communicator all affect how easy it is to put the policy into place.

## METHODOLOGY

### Research Scope and Location

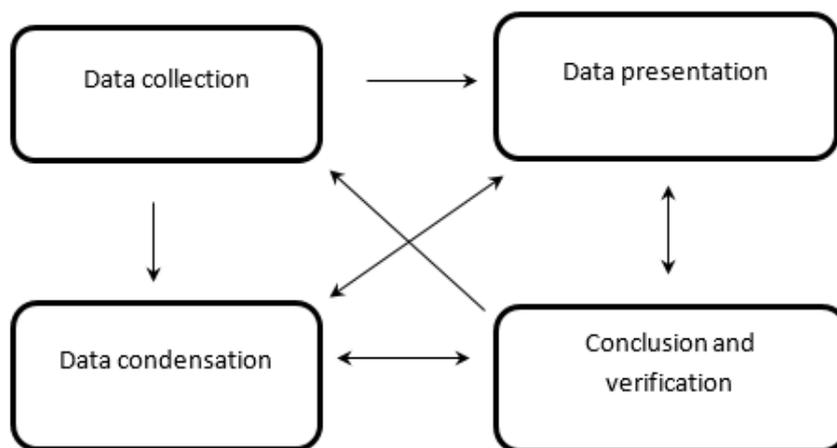
The scope of this study is services for population management through the go digital app (Study of Implementation of the Decree of the Head of the Probolinggo Regency Population and Civil Registration Office Number 070/09.7/426.108/2020 about the Go Digital Services of the Probolinggo Regency Population and Civil Registration Office), and the location was chosen on purpose or with intent. This research is being done at the Probolinggo District Population and Civil Registration Service. The Probolinggo District Population Administration and Civil Registration Service have online services for managing the population.

### Informants

The research done at the Population and Civil Registry Office of the Probolinggo Regency was qualitative, so the samples were mostly made up of people who worked there. The primary source of information comes from inside the service, like the leaders and people in charge, while the other sources come from outside, like the service users and the community.

### Data Analysis

The method of data analysis used in this study is qualitative data analysis using the interactive model from Miles and Huberman as translated by Sugiyono (2013; 337–338) that the interactive model analysis from Miles and Huberman consists of four stages, namely data collection through observation, interviews, and documentation, data reduction through summarizing, choosing the main things, focusing on important things and getting rid of unnecessary ones, and presenting data in a meaningful way.



**Image 1: Components Interactive model data analysis**

## RESULTS AND DISCUSSION

### Discussion of the Results of the Research

Communication is a significant factor in how well a policy is implemented. With good communication, the person in charge of putting the policy into action will know what needs to be done and how to get the policy's goals and objectives to the people who need to hear them. This will help reduce implementation distortions. There are three ways to measure how well communication works when implementing a policy: transmission, clarity, and consistency. Transmission could mean that you agree with and understand the general rules. In this case, the policy that serves as a general guideline for the service of population documents is a service that makes people happy because it is simple, easy, fast, and accessible. Public policies are communicated, either directly or indirectly, to those who carry them out and to policy target groups and other interested parties.

Based on the results of interviews with informants, it was found that the number of submissions for population documents went up by 73.54% after the Go Digital application was used to help with population administration. People in the community are no longer too lazy to take care of their administrative documents because long lines have been a problem in the past. Costs that seem high will go away on their own because people will not have to go to the District Population and Civil Registration Office to talk to people in person. Probolinggo. The digital goes application makes it easy for service providers and the public to submit and process population documents. It also cuts down on the time and money the applicant must spend.

From what has been said so far, it is clear that the people in charge and those who use the services already accept and understand population administration services through the digital go application well enough to want to support and put these policies into action. Clarity about a policy's implementation is essential so that the policy's

implementer, target group, and other interested parties can understand the policy's intent, purpose, target, and substance. This way, everyone will know what to prepare and do to make the policy work well and efficiently.

Several interviews with the staff of the Probolinggo District Population and Civil Registration Office, who are in charge of putting policies into action, show that policy implementers have a clear idea of what the population administration service policy is all about how it works through the go digital app. In the meantime, village officials' information as service users' representatives showed that some people still needed to learn about the online service for managing residence documents.

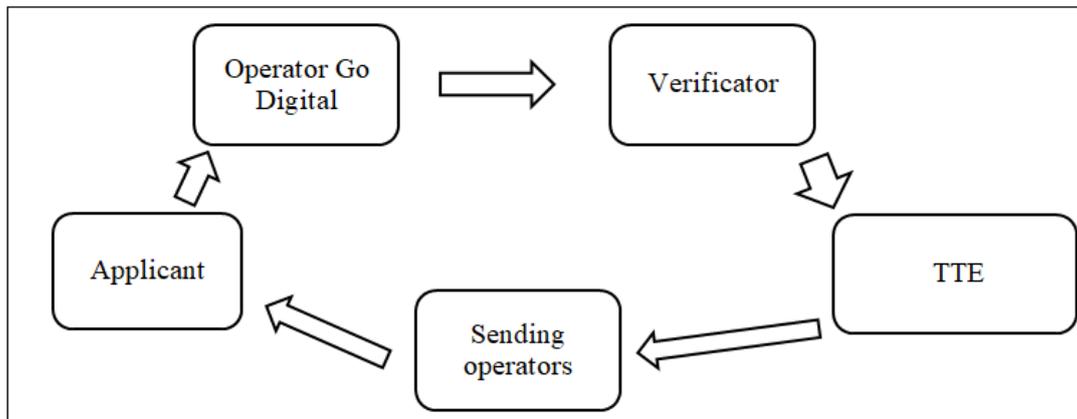
From what has been said so far, it is clear that the people in charge of putting the policy into action clearly understand the policy's goals, objectives, targets, and main points. This means they can quickly implement the policy effectively and efficiently. Even though most people in the community use services, some still need to learn that the go digital app can be used to send documents to people.

Consistency is essential so that the policies made do not make policy implementers, target groups, and other interested parties feel confused. For a policy to be carried out in the same way, every time, there needs to be a set of formal rules to follow.

The Decree of the Head of the Probolinggo Regency Population and Civil Registration Office Number 070/09.7/426.108/2020 about Go Digital Services of the Probolinggo Regency Population and Civil Registration Office to follow up on Permendagri number 7 of 2019 about online population administration services is the basis for implementing population administration services through the digital go application. Also the Head of the service has also issued a decree about standard operating procedures for online population administration services through the

"go digital" app. With a clear SOP, the person in charge of putting public policy into action knows precisely

what to do.



**Image 2: Population Administration Service Flow through the Go Digital Application**

How well a policy is implemented depends significantly on the people working on it. Most of the time, policies do not work because there is insufficient staff or the staff needs to improve. Based on the results of an interview with the Secretary of the Office of Population and Civil Registration on July 19, 2021, it is known that the population and the probolinggo district civil registration still need more staff to provide population administration services. However, all employees who work on online population administration services have the skills needed to do their jobs.

In policy implementation, there are two kinds of information. The first is information about how the policy is put into action. In this case, the person who does the work must know what to do when they are told to do something. The second type is information about how well the government's rules are followed by the people who put them into place. The person in charge of implementing a policy must know if the people involved are following these government rules.

The go digital service operator officer said that, at first, it took much work to implement population administration services through the digital go application. However, after technical guidance and help from the SIAK field, the application made it easier to implement population administration services. The compliance of population administration service implementers through the digital go application can be seen from interviews with database administrators, who were told that policy implementers had been regulated by the system so that they do not break the rules, requirements, and service procedures while doing their jobs.

Authority is the right or legitimacy of those who carry out a policy to do so. So that orders can be carried out, the authority must be written down. The Probolinggo District Head Regulation Number 80 of

2016 About the Position, Organizational Structure, Duties and Functions, and Work Procedures of the Probolinggo Regency Population and Civil Registration Office is the primary law that governs the Probolinggo Regency population administration and civil registration service. In the area of population and civil registration, the Department of Population and Civil Registration is a part of regional autonomy. It is run by a Head of Service who reports to the Regent through the Regional Secretary.

Even if the person in charge of putting a policy into action has enough staff, knows what needs to be done, and has the authority to do so, it will be hard for them to do it right if they do not have the proper facilities, infrastructure, and sources of funding. From interviews with the Secretary of the Office of Population and Civil Registration, we know that a lot of the leading equipment used for population administration and civil registration services, like computers, servers, KTP printing equipment, and other things, is old and broken, which makes it hard to use the go digital app for population administration. Besides that, the network for the internet is not good, so it often stops working.

There are also only a few funds available for population administration services. Observations made by researchers based on documentation studies show that there are still a lot of honorary employees who could be doing their jobs better. This is because honorary employees are paid differently than ASN employees, and their pay is sometimes lower than the UMR. The officers already in service People who work on these documents get a special income allowance on top of their monthly salary because they have much work to do. There also needs to be more funds for getting to know people. Outreach should have enough money to reach people all over the large Probolinggo district.

Disposition is the person's personality and traits, such as commitment, honesty, and a desire for democracy. If the person in charge of putting the policy into action has a good attitude, they will be able to do what the policymakers want. When the person putting the policy into action has a different attitude or point of view from the people who made the policy, the process of putting the policy into action could be more effective. A policy implementer can have three types of responses or attitudes: being aware of the policy, being told how to respond to the policy by accepting or rejecting it, and the intensity of the response. The best way for an organization's leaders to help implement policies is to prioritize them in their activity plan. This can be done by putting the right people in charge of implementing the policy and giving them enough money as an incentive to want and carry out the policy program seriously.

Performance allowances (taking) are extra general incentives, but they are only given to employees with ASN status. Honorary employees do not get any extra incentives. This could lead to social jealousy, which could hurt performance, but it doesn't because the system employee payroll is done according to the rules. Through the go digital app, there are also no other special incentives for people who work for the population administration and civil registration service. Appointing employees can also put people in their jobs who are thought to be able to carry out policies. The designated officers already have the skills needed to provide population administration services through the digital go application, such as knowing how to use a computer and having knowledge of population administration, among other things.

The structure of the bureaucracy in charge of carrying out policies significantly affects how those policies are carried out. The Standard Operating Procedure (SOP) and fragmentation are both parts of the structure of a bureaucracy. When the policy has been agreed on and approved for later implementation in a program or activity, implementation rules are needed in the form of a framework that implementers can use as a guide to carry out the approved policy. Work procedures or standard operating procedures are essential structural parts of an organization or agency (SOP). Standard procedures are meant to make sure that all executors think the same way because there are the same ways to act and similar ways to follow the rules.

SOP is a list of steps that must be taken to get the results you want. It is then used as a guide to tell employees what to do. From interviews with the Head of SIAK, we know that in online population administration services through the digital go application, the SOPs made are adjusted to face-to-face service SOPs and also the organizational structure of the Population and Civil Registration Office so that in online population administration services through the

digital go application, this does not conflict with existing service procedures as set out in the applicable laws. Fragmentation is when a policy is split up among several work units that need to work together. In general, the more coordination a program or policy needs, the less likely it will work.

From what the Head of SIAK said, we know that these officials are involved in issuing population documents online through the digital go application. This is based on the main tasks and functions of each official. For more information, you can read the following: The go digital operator is in charge of entering the information that the applicant sends through the digital go application into the application System Population Administration Information (SIAK). After the information is put into the SIAK application, the Head of the department in charge checks that the information is complete and correct and sends a draft population document. Also, the field head is in charge of making sure the draft is correct. After the Head of the service has been verified, he or she gives an electronic signature (TTE). Also, documents that have been TTE and are now valid residence documents are sent to the applicant via email and in the form of a PDF by the officer who sent the documents. For KTP and KIA, the officer will let the applicant know when to pick up the card through the Go Digital app.

In the process of giving out population documents through this go digital application, each field is responsible for things related to their duties and functions. The Head of population registration gives out family cards, KTP, KIA, and movement/arrival certificates. At the same time, it is the job of the Head of civil registration's job to give birth and death certificates. The Head of the population administration information management (SIAK) division provides the internet network, SIAK, and the digital go application. SIAK and SOP have set up a system for online population administration services through the go digital app, which makes it easier for different sectors to work together. Because SIAK and SOP exist, the egos of each field do not get in the way of working together.

### **Supporting and Inhibiting Factors**

Edward III's theory says that the implementation of public policy is affected by four factors: communication, resources, disposition, and the structure of the bureaucracy. If done well, these four factors can be a driving force in implementing a policy, like the online population administration service policy. On the other hand, if it is not done right, it can get in the way of putting the policy into action. From the research and discussion above, we can see what is helping and holding back the implementation of online population administration service policies through the digital go application at the Probolinggo District Population and Civil Registration Service. On communication factors, transmission/reception and understanding of general

guidelines are things that are helping the implementation of online population administration.

Due to a lack of clarity and communication, many people still need to learn about online population administration services. This means that many people need to use online service facilities. More clarity and socialization are needed to get population administration services online through digital apps to work well. With a Decree from the Head of the Probolinggo Regency Population and Civil Registry Office about online population administration services through the go digital application and a Decree about SOPs for online population administration services, the online population administration service policy can be carried out consistently. Implementing a policy in the same way, every time is an essential part of making that policy work.

Concerning the resource factor, there needs to be more human resources when putting online population administration service policies into place. This makes it harder to put online population administration services into place successfully. The people in charge of putting the online population administration service policy into action already know what needs to be done to carry out online population administration services in line with their main jobs and responsibilities. This makes them a vital part of implementing online population administration services successfully.

Authority is essential for successfully implementing online population administration services because all of the people who put these policies into place already have formal authority based on laws and rules. Also, the need for more facilities and infrastructure is a barrier to successfully implementing online population administration services. On the Disposition factor, online population administration service officers do not get extra special rewards. Even so, it does not stop the officer from doing his or her job, so it is not a problem. Still, if more special incentives exist for online service officers, it will be a good thing and can encourage employees to do a better job. One thing that drives service implementation administration online residence is the placement of qualified officers.

In terms of the structure of the bureaucracy, SOPs that are hard to understand and overlap with other SOPs can make it harder to put a policy into action on the ground and could even get in the way. One thing that affects how well executors do their jobs when putting online population administration services into place is whether or not the SOPs for those services are appropriate. They do not go against the SOPs for population administration services in general. Fragmentation is when a policy is split up among several work units that need to work together. In general, the more coordination a program or policy

needs, the less likely it will work. When online services for managing the population were put into place,

## CONCLUSIONS AND RECOMMENDATIONS

### CONCLUSIONS

The probolinggo district population and civil registration service can now offer online population administration services through the digital go application. This has made the probolinggo district population and civil registration service run better. This is clear from the fact that going digital has made it much easier to process documents about people, especially when applying for a KTP. In 2019, there were 63,864 copies of KTPs to manage. In 2020, that number went up to 110,832 copies, most of which were submitted through the Go Digital app. Four indicators are the focus of the research. Communication, disposition, and bureaucratic structure have been done well enough by implementers that they have become a driving force in the implementation of population administration services. A need for more resources slows down the implementation of population administration services through the Go Digital application in terms of people and infrastructure.

### SUGGESTIONS

Based on the above conclusions, there are several suggestions. For example, the public needs to learn more about the digital go application, the number of employees needs to grow, especially those who handle online population administration services, and services can be done 24 hours a day so that they work better.

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