



# Impelementation Digital Population Identity Application in Public Service at Tempurejo Sub District Jember Regency

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**Abstract:** This research is motivated by the phenomenon related to the implementation of the Population Identity Digital Application in Jember Regency. Where in Jember Regency the application of the Population Identity Digital Application is still uneven. Of the 31 sub-districts in Jember Regency, only 8 sub-districts can activate this application. One of them is Tempurejo District. This is because there is one employee who has an attachment to the Jember Regency Dispendukcapil so that Tempurejo District is the centre of activation of the Population Identity Digital Application between 2 sub-districts including; Ajung and Jenggawah. So the researcher aims to find out the description of the Implementation of the Population Identity Digital Application in Tempurejo District, Jember Regency. Qualitative methods were used by researchers in this study where qualitative approaches and models can better explore problems that arise from social phenomena of population services and. The results showed that the Tempurejo District Government was influenced by two factors. Among them; Communication Factors and Human Resources Aspects. In the Communication Factor, Tempurejo Sub-district has not conducted socialisation related to the Digital Identity Population application. In the HR factor, only one employee understands in conducting public services with the Digital Population Identity application. So that I as the author provide advice to the Jember district government to overcome these two factors. So that all sub-districts in Jember Regency can activate the Digita Population Identity Application and also the people of Jember Regency understand about the Digital Population Identity application.

**Keywords:** Identitas Kependudukan Digital, Policy Implementation, Public Service

## Introduction

Public services are currently experiencing rapid development. Not only are they served manually but there are also online services(Denhardt & Denhardt, 2015; Mosher, 2016). The development of computer technology in the service sector leads to a digital identity system that we are starting to feel the benefits of. From what was previously manual-based, slowly began to become digital technology. This was developed to make it easier for humans to support their daily needs. So that everyone can feel the impact(Chen et al., 2020; Holland, 2019). All service sectors, including industry, government, telecommunications, and national security, use digitalization (Mosher, 2016; Pratama, 2020).

One of the applications of digitalization in the government public service sector is the creation of a Digital Population Identity (Identitas Kependudukan Digital) application (Anryana et al., 2024; Permadi & Rokhman, 2023; Romawati et al., 2024). The Digital Population Identity application is a digital KTP-Elektronik that contains electronic information used to represent documents and return data in digital applications through devices (smartphones) that display personal data as the identity of the person concerned. Permendagri No. 72 Tahun 2022 Pasal 13 ayat 2 (Rokayah et al., 2022; Yulanda & Frinaldi, 2023).

The Digital Population Identity (Identitas Kependudukan Digital) application is a form of innovation from the Directorate General of Dukcapil of the Ministry of Home Affairs, the features available in the application that can be accessed anywhere using a Gadget without having to go to the District Office or dispendukcapil vary such as (Oktaviana et al., 2024; Putra et al., 2023; Tukan & Rahmadanita, 2023):

1. The family data menu contains the biodata of family members who have registered on the Family Card (KK),
2. The Documents menu is divided into two, namely Population and Others, on the Population menu, electronic KTP and Family Card files are available in digital form, while the Others menu has information in the form of Covid-19 vaccine records, NPWP, driver's license, 2024 permanent voter list, and information on the National Personnel Agency (BKN),
3. A digital signature is an electronic signature used to prove the authenticity of the identity of the sender of a message or document,
4. The Services menu is used to obtain services including; Change of Blood Type (Indonesian citizen), Birth of a New Baby who does not yet have (NIK), Submission of data on the Death of a Family Member,
5. Service Monitoring to monitor the service process,
6. Service Documents for submission of service types including; Population Registration and Civil Registration,
7. Activity History menu to view the track record of public service activities,
8. Settings to change the pin variation assigned to the server,
9. Digital KTP menu, a QR code will appear if you want to provide personal data to others,
10. can menu, can be used if you want to see other people's personal data that is shared by scanning the QR code
11. And a Lock menu that serves as a lock for the application. In terms of security, IKD has been equipped with a screenshot prevention system that can minimize the misuse of personal biodata.

The implementation of the Digital Population Identity Application in Jember Regency is still uneven (Wahyuningsih & Hendry, 2023; Zafira & Hertati, 2023). Among the 31 sub-districts in Jember Regency, only 8 can activate, one of which is in Tempurejo sub-district. Tempurejo sub-district is one of the sub-districts that can activate the Digital Population Identity (IKD) application among the 8 sub-districts in Jember Regency that can activate the Digital Population Identity (IKD) application including: Jelbuk, Kalisat, Mayang, Tempurejo, Rambipuji, Wuluhan, Kencong, Tanggul. This is because Tempurejo

sub-district is supported by human resources who have an attachment to the District Disendukcapil and a letter of assignment to become the operator of the Digital Population Identity (IKD) Application Activation in each of the selected sub-districts. With this, Tempurejo Sub-district became the center of activation of the Digital Population Identity (IKD) application between two other sub-districts, including; Jenggawah, and Ajung, where people from both sub-districts had to come to the Tempurejo Sub-district office to activate the Digital Population Identity (IKD) application. With this application (IKD), it is easier for the surrounding community, especially the Tempurejo community, to get public services in the Tempurejo sub-district (Lestari et al., 2023; Safitri, 2023).

Based on the various phenomena that have been described, researchers have an interest in public services in Tempurejo Sub District, Jember Regency. So that the researcher raised the title "Implementation of the Digital Population Identity (Identitas Kependudukan Digital) Application in Public Services at Tempurejo District, Jember Regency".

## **Methodology**

### **Materials**

#### **Policy Implementation**

based on the implementation theory presented by Edwards III (1980). which emphasizes on 4 (four) dimensions namely: communication, resources, disposition, and bureaucratic structure. These four dimensions will be discussed in the following order:

##### **1. Communication**

Communication is the process of transferring information from decision makers to policy implementers. Communication determines the achievement of public service implementation goals. Communication in policy implementation includes the following elements:

- a) Transformation aspect (transmission). This transformation aspect is designed to see how the information is channeled.
- b) Clarity Aspect. The clarity aspect disseminates information that is clear and easy to understand, in addition to avoiding misinterpretation from policy implementers of target groups and parties involved in policy implementation.

##### **2. Resources**

Resources here refer to all resources that support successful policy implementation. These resources include human resources, facilities and The financing aspect:

- a) Human Resources

The success of policy implementation is determined by the quality and quantity of Human Resources and adequate implementers to cover all target groups.

- b) Facility Aspects

The facility aspect is an important supporting facility in carrying out public services

c) **The financing aspect**

The financing aspect is the adequacy of investment capital or budget for a policy program. The financing aspect is very important in the implementation of policy implementation.

### **3. Disposition**

The disposition or attitude of the implementor is an important factor in the implementation approach or public policy. as for other components of disposition is the appointment of bureaucrats.

#### **Appointment of bureaucrats**

In the selection and appointment of policy implementers, they must be responsible people who have high loyalty to the policies that have been set.

### **4. Bureaucratic Structure**

Aspects of the bureaucratic structure are implementation procedures that have followed standards or clear procedures for implementing policies, so that policies can be carried out properly and correctly. The components are Standard Operating Procedures.

#### **Standard Operating Procedures.**

One of the important structural aspects of any organization is the existence of Standard Operating Procedures(Setyawan & Srihardjono, 2016).

## **Methods**

Qualitative methods are used by researchers in this research where with qualitative approaches and models, it can better explore and analyze problems that arise from social phenomena related to population services and be able to provide a specific picture, social arrangements and their relationships (Murray, 2010).

## **Result and Discussion**

### **Result**

Researchers analyzed the implementation of the Digital Population Identity (IKD) application in Tempurejo District, Jember Regency based on the theory of Edwards III (1980). Includes 4 dimensions, including Communication, Resources, Disposition, and Bureaucratic Structure.

#### **1. Communication**

Communication is the process of transferring information from decision makers to policy implementers. Communication determines the achievement of public service implementation goals. Communication in policy implementation includes the following elements:

- a) Aspects of transformation (transmission)

This aspect of transformation is designed to see how information is channeled. In this case, the distribution of information related to the Digital Population Identity (IKD) application. The results of the interview, the informant, Prihan Jadid become the head of the sub district said that “For socialization activities related to (IKD) have never been carried out, but we do socialization one by one to people who take care of documents related to population identity, and we also make pamphlets displayed at the door to give directions regarding the procedures for using the digital population identity application (IKD).”



Figure 1. Pamphlet for socialization of digital identity application activation (IKD).

- b) **Clarity Aspect.** The clarity aspect requires information that is clear and easy to understand, in addition to avoiding misinterpretation from policy implementers, target groups and parties involved in policy implementation. In this case, the clarity of information related to the Digital Population Identity application. The results of the interview, the informant, Duta as user said that “Information related to the Digital Population Identity Application (IKD) is very clear, the explanation from sub-district employees regarding the procedures for using the application is very easy to understand.”

## 2. Resources

here refer to all resources that support successful policy implementation. These resources include Human Resources, Facilities Aspect, and Budget.

### a) Human Resources

The success of policy implementation is determined by the quality and quantity of Human Resources and adequate implementers to cover all target groups. In this case, human resources to implement public services using the Digital Population Identity application. The results of the interview, the informant, Bambang Bukadi as head of staffing said that “for employees who



can carry out services using the Digital Population Identity (IKD) application, only one employee can carry it out”.

#### b) Facility Aspects

The facility aspect is an important supporting facility in implementing public services. In this case, the facilities for implementing public services using the Digital Population Identity (IKD) application. The results of the interview, the informant, Agam Rizkiyan as staff operator said that “we have as many as four computers to carry out public services using the Digital Population Identity (IKD) application. In our opinion, this number is sufficient to carry out various kinds of services, especially with the Digital Population Identity (IKD) application. “



Figure 2. computer facilities for public services

#### c) The financing aspect

The financing aspect is the adequacy of investment capital or budget for a policy/program. The financing aspect is very important in implementing policy implementation. In this case, the financing of the implementation of the Digital Population Identity application. The results of the interview, the informant, Prihan Jadid become the head of the sub district said that “related to the cost of implementing the Digital Population Identity (IKD) application, there is no budget at all, because this application is free and directly connected to the center using an internet connection.”

### 3. Disposition

The disposition or attitude of implementers is an important factor in the implementation approach or public policy. as for the other components of disposition is the appointment of bureaucrats

#### **Appointment of bureaucrats**

Appointment of bureaucrats In the selection and appointment of policy implementers, they must be responsible people who have high loyalty to the policies that have been set. In this case, the appointment of employees

implementing the implementation of the Digital Population Identity (IKD) application. The results of the interview, the informant, Bambang Bukadi as head of staffing said that “related to the appointment of employees implementing the digital population identity application (IKD) is outside the tempurejo sub-district, because the implementing employee (IKD) is appointed by the dispendukcapil of the jember district and assigned to the tempurejo sub-district.”

#### **4. bureaucratic structure**

Aspects of the bureaucratic structure are implementation procedures that have followed standards or clear procedures for implementing policies, so that policies can be carried out properly and correctly. The components are Standard Operating Procedures.

##### **Standard Operating Procedures**

Standard Operating Procedures One of the important structural aspects of any organization is the existence of Standard Operating Procedures (SOP). In this case, the Standard Operating Procedure for the implementation of the Digital Population Identity (IKD) application. The results of the interview, the informant said that “regarding the SOP for the implementation of the Digital Population Identity (IKD) application, the Jember Regency Dispendukcapik has not made an SOP regarding its implementation. However, we still provide services to the community using the Population Identity application.

## **Discussion**

Based on the results of field research in Tempurejo, Jember Regency, they have not conducted any socialization activities related to the Digital Population Identity (IKD) application, but the socialization carried out by the Tempurejo sub-district is to socialize one by one the people who take care of documents related to population identity. In short, the Tempurejo sub-district only conducts primary socialization, and also the sub-district conducts socialization by making pamphlets related to the procedures for using the Digital Population Identity (IKD) application. But it should be noted related to socialization, in the current era it is very easy to do socialization. That is by using social media for socialization. According to researchers, the use of social media for socialization is very sufficient and also uses very little cost. Given the absence of a budget to conduct large-scale socialization.

On the other hand, related to Human Resources implementing the Digital Population Identity (IKD) application, in Tempurejo sub-district only one person understands public services using the Digital Population Identity application. According to researchers, this is quite good, considering that the phenomenon that occurred in Jember Regency related to the implementation of the Digital Population Identity (IKD) application was that only eight sub-districts were able to activate the application, because there was one employee who had an attachment to the Jember Dispendukcapil.

## Conclusion

Based on the researcher's point of view, the researcher concluded that the implementation of the digital population identity (IKD) application in Tempurejo District, Jember Regency, was quite good. This is because even though there is no special budget from the Central Government to socialize this application, the Tempurejo sub-district government still conducts socialization to one by one people who want to carry out services related to population identity or also called primary socialization. and also the Tempurejo sub-district government makes pamphlets that are affixed in front of the entrance to the community service room. The pamphlet contains procedures for activating the digital population identity (IKD) application.

On the human resources side of the implementation, although only one person understands the Digital Population Identity Implementation application, this is one of the advantages obtained by the Tempurejo sub-district government. Because among the 31 sub-districts in Jember Regency, only 8 can do it, one of which is Tempurejo Sub-district.

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