

Optimization of E-Government Implementation in Population and Civil Registration Services in Pekanbaru

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ABSTRACT

The purpose of writing this article is to analyze how to optimize the implementation of e-government in population and civil registration services in Pekanbaru City and what the obstacles are. The method uses a qualitative approach with data collection techniques in the form of documentation of various regulations related to e-Government policies, e-Government Reports, and the Population and Civil Registry Agency (Disdukcapil) of Pekanbaru City performance reports related to population and civil registration services. In-depth interviews were also conducted with actors in related agencies and several service recipient communities. The results of the study show that the optimization of the implementation of e-government in population and civil registration services in Pekanbaru City is carried out through the adoption and harmonization of e-government implementation policies in population and civil registration services in the regions, strengthening ICT infrastructure, strengthening and aligning human resource perceptions in services and expanding the value of benefits to the community through various public service innovations carried out by Population and Civil Registry agency of Pekanbaru City. The obstacles to its implementation are limited budget support from both the central and regional governments in developing ICT infrastructure and the capacity of regional human resources to adapt information and communication technology is still limited.

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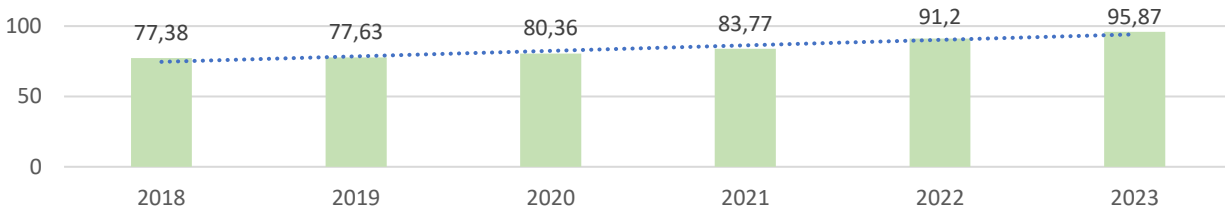
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INTRODUCTION

Population and civil registration services are services that can reach all elements of society as citizens or residents in general. This includes various administrative services provided by the government, such as birth registration, making identity cards, marriage registration, death registration, and so on. This service is very important to ensure that every individual is officially recognized by the state and has access to basic rights as a citizen. The wide range of services and touching on aspects of citizens as individuals makes population services always busy. Sadly, it is not uncommon for population and civil registration services in various regions to get a negative stigma due to suboptimal services caused by the lack of quality human resources (Suleman, 2019, Tryanti & Frinaldi, 2019), complicated procedures (Yulindaningtyas, 2015), facilities and infrastructure (Abdussamad, 2019) and so on.

Interestingly, based on surveys in recent years, there has been a significant increase in public satisfaction obtained by the Population and Civil Registry Agency (Disdukcapil) of Pekanbaru City, which is the main actor implementing population administration and civil registration services in the Pekanbaru City area, as shown in Figure 1. In addition, of the 38 agencies that provide services at the Pekanbaru City Public Service Mall (MPP), Disdukcapil of Pekanbaru City also received the highest number of direct visits from the public in 2023.

Figure 1. Public Satisfaction Index of the Population and Civil Registry Agency (Disdukcapil) of Pekanbaru City



Source : Disdukcapil of Pekanbaru City, 2024, processed data

This seems to indicate an increase in the quality of public services provided so that it is in line with increasing public satisfaction. Where in this context, public services according to UU 25/2009 are interpreted as activities or a series of activities in order to fulfill service needs in accordance with laws and regulations for every citizen and resident. The author's initial observations found that the effective use of information and communication technology is the key to the success of improving the quality of services in this agency. This is in line with the theory of public value which greatly emphasizes the needs of citizens and ensures that the goods and services they receive from the government are valuable to them as individuals and as a community (Naidoo & Holtzhausen, 2020). In other words, the services provided by the government should ideally be able to meet public expectations and goals including in the use of technology

(Larsen & Følstad, 2024). If so, the use of ICT must be based on the need to increase efficiency in public services which has an impact on increasing public satisfaction. However, of course the use of ICT by the government in question must also be based on the readiness and capacity factors of the community being served.

In simple terms, e-government can be interpreted as the use of information and communication technology in government administration, where the use of ICT can increase efficiency, speed and provide services to citizens anytime and anywhere (Nookhao & Kiattisin, 2023). According to Kumorotomo (2010), e-government is ideally not just the use of technology but also the requirement that the use of technology creates a better policy-making and public service system. This opinion is in line with the general understanding of e-government which has similarities, namely how to create a more effective, efficient, transparent and inclusive government by utilizing ICT (Wicaksono, 2023).

Discussing the utilization of ICT by the government according to Harvard JFK School as quoted by Indrajit (2013) there are three keys to the success of the use of communication and information technology in the public sector, namely support, capacity and value. Internal aspects of the government such as policy support, infrastructure, allocated resources and political commitment are very necessary in the development of electronic government and can also determine the capacity of the government. While the direct value aspect of the implementation of electronic government ideally provides real benefits to the community or stakeholders outside the government.

It is interesting to see how the implementation of e-government in the Pekanbaru City Population and Civil Registry Agency, which also consecutively in 2022 and 2023 received the title of the most innovative agency in Pekanbaru City. Most of the innovations made have also utilized information and communication technology (ICT). One of the most important breakthroughs provided by the Pekanbaru City Population and Civil Registry Agency is the use of the “Sipenduduk website” or application which is optimized to make it easier for the public to meet the needs of population administration and civil registration services and their resolution. Departing from this, this article will describe how efforts to optimize the implementation of e-government in population administration and civil registration services, especially those carried out by the Pekanbaru City Population and Civil Registry Agency (Disdukcapil), as well as what obstacles or constraints are still difficult to overcome.

METHODOLOGY

Methodology in writing this article uses a qualitative approach. The data collection process is carried out by means of documentation studies in the form of various survey reports, performance reports of agencies and related policy regulations which are then deepened by interviews with related parties, both bureaucratic actors at the Population and Civil Registration Service of Pekanbaru City and the community as users. The data

collected is then analyzed using triangulation techniques to ensure the credibility of the data with the stages of collection, reduction, presentation and verification as well as drawing conclusions (Miles & Huberman, 1994).

RESULTS AND DISCUSSION

Policy Support for E-Government Implementation

As a public agency, the Pekanbaru City Population and Civil Registry Agency always bases its actions on applicable policies. Regarding the policy of implementing e-government in public agencies in general, it has been mandated since the birth of Presidential Instruction Number 3 of 2003. However, this policy is still macro in nature, which at that time had not touched on the technical aspects of e-government services in the regions specifically. The principles of good governance in Law 25/2009 concerning public services clarify the criteria for the desired quality of public services while also indicating the use of information technology to improve the quality of services in the public sector. More specifically, Presidential Regulation 95/2018 concerning Electronic-Based Government Systems directly mandates every public entity to ensure the use of ICT to improve the quality of public services.

The adoption of the e-government implementation policy was firmly carried out by the Pekanbaru city government with the issuance of Pekanbaru Mayor Regulation Number 13 of 2023 concerning the implementation of an electronic-based government system. This regulation is a commitment of the Pekanbaru city government to increase transparency and accountability in public services, as well as accelerate the administrative process through the use of information technology. In the context of population and civil registration services in Pekanbaru City, support for the use of ICT has long been encouraged with the birth of website services and the use of social media. These policy initiatives and support have ensured the optimization of the use of ICT in population and civil registration services so that they can run effectively. Moreover, support and upgrades to online services have been increasingly accelerated since the Covid pandemic hit in 2020. The Pekanbaru City Population and Civil Registration Office population services are accessed through “sipenduduk.pekanbaru.go.id” which has been designed to handle services related to population and civil registration while ensuring sustainability and consistency in providing excellent services to the community.

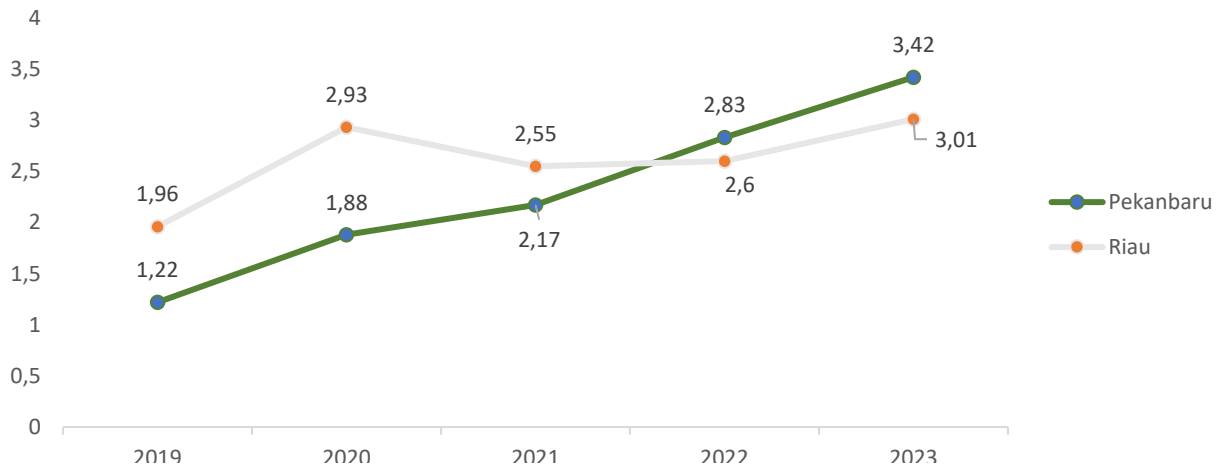
Capacity Building in Implementing E-Government

Electronic services at the Pekanbaru City Population and Civil Registry Agency require adequate resources such as infrastructure capacity and human resources that are of concern. Regarding technological infrastructure, so far the Pekanbaru City Population and Civil Registry Agency is still using a server from the Pekanbaru City Communication and Information Agency which is also used by other Agencies. Servers that are shared with other agencies cause capacity and reliability constraints. Therefore, increasing the capacity of special servers for the Population and Civil Registry Agency is needed so that

services can run more smoothly and with minimal disruption. This capacity building initiative has been proposed by related agencies but has not been implemented due to the limited budget of the Pekanbaru City government (Yani, 2022).

Despite budget constraints, the Pekanbaru City Population and Civil Registry Agency has made efforts to optimize the use of ICT infrastructure. Such as collaborating and innovating to increase the efficiency of shared server usage in improving the quality of public services. As a result, the Disdukcapil received an award as the most innovative regional apparatus in the Pekanbaru City environment in 2022. The national award in the category of excellent service in the scope of the population and civil registration service at the district/city level was also won in the same year. This is inseparable from the various service innovations presented, including for groups of residents with special needs who generally utilize the use of ICT. This effort contributed to increasing the e-governmnet index of Pekanbaru City which continues to increase every year, even in 2022 and 2023 it was above the Riau Provincial Government index as shown in Figure 2, and became the second best district/city in Riau Province after Dumai City.

Figure 2. E-Government Index of Pekanbaru City and Riau Province



Source: E-Government evaluation report of Ministry of Administrative and Bureaucratic Reform of Indonesian, 2024, processed data

To overcome the limitations of e-government infrastructure and human resource capacity, Disdukcapil has carried out various collaborations to optimize population and civil registration services for the community. This collaboration has been proven to increase service efficiency both manually and electronically where in each collaboration carried out, Disdukcapil requires online service administration staff to be specifically appointed by the relevant agency to facilitate one-stop verification and validation. Even in its services, it also involves online delivery couriers in order to increase the satisfaction of civil registration service users in Pekanbaru City such as the Andong service (Delivery service). Currently, there are 33 innovations recorded that have been carried out by Disdukcapil Pekanbaru City which are inseparable from the use of ICT. However, the

problem of uniformity of understanding of officers is still a concern for agencies, especially for service officers at the sub-district and district levels.

Expanding the Value of Benefits through the Implementation of E-Government in Population Services and Civil Registration

The implementation of e-government brings different values to the various parties involved. By understanding the values obtained from the various parties involved, the implementation of e-government can be more successful in achieving its goals of increasing government efficiency and community participation. From the perspective of the community, the level of access and recipients of electronic population and civil registration services in Pekanbaru City is increasing. Public service innovations in this agency have quite a broad impact, considering that the need for document management also needs to be seen from the perspective of the convenience obtained by the community which is well recognized by the agency. In fact, in general, various innovations in these services have received positive responses from service users. However, several types of services have not been optimized even though the process can be done online, such as child identity card (KIA) and Digital Population Identity (IKD) services as shown in table 1.

Table 1. Coverage of population and civil registration services in Pekanbaru City

Services	Registered residents and meet the requirements for processing	Participation/ completion of documents	Percentage
Electronic ID Card (>17)	798.843	794.064	99,40%
Child Identity Card (0-17 tahun)	331.483	181.831	54,85%
Birth Certificate (0-18 tahun)	345.287	333.900	96,60%
Death Certificate	6.326	6.326	100%
Marriage Certificate	358.173	358.173	100%
Divorce Certificate	11.294	11.294	100%
Digital Population Identity	784.958	61.372	7,82%

Source : Pekanbaru City Population and Civil Registry Agency, 2024, processed data

The low level of acceptance or completion of child identity card (KIA) and digital population identity (IKD) services is understandable. Considering that these 2 identities are still relatively new policies, where KIA has been officially enforced since 2016 while IKD in 2022. However, the Pekanbaru City government through the Population and Civil Registry Office continues to socialize the public to process these documents through various electronic media including social media and even to the point of directly contacting residents' personal numbers to immediately complete these obligations as stated by several residents who have been contacted. Overall, the implementation of e-

government through the Sipenduduk application has brought significant changes in the process of issuing population documents, accelerating processing time and providing a positive impact on various parties both internally and externally, namely the community being served.

CONCLUSION

Population administration and civil registration services in Pekanbaru City have adopted the use of information and communication technology which has been proven to improve the quality of service and public satisfaction. Optimization of the implementation of e-government in this service continues to be carried out by the Pekanbaru City government through the Pekanbaru City Population and Civil Registry Agency. Its implementation includes the adoption and harmonization of e-government policies at the regional level in a clearer and more targeted manner, strengthening the capacity of information and communication technology infrastructure, strengthening and equalizing the understanding of human resources in population and civil registration services, especially at the sub-district and district levels, and expanding the value of benefits to the community through various innovations carried out by the Pekanbaru City Population and Civil Registry Agency through various collaborations in the application and utilization of ICT. The main obstacle is the still limited budget support in the development of ICT infrastructure such as the provision of adequate servers and the still limited capacity of adaptation of regional human resources in utilizing the use of electronic services.

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