



## Digitalization of Population Administration to Facilitate Public Services in the Era of Regional Autonomy

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### **Abstract**

The digitalization of population administration is the integration of population information and data into a digital system based on the internet and computer programs. In this era of technology, the need for digitizing public services, especially in the field of population administration, is crucial and should be implemented promptly. However, in reality, not all local governments and relevant agencies have made efforts to digitize population administration. This article will discuss and examine the urgency of digitizing population administration, particularly in Metro City, Lampung Province, Indonesia as well as the challenges faced by local governments and relevant agencies in implementing digitalization of population administration. The research findings indicate that digitalization holds several urgencies, including accelerating service access by reducing time and unnecessary costs, minimizing the risk of data loss, reducing the potential for illicit fees, and enabling digital-based documents to be accessed anytime and anywhere. However, there are still several obstacles that hinder the digitization of population administration. These include the requirement for applicants to verify data at the Office of Population Administration, limitations on delivery by service providers, the Digital Population Identity application only accessible through Android devices, inadequate infrastructure and internet access in certain regions, lack of public trust and concerns about personal data leaks, and a shortage of skilled experts supporting the acceleration of digitalization in population administration.

**Keywords:** *Digitalization; Population Administration; Public Services*

### **Introduction**

Digital transformation is an inevitable aspect of the current era's development, as can be seen in various aspects of life that are gradually being touched by the advancement of Information Technology (IT). The widespread influence of information technology has led to its implementation in the population administration system in Indonesia through the digitization of population administration.<sup>i</sup> The application of digitization in population administration is a government effort to address the polemics and issues that are often complained about by the public regarding the responsiveness, efficiency, and accountability of the government in the field of population administration.<sup>ii</sup>

Population administration is not a basic service but serves as the foundation for all services. The 1945 Constitution of the Republic of Indonesia, in the second amendment to Article 28 paragraph (1) and the fourth amendment to Article 34 paragraph (3), mandates that the state is obligated to serve every citizen and resident in fulfilling their basic needs in the context of public service and improving the welfare of society. Therefore, the provision of public services carried out by state apparatus in various service sectors, especially those related to the fulfillment of civil rights and basic needs of the community, must be implemented in accordance with the mandate of the 1945 Constitution.<sup>iii</sup> The government, as the embodiment of the state, has the obligation to be present and provide population administration services even to the doorsteps, transitioning from a passive system to an active system. The Population Administration Office as one of the local government agencies with authority in the field of population administration, is required to actively provide satisfactory public services to the community, thereby realizing good governance.<sup>iv</sup>

Population administration is part of public service and consists of a series of activities related to the organization and regulation of issuing population documents and data through population registration, civil registration, management of administrative information, and utilization of the results for public service and development in other sectors.<sup>v</sup> This definition implies that every resident must be recorded and organized through the regulation of documents issued by the local Population and Civil Registration Office, so that the government can easily fulfill all population-related matters when the documents of each resident are well-managed and orderly in providing services to the community.

The rapid development of information technology has led to the emergence of a new innovation, namely the transition from conventional work systems to the digital era. This change is marked by the abandonment of traditional government, which is closely associated with paper-based administration, and the shift towards electronic government or e-government.<sup>vi</sup> The digitization of population administration aims to facilitate public services, improve budget efficiency, reduce the time required for population administration services, and eliminate illegal levies (corruption). As a result, manual population administration services are now transforming into digital services.

The digitalization of Population Administration is of crucial importance to be implemented. However, in reality, the application of digitalization by local governments is still limited. The implementation of "Dukcapil Go Digital" is mainly happening in major cities such as Jakarta and Yogyakarta, while in other regions, manual population administration as a part of public services are still prevalent through relevant government departments.

Interestingly, it is known that the benefits of digitalizing public services are well understood by the government and relevant stakeholders. However, the actual realization of digitalized public services is still limited. Therefore, it is worth discussing in this article the first main issue, which is the urgency of digitalizing administrative population services to facilitate public services in the era of regional autonomy. Subsequently, after understanding the urgency of accelerating the digitalization of population administration, there is a need to identify the factors that hinder local governments from fully implementing digitalization in population administration. This raises the second main issue regarding the challenges faced in the process of digitalizing administrative population services to facilitate public services.

## **Discussion**

### **1. The Urgency of Digitalizing Population Administration Services to Facilitate Public Services in the Era of Regional Autonomy**

Civil administration is a part of public services that needs to improve its quality in the era of regional autonomy. The digitization of civil registration and vital records is crucial. With the digitization of civil administration, faster, safer, and more convenient services can be provided to the public. The implementation of this digitization is expected to enhance public service satisfaction for the community.<sup>vii</sup> Public service is part of the government's obligation to fulfill the rights of its citizens. Based on Law Number 25 of 2009 concerning Public Service, it can be understood normatively that public service refers to activities or a series of activities aimed at meeting the service needs in accordance with the laws and regulations for every citizen and resident in terms of goods, services, and/or administrative services provided by Public Service Providers.<sup>viii</sup>

The specific objectives of providing public services in the field of population administration are as follows:

1. Providing identity validation.
2. Providing protection of civil rights status for residents.
3. Providing national population data and information.
4. Achieving national and integrated population administration order.
5. Providing population data that serves as a fundamental reference for other related sectors.<sup>ix</sup>

The COVID-19 pandemic has forced the government to continue providing civil administration services, even if not done in person, which has accelerated the digitization of civil administration in Indonesia.<sup>x</sup> Based on a survey conducted by the United Nations in 2018, Indonesia has implemented four (4) models of online public services. However, Indonesia still lags behind other countries like Singapore, due to limited use of electronic-based public services. Indonesia's adoption rate is at 63.04%, while Singapore has reached 96.74%.<sup>xi</sup>

Fundamentally, the urgency of digitizing civil administration services is an innovation carried out by the Population and Civil Registration Office in facing the challenges of complex, time-consuming, and costly population administration.<sup>xii</sup> Manual civil administration services require individuals seeking to process their identification documents to make at least three trips to the sub-district office before they can obtain the desired documents.<sup>xiii</sup> The issues arising from this population administration process necessitate immediate resolution through the digitization of the Population Administration System.

In Metro City, "Dukcapil Go Digital" offers advantages with the implementation of Electronic Signatures (e-signatures) or digital signatures. The digitization of population administration services is carried out to save service time. Citizens who process their identification documents can now finish the process more quickly. The signature process no longer requires waiting for the Head of the Population Administration and Civil Registration Office at the office, as documents can be signed by officials from anywhere and at any time, without being bound by physical space and time constraints. Printing population documents can now be done on plain paper, eliminating the need for security paper.

Online digital services provide access to residents to independently print their population documents from anywhere. Additionally, the required documents can be printed at the Self-Service Population Administration Kiosk, which operates similarly to banking ATMs. The department has also facilitated Self-Service Population Administration Kiosks where people can print their own Family Cards and Birth Certificates.

The transformation of population administration began with the issuance of Minister of Home Affairs Regulation Number 19 of 2018 on the Improvement of Population Administration Service Quality, the White Paper for printing Family Cards in accordance with Minister of Home Affairs Regulation Number 109 of 2019 on Forms and Books used in Population Administration, the use of Electronic Signatures (TTE) according to Minister of Home Affairs Regulation Number 7 of 2019, the establishment of self-service kiosks called Anjungan Direktorat Jenderal Kependudukan dan Pencatatan Sipil (Dukcapil) Mandiri, which imitate the ATM model used by conventional banks, in accordance with Minister of Home Affairs Regulation Number 7 of 2019 on Digital Population Administration Services (Daring).

Efforts to improve the quality of population administration services also led to the issuance of Minister of Home Affairs Regulation Number 95 of 2019 on the Population Administration Information System (SIAK). In early 2022, Digital Population Identity was introduced in accordance with Minister of Home Affairs Regulation Number 72 of 2022, which established the standards and specifications for hardware, software, and electronic identity card blanks, as well as the implementation of Digital Population Identity.

Digital Population Identity (IKD), also known as Digital Identity, is an electronic information used to represent population documents and corresponding data in a digital application through devices that display personal data as the individual's identity.<sup>xiv</sup> The IKD application is equipped with a QR Code, which is an encrypted two-dimensional matrix code used for verification and validation by scanning the QR Code using a device.<sup>xv</sup> This QR Code is known only to officers from the Population and Civil Registration Office, so applicants for IKD must coordinate with the officers to obtain access before downloading the IKD application on their smartphones.<sup>xvi</sup> The Digital Population Identity application not only includes the Digital ID Card, but also the Family Card, Health Insurance, Employment Insurance, Vaccination Certifications from the Ministry of Health, taxpayer identification number, Indonesia Healthy Card, and the location of polling stations for general elections. The process flow for creating IKD is as follows:

1. Applicants must personally visit the Population and Civil Registration Office to obtain a PIN number to activate the application.
2. Applicants must have a minimum version 8.0 Android smartphone.
3. Applicants/residents must be in an area with internet access.
4. Applicants must prepare an email account to replace the electronic ID card with the Digital ID Card.
5. Account registration involves entering the Population Identification Number, email address, and active mobile phone number.
6. Applicants are requested to verify their faces through the application and perform data verification through facial detection.

The goal of this digitalization is to improve public services, facilitate the public, and reduce unnecessary bureaucracy. Documents with e-signatures are automatically authenticated and do not require legalization, as digital documents are equipped with a QR Code that can be scanned using smartphones. Digitization of civil administration can also minimize the risk of document loss because if the paper is damaged, individuals can simply reprint the document if they still have the file. The Ministry of Home Affairs also supports the efforts of digitizing civil administration by introducing the Digital Population Identity Application, an official application issued by the Directorate General of Population Administration and Civil Registration of the Ministry of Home Affairs. It can be downloaded from the Play Store under the name "Identitas Kependudukan Digital" with the logo of the Ministry of Home Affairs of the Republic of Indonesia.

## 2. Challenges Faced in the Process of Digitizing Population Administration Services to Facilitate Public Services

The implementation of digitalization of population administration will certainly not be without obstacles. Some of these obstacles include, firstly, applicants still have to send their data to Department of Population and Civil Registration for verification, as the uploaded data on the IKD application needs to have a physical form to avoid data errors. Secondly, Department of Population and Civil Registration uses an internet service that uses a modem, and this modem has a number to send to the applicant. However, the provider imposes a limit on the number of SMS messages that can be sent in a day.<sup>xvii</sup> Previous research also indicates that digitalization of population administration is still limited, as people can only access it from Android-based smartphones and not from iOS-based phones.<sup>xviii</sup> In addition, people have to go to the office to activate their IKD, and internet access is also a challenge, as not all areas have good internet connectivity. People are also required to have an email address, but not everyone has one.

Lack of understanding of the service procedures may cause misunderstandings and complaints. Moreover, inadequate technology infrastructure will cause delays in processing and difficulties in accessing services. Many people are still unfamiliar with technology, especially the elderly who are not accustomed to it.<sup>xix</sup> Other obstacles arise from people who do not fully trust the digitalization of population administration, as they are concerned about the leakage of their personal data and its use by irresponsible parties. Furthermore, Indonesia also lacks experts in programming and computer systems, which will be a constraint in accelerating the digitalization of population administration in Indonesia, especially in Metro city.<sup>xx</sup>

To address some of these obstacles, Department of Population and Civil Registration of Metro City has stated that all citizen data is guaranteed to be secure using the IKD application. No one else can access someone's account in the application because it uses a PIN known only to the account holder, and strict verification and validation are conducted with face recognition technology to ensure confidentiality. Furthermore, the IKD can be used by all public service providers. Department of Population and Civil Registration has disseminated information about this to all public service providers in Metro City and has issued a circular from the Mayor of Metro City No. 5/SE/D.11/2023 regarding Digital Population Identity. If a user shows their Digital Population Identity, it can be accepted because it has the same function as a physical Electronic ID Card and is a national program. This circular is addressed to the Forkopimda (Regional Leadership Communication Forum), the Head of the Regional Organization of Government Agencies, the Head of the Ministry of Religious Affairs Office, the Chief of the Religious Court, the Head of SOEs (State-Owned Enterprises), the Head of Social Security Agency, the leaders of Financial Institutions, the leaders of Banks, and the leaders of Mobile Operator Branches.<sup>xxi</sup>

To increase public trust and accelerate the use of IKD in Metro City, Department of Population and Civil Registration of Metro City also reaches out to various institutions such as schools, hospitals, banks, and prisons.<sup>xxii</sup> Each district/city's Department of Population and Civil Registration has a target for making IKD from the Central Government, which must be met every year. In 2023, the target of Metro City for Digital Population Identity is 35,000, while the national target is 50,000,000. By 2026, it is planned that all Indonesian residents will use Digital Population Identity. For the elderly and people who do not have Android phones, Electronic ID Card will still be printed, and the Department of Population and Civil Registration has also opened a consultation and complaint service to receive people who want to consult or have difficulties using the IKD service.

### Conclusion

With the digitalization process of population administration services, it becomes easier for residents to handle their population administration matters. Through the "Disdukcapil Go Digital"

program, implemented through the Digital Population Identity application, people can submit their applications from home using their smartphones. Additionally, printing of Family Cards, Birth Certificates, and other documents can also be done by individuals themselves using their computers and printers directly from home. For elderly residents or those who do not have Android phones, Electronic ID Cards will still be printed. The digitalization of population administration services responds to technological advancements and societal demands. Therefore, digitalization services need to be included in the revision of the Law on Population Administration, including integrated digitalization services (online services, digital signatures, administrative document management, e-office, digital archives, online information with filtered data from Department of Population and Civil Registration to sub-districts, villages, neighborhood units), Digital Population Identity, the nomenclature of provincial Department of Population and Civil Registration and Department of Population and Civil Registration at the district/city level as independent agencies not merged with other government affairs. It is also important to include them in the revision of the Law on Strengthening the Development of Population Administration Apparatus at the regional level as the front line in serving the community.

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