

## Implementation of the Digital Population Identity (IKD) Application in the Child Identity Card (KIA) Making Service

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### ABSTRACT

**Objective:** This study aims to determine the implementation of the Digital Population Identity (IKD) Application in the service of making Child Identity Cards (KIA) in Sidoarjo Regency. The background of the research is based on efforts to digitize population administration to improve the efficiency and convenience of public services. **Method:** The method used is descriptive qualitative with observation, interview, and documentation techniques. The analysis refers to the implementation theory of George C. Edward III's implementation theory which includes communication, resources, disposition, and bureaucratic structure. **Results:** The results showed that although IKD facilitates the process of making KIA through digital features such as self-activation and printing on the ADM machine, the implementation is still not optimal. The main obstacles include low public understanding, limited human resources. **Novelty:** The novelty of this research lies in the focus of analysis on the implementation of IKD in KIA services and the importance of increasing digital literacy, training officers, and strengthening SOPs in supporting the digital transformation of population services.

## INTRODUCTION

Public service is something that is done by the government to meet the needs of the community. The Indonesian government aims to realize good governance in carrying out its role. The concept of good governance has a very important role in supporting the sustainability of the country. It can be realized that the service is effective, with the application of the basic principles of responsiveness, transparency, accountability and following the applicable laws. Based on Presidential Decree Number 3 of 2003 "National Policy and Strategy for E-Government Development" (2003), e-Government is an effort to develop electronic-based government administration in order to improve the quality of government administration. It is determined that running public services effectively and efficiently [1].

To improve services in line with technological developments, the government does not only rely on websites, but is also increasingly active on social media and online applications. Advances in technology have enabled the public to access population documents digitally with just a hand or mobile device. Information technology-based services emphasize the importance of user satisfaction. One of the government's innovations in implementing e-government is through the Digital Population Identity (IKD) application.

The implementation of IKD is regulated in the Minister of Home Affairs Regulation Number 72 of 2022 concerning Standards and Specifications for Hardware,

Software, and Electronic Identity Card (KTP-el) Blanks and the implementation of Digital Population Identity. IKD allows population documents to be displayed digitally through applications on smartphones, making it easier to access and use personal data, the application of IKD also plays an important role, for example in the making of Child Identity Cards (KIA). KIA itself is an official identity for children under 17 years old who are not married, in accordance with the Minister of Home Affairs Regulation Number 2 of 2016 [2].

Digital Population Identity (IKD) is an innovation in population administration that aims to improve efficiency, accuracy, and ease of access to population identity data [3]. The implementation of IKD supports the digitization of population services, reduces dependence on physical documents, and optimizes the budget, especially in the procurement of KTP-el blanks. IKD has three main functions. First, as an official identity document that can be used without the need for a physical card. Second, as an identity authentication tool with digital security systems such as QR codes and biometrics to ensure data validity. Third, as an identity authorization that gives control to its owner in managing access to population data [4].

The implementation of Digital Population Identity (IKD) is expected to improve the quality of population administration services that are more modern, secure, and integrated with various government information systems. The digitization of population identity allows the process of identifying and verifying population data to take place more efficiently, thus supporting the optimization of public services and reducing the potential for errors in administrative records. In addition, the implementation of IKD is in line with government policies in strengthening electronic-based service systems to create more effective and transparent administrative governance. The integration of IKD with other population administration systems contributes to the efficiency of data management, improving the security of population information. Thus, IKD is not only an instrument for modernizing population services, but also part of a sustainable digital transformation strategy in the government system in Indonesia.

The Ministry of Home Affairs targets ownership of Digital Population Identity (IKD) to reach 25% of the total population required to have an ID card in each region by 2023 [5]. As one of the regions that supports the digitalization of population administration, Sidoarjo Regency has begun to implement IKD to improve the efficiency and convenience of population services for the community.

The implementation of IKD in Sidoarjo District begins with the use of the Centralized Population Administration Information System (SLAK) which has been implemented in the Population and Civil Registration Office (Dukcapil) since February 24, 2022. With this system, population data management becomes more integrated and accurate, facilitating various services, including the making of Child Identity Cards (KIA). The implementation of IKD does not only focus on electronic ID cards, family cards, but also becomes an important instrument in other population administration services, including the making of KIA. Digitalization of population identity through IKD is expected to increase service effectiveness, minimize the risk of losing physical

documents, and provide convenience for the community in accessing various digital-based public services.

In 2022, the implementation of Digital Population Identity (IKD) in Sidoarjo Regency began as part of the digital transformation in population administration. Based on data from Sapanusa.id, the number of users who have activated IKD in that year reached 17,362 people. The program continued to experience significant development in the following year. The Head of the Sidoarjo District Population and Civil Registration Office (Dispendukcapil) stated that the number of IKD activations since the beginning of 2023 experienced a considerable surge, reaching 82,657 users [6]. The increase in the number of IKD users reflects the high public interest in digitizing population services and the success of the socialization strategy carried out by the local government. In addition to facilitating access to population documents, IKD also plays a role in improving data security and efficiency in management. Despite the increasing trend of users, official data related to IKD activation in Sidoarjo Regency for 2024 is still not widely available.

**Table 1.** Number of children aged 0 - 17 years and the number of those with KIA

Year	Number of Children Aged 0-17 Years (people)	Number with KIA (%)
2021	180,155	36.20%
2022	234,067	47.22%
2023	258,788	51.72%

Source: One Data Sidoarjo District (Sidoarjo District Open Data)

The integration of IKD in the KIA process offers various conveniences, such as online application submission, reduction of bureaucratic procedures, and improved data accuracy. This digitization allows people to access population administration services more efficiently without the need to attend the office in person. In addition, the effectiveness of the application of Digital Population Identity (IKD) in improving population administration services helps reduce the risk of data input errors and accelerate the process of verifying children's identity automatically [7]. The implementation of this digital system is in line with the government's efforts to encourage digital transformation in the public service sector to improve efficiency and transparency in population administration.

Previous research is used as a reference in analyzing the implementation of Digital Population Identity (IKD) in population administration services, especially in the process of making Child Identity Cards (KIA). Raveena [8], in her research discussed the development of e-government in KIA services in Tangerang City through the IKD application. The results showed that although the IKD application provides easy access and improves service efficiency, there are still obstacles in its implementation, especially related to the need to improve service features and socialization to the community to maximize its utilization. Rizke [9], evaluated the implementation of IKD policies in

population administration services. This study revealed that the implementation of IKD can simplify administrative procedures and improve service efficiency. However, there are still some obstacles in its implementation, such as the low level of public understanding of the IKD system and the limited technological infrastructure that has not been evenly distributed in various regions. Ikhsan [10], in his research on the implementation of IKD in public services in Banyumas Regency found that this system contributed to increasing efficiency and data security in population administration. However, the low level of socialization and the lack of public understanding of the activation procedures and benefits of IKD are the main inhibiting factors in optimizing its use.

Based on the results of previous research, it can be concluded that the implementation of Digital Population Identity (IKD) has significant potential in increasing the effectiveness and efficiency of population administration services. However, in its implementation there are still various challenges that need to be overcome so that this system can function optimally. Some of the main obstacles identified include the low level of public understanding of the use of IKD, limited technological infrastructure in some areas, and the need to develop features that are more adaptive and responsive to user needs.

Observations made at the Sidoarjo Public Service Mall show that there are still a number of people who do not understand and know about the IKD application, and some service staff who do not have an adequate understanding of the IKD application. This challenge shows the need for greater support in terms of public education related to understanding the use of this application. This study aims to analyze the implementation of the IKD application in the MCH service. Hopefully, the results of this study can provide relevant recommendations to strengthen the digital population administration system in Indonesia and maximize its benefits for the community. To answer these problems, the author uses the implementation theory of Edward III, with 4 indicators, namely: a) Communication, b) Resources, c) Disposition, d) Bureaucratic structure.

## **RESEARCH METHOD**

The research location is at the Sidoarjo Regency Public Service Mall, precisely at Jalan Lingkar Timur No. 888, Rangkah Lor Hamlet, Bluru Kidul, Sidoarjo Regency, East Java 61234. Based on the problems that have been identified, this research uses a descriptive qualitative method to gain a deeper understanding of the implementation of Digital Population Identity (IKD) in the digitization process of making Child Identity Cards (KIA). This approach was chosen so that researchers can analyze and describe or describe the data that has been collected as it is.

The data in this study consisted of primary and secondary data. Primary data is obtained through interviews with people who have used the IKD application in the process of making KIA, and also service staff at public service malls. Meanwhile, secondary data was collected from various relevant previous studies, such as scientific journals and other reference sources. With the combination of primary and secondary

data, this research is expected to provide a more comprehensive picture of the implementation of IKD in the KIA making service. The focus of this research is on the title "Implementation of the Digital Population Identity (IKD) Application in Child Identity Card (KIA) Making Services" by measuring the implementation theory of George C. Edward III, through indicators: a) Implementation of the Digital Population Identity (IKD) Application in Child Identity Card Making Services (KIA). Edward III, through indicators: a) communication, b) resources, c) disposition, d) bureaucratic structure. Data reduction is done by focusing on relevant data, data presentation is done by simplifying, focusing, and selecting data in accordance with the research objectives. Data presentation is done by compiling and presenting the results systematically in the form of tables or narratives, and conclusion drawing is done by compiling descriptive narratives that explain the findings that have been presented based on observations, interviews, and relevant documentation.

## RESULTS AND DISCUSSION

### *Results*

Based on the research results and findings from field interviews, the title "Implementation of the Population Identity Application (IKD) in Child Identity Card (KIA) Services" is as follows: The data will be presented descriptively. In the analysis, the researcher used the implementation theory proposed by George C. Edward III, which includes four indicators: 1) Communication, 2) Resources, 3) Disposition, and 4) Bureaucratic Structure, as follows:

#### **1. Communication**

In order for implementers to know what to do, communication is necessary to ensure that a policy can achieve its goals or objectives [11]. Effective communication plays a crucial role in supporting the smooth and successful implementation of policies by implementers[12]. In this regard, communication is not merely a process of conveying information, but also a means of bridging understanding between policymakers and the public, who receive and implement the policy. Without effective communication, there is a high probability that a carefully formulated policy will not function as intended due to a lack of understanding on the part of both implementers and beneficiaries. Therefore, the delivery of information during the policy implementation process must be structured, clear, and focused so that the intended message or instruction is truly received, understood, and implemented appropriately by all parties involved.

Based on the results of the research conducted, the Population and Civil Registration Office (Disdukcapil) of Sidoarjo Regency demonstrated a real commitment to communicating and encouraging the use of the Digital Population Identity (IKD) application within the community. One of the communication strategies implemented was a proactive approach, namely by holding a direct IKD application activation program in every village in Sidoarjo Regency. This strategy was deemed quite effective because it was able to provide services directly in the community environment, thereby

increasing accessibility and community participation in the activation process, including in population administration services such as the issuance of Child Identity Cards (KIA).

With this approach, obstacles often experienced by the public, such as limited transportation access or time to visit the Population and Civil Registration Office (Disdukcapil) or Public Service Mall (MPP), can be minimized. This also accelerates the service process and expands the reach of the IKD application implementation more evenly and inclusively throughout Sidoarjo Regency. As expressed by Mrs. Hasti, the population database administrator at the Sidoarjo Regency Population and Civil Registration Office, as follows:

*"The Civil Registration Office (Disdukcapil) has implemented a Digital Population Identity (IKD) application activation program at the village level as an effort to bring services closer to the community. This program is implemented using a proactive approach, with 346 villages in Sidoarjo Regency scheduled on a rotating basis for IKD activation. Each village is given one week to carry out the activation activities, with the aim of eliminating the need for residents to visit the Disdukcapil Office or the Public Service Mall (MPP). This strategy aims to facilitate the IKD activation process for the community and also inform them that the IKD application can also be used to process Child Identity Cards (KIA). With this approach, it is hoped that the community will become more aware and assisted in accessing digital population administration services."*

Meanwhile, an interview with a young mother at the Public Service Mall (MPP) in Sidoarjo Regency revealed the following:

"When applying for a Child Identity Card (KIA), I followed the manual procedure as directed by the officer, from queuing, filling out forms, and waiting for the process to be quite lengthy. However, after being informed that the process could be done through the IKD app, I found it much easier because I no longer had to queue or fill out the forms manually. The process was also much faster, so why wasn't this made clear earlier? It seems many people still don't know that KIA processing can be done through the IKD app."

## **2. Resources**

The success of a policy's implementation is greatly influenced by the availability of adequate and high-quality resources. These resources encompass several important aspects, such as competent human resources, adequate supporting facilities and equipment, and finances. According to Agus [13], these resources are the driving force behind a program's operation. Resources provide the energy for a program's implementation. Without sufficient resources, it is impossible for a program to be implemented effectively. Therefore, in the policy planning and implementation process, it is crucial for relevant parties to ensure that all resources are optimally prepared so that policy objectives can be achieved as expected.

Based on the results of research conducted at the Public Service Mall (MPP) of Sidoarjo Regency, as well as through direct interviews with staff of the Population and Civil Registration Service (Disdukcapil) of Sidoarjo Regency, it was discovered that the relevant agencies had made various thorough preparations in order to support the

implementation of the Digital Population Identity Application (IKD) activation. These preparations were not only focused on the service of making Child Identity Cards (KIA), but also included other population administration services integrated through the IKD system. As expressed by Mrs. Hasti as the population database administrator of the Population and Civil Registration Service of Sidoarjo Regency. As follows:

*"The Sidoarjo Regency Population and Civil Registration Office (Disdukcapil) has assigned two (2) special officers to carry out IKD activation. This assignment aims to ensure that the activation process runs optimally and covers various types of services, not just limited to KIA issuance. Therefore, not only at the Sidoarjo public service mall, but also at the Sukodono mini public service mall, and also in Sedati, two officers have been assigned to this service."*

A similar sentiment was expressed by one resident who used this service at the Sidoarjo Public Service Mall:

"The first time I entered the MPP to print my KIA, the process only took 15 minutes and was quite easy. I asked a few questions to the two IKD activation officers, then activated it using the activation officer's PC. Furthermore, there's a sophisticated ATM-like device for printing KIAs. Finally, it's no longer as complicated as before."



**Figure 1.** ADM Machine

Source: Community Reviews at MPP Sidoarjo

A different story was expressed by a young mother who used the IKD service to obtain a child identification card (KIA) at the Sidoarjo Public Service Mall. She stated the following:

"The IKD application has indeed made it easier to obtain a KIA, but it is recommended that services be improved by adding more human resources and providing clear information on the collection process and how the system works."

### **3. Disposition**

In the context of public policy implementation, disposition refers to the attitudes, values, and behavioral tendencies of policy implementers. This disposition reflects the extent of their personal commitment and integrity in implementing established policies.

In other words, the success of policy implementation is greatly influenced by the extent to which implementers demonstrate dedication, a sense of responsibility, and consistency in carrying out their duties and authorities in accordance with the policy's objectives. This is demonstrated by an understanding of the steps involved, the ability to carry them out, and a shared understanding of the implementation of public policy [14].

Based on the results of the research conducted, it was found that the implementing staff had carried out their duties quite well in accordance with applicable procedures. However, in the field, obstacles were still encountered from the community side, especially in the process of activating the Digital Population Identity (IKD) as one of the requirements for issuing a Child Identity Card (KIA). Some people admitted to still experiencing confusion regarding the flow and procedures for activating the IKD. In addition, obstacles were also encountered from the implementing side, such as cases of people forgetting their PIN after activation or entering an invalid email address during the initial activation process, which ultimately hampered the smooth running of services. As expressed by Mrs. Hasti as the population database administrator of the Sidoarjo Regency Population and Civil Registration Office. As follows:

*"For those in the field providing KIA (Kia) services, and not just KIA, we have been given instructions to strive to provide the best possible service, because we as implementers realize that public service is not just about procedures, but also about caring for the community's needs. Thankfully, the implementation is running smoothly, but ma'am, sometimes there are obstacles such as people forgetting their PIN or those who have just activated but entered the wrong email address. Those are the most common obstacles."*

Meanwhile, an interview with one of the residents using the IKD application for a child identification card (KIA) was as follows:

*"The staff were friendly and provided guidance, but I was still confused, Miss, because I was queued manually, and the KIA application process is still manual, requiring me to fill out paperwork. After waiting in line, I was called to have my paperwork checked, but was told to sit down again because they said my child's photo wasn't complete. After I asked another staff member, they said that if the child is under one year old, a photo isn't necessary. I was also told that I could actually just activate the IKD directly to avoid the queue. So I thought, 'Why not just direct me to the IKD from the start? That would save me time waiting.'"*

#### **4. Bureaucratic Structure**

Bureaucratic structure plays a crucial role in the policy implementation process, as it can influence its smooth implementation. The existence of clear Standard Operating Procedures (SOPs) can support policy implementation so that it runs more systematically, is organized, and remains flexible in accordance with applicable regulations. The importance of these SOPs certainly needs to be considered so that they can be easily implemented and applied by all parties effectively and efficiently [15].

Based on the research results, it was found that the Population and Civil Registration Service (Disdukcapil) has provided Standard Operating Procedures (SOP) for the use of the IKD application as part of the Child Identity Card (KIA) making service.

**Table 2.** Standard Operating Procedure for Creating a Child ID Card (KIA) in the IKD App

No.	Standard Operating Procedure for Using IKD for Making KIA
1.	Install the Digital Population Identity (IKD) app from the Play Store.
2.	Fill in your details, including your National Identification Number (NIK), active email address, mobile phone number, and take a selfie of your face.
3.	Scan the QR code to a service officer at the Civil Registration Office (Dukcapil) or Sub-district Office for verification.
4.	Open your registered email and click the activation link sent to your email.
5.	Enter the registration activation code and complete the captcha provided.
6.	Log in using the activation code you received.
7.	Change your login password to a 6-digit number that's easy to remember.
8.	Click the Family Data menu, then select the family member for whom you want to create a Child Identification Card (KIA).
9.	Once the biodata appears, take a photo of the child (aged >5 to <17 years) by clicking the circle above the NIK.
10.	Once the photo is uploaded, click More → select View (to display the KIA) or Share (to print at the ADM).
11.	To print, click Share, then enter the PIN you created.
12.	Once the KIA QR code appears, open the Digital Population Identity menu on the ADM machine.
13.	Point the KIA QR code at the QR code scanner on the ADM, and the KIA will appear on the screen and be ready to print.

Source: Processed from Dispendukcapil (2025)

However, challenges remain, such as dissatisfaction with the procedural flow among residents, who appear to lack an understanding of the required steps. On the other hand, some residents have found the IKD application to be very helpful, considering it practical and easy to use, particularly in expediting the service process without having to queue manually.

As expressed by Ms. Hasti, the population database administrator at the Sidoarjo Regency Population and Civil Registration Office, as follows:

*"To apply for a KIA, the first step is to have an IKD. After that, register your personal data, such as your National Identification Number (NIK), email address, and mobile phone number. You will then receive a verification code via email to activate your account. Once activated, go to the Family Data menu and select the family member for whom you want to apply for a KIA. If the child is over 5 years old, a photo must be included. Then, simply print it at the ADM machine, and scan it to get the KIA."*



**Figure 2.** ADM Machine

Source: Researcher Documentation

A young woman using the IKD app to obtain a Child ID Card (KIA) in Sidoarjo Regency expressed similar sentiments.

"The activation and printing process are clear, ma'am, and the process is very easy and fast. Just fill in your details, take a selfie, and then print it on the machine."

Another resident expressed a different sentiment:

"Actually, it's easy, ma'am, but there was a slight problem earlier because the staff seemed confused. When I asked them about different policies, they explained how they worked. Isn't there a clear standard operating procedure?"

### ***Discussion***

Based on the findings of the communication indicators, it can be concluded that the implementation of the Digital Population Identity (IKD) application activation program by the Sidoarjo Regency Population and Civil Registration Office (Disdukcapil) through a proactive approach at the village level has been considered quite effective in expanding the reach of services to the community. This program not only aims to bring services closer, but also serves as a form of adaptation to the development of digital technology in population administration. However, the results of an interview with one resident indicated that there is still limited information regarding the use of the IKD application among the community. Many people are not yet aware that the KIA process can be done digitally through the IKD application, so they still carry out procedures manually. This is an important note that in addition to implementing technical programs, aspects of socialization and education for the community also need to be improved so that the use of this digital service can run more optimally and equitably. Thus, the success of the implementation of the IKD application is highly dependent on the continuity of effective communication between the implementing agency and the community as service user.

Based on the description of the interview findings and field observations by looking at resource indicators by Edward, it can be concluded that the Population and

Civil Registration Office of Sidoarjo Regency has made quite optimal efforts in implementing the activation of the Digital Population Identity Application (IKD), by assigning 2 (two) officers at several service points such as MPP Sidoarjo, MPP Mini Sukodono, and Sedati. The services provided are considered fast, easy, and supported by adequate facilities such as ADM (Independent Civil Registration Kiosk) machines and also PCs/Computers for activation. However, there are still several inputs from the community regarding the need for additional human resources and improving information regarding the flow and service system to be clearer and easier to understand.

Furthermore, the disposition indicators in the researcher's findings indicate that the Child Identification Card (KIA) issuance service at the Sidoarjo Regency Population and Civil Registration Office is running well, with friendly staff and a strong commitment to public service. However, technical challenges remain, such as public confusion regarding procedures, data input errors, and a lack of information regarding alternative IKD activation methods for KIA issuance. These challenges highlight the need for clearer information delivery to enhance service efficiency.

Another finding based on the results of interviews conducted, based on the bureaucratic structure indicator, it can be concluded that the service mechanism for making Child Identity Cards (KIA) through the IKD application in Sidoarjo Regency is basically quite clear and considered easy by some residents. The application's procedures, from registration, activation, to printing KIA through the ADM machine, have been explained by the Population and Civil Registration Office (Disdukcapil) and have been proven to help speed up the service process. However, obstacles were still found in the field related to inconsistencies in information from officers, which indicates that although the system is in place, the understanding and readiness of implementers in the field still need to be improved to ensure more equitable and effective services.

## CONCLUSION

**Fundamental Finding :** The study on the implementation of the Digital Population Identity (IKD) application in Child Identity Card (KIA) services in Sidoarjo Regency reveals that the program has not yet reached optimal performance, as seen in the aspects of communication, resources, disposition, and bureaucratic structure, which, although showing progress, remain constrained by limited outreach, insufficient human resources, and inconsistent application of standard procedures. **Implication :** These findings imply that while the IKD application contributes to improved efficiency and convenience in population administration, its sustainability and effectiveness require enhanced public socialization, comprehensive officer training, increased personnel allocation, and stronger inter-agency coordination to ensure equitable access and alignment with digital transformation policies. **Limitation :** However, this study is limited to the Sidoarjo Regency context, which may not adequately capture the diverse conditions of other regions with varying levels of infrastructure, digital literacy, and social characteristics. **Future Research :** Therefore, future studies should explore the implementation of the IKD application across different regions through comparative analyses to identify

contextual barriers and enablers, thereby supporting the formulation of more adaptive and inclusive national population service policies.

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