

Implementation of the Digital Population Identity (IKD) Application as an Innovation in Population Administration Services in Larangan Village

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ABSTRACT

Objective: This study aims to analyze the implementation of the Digital Population Identity (IKD) application as an innovation in population administration services in Larangan Village, Candi District, Sidoarjo Regency. **Method:** A qualitative research approach was employed, with data collected through interviews, observations, and documentation, and analyzed using George C. Edward III's policy implementation theory, which emphasizes communication, resources, disposition, and bureaucratic structure. **Results:** The findings reveal that the implementation of IKD in Larangan Village is not yet optimal. Communication is hindered by uneven information dissemination, unclear messages, and inconsistent coordination across implementing levels. Resource constraints remain significant, including limited human resources, insufficient technical competence, inadequate infrastructure, and budgetary shortcomings. The disposition of implementers indicates acceptance but lacks proactive commitment, while the bureaucratic structure is weakened by the absence of specific standard operating procedures (SOPs) and regular monitoring mechanisms. **Novelty:** This study contributes to the literature by providing empirical insights into the early-stage challenges of digitizing population administration at the village level, highlighting the need for structured socialization, capacity building, and regulatory reinforcement to achieve effective and sustainable digital service innovation.

INTRODUCTION

Public service is one of the responsibilities and obligations that must be carried out by government institutions, both at the national, district, and village levels. The provision of public services is one of the functions of the government in facilitating the community to exercise their rights and obligations. Law Number 25 of 2009 concerning public services defines public service as an activity or series of activities aimed at meeting the service needs of all citizens and residents in accordance with applicable legal provisions. This includes goods, services, and/or administrative services provided by public service providers as regulated in Law Number 25 of 2009 Article 1 Paragraph 1 [1].

Currently, public services in Indonesia are experiencing significant and increasingly rapid development, accompanied by increasingly rapid technological developments. Technological developments or the current globalization certainly bring many changes and impacts that have an influence on aspects of people's lives, so that people can easily receive various information on any matter. The public is gradually being required to keep up with existing technological developments in order to receive the conveniences that come from the impact of technological progress or development [2].

In the field of public services, it is not only the government that feels the development of digital technology, but the public as the target of public services must also participate in mastering information and digital service innovation so that the goals of the innovations made by the government can achieve their goals. The role of the government in the development of this technology and in line with the dynamics of population growth and the demands of orderly administration in many lines of public services, of course, providing technology-based public services so that services provided are faster and more accurate is very necessary. The obligation of the government or state apparatus to provide services to the public in a good and optimal manner is also regulated in Law Number 25 of 2009 concerning Public Services with the aim of providing legal certainty in the relationship between the public and providers in existing public services [3].

Technological advancements impact nearly every aspect of life. Both society and the government must recognize the rapid pace of technological development. The government needs to transform every aspect of governance in line with technological advancements in the digital era. As technology advances, the government's role in providing faster, simpler, and free public services is expanding. For example, the Electronic Identity Card (KTP-el) is crucial because it serves as a citizen's official identity and can be used by the public to access various services. The Indonesian government, through the Ministry of Home Affairs, has begun implementing a decision to improve the administrative system by introducing the e-KTP [4].

Obstacles in providing public services for population administration are also often found, one example is the scarcity of e-KTP forms which has been going on for a long time in various regions in Indonesia so that this fact becomes a consideration and with the development of existing technology as well as the government's obligation to provide the best service to the community because there are many complaints from the community regarding the slow printing of e-KTP while many community needs require e-KTP documents, therefore the Director General of Dukcapil, Ministry of Home Affairs, innovates digital-based electronic Population Identity Card (KTP) services or often called Digital Population Identity (IKD) [5].

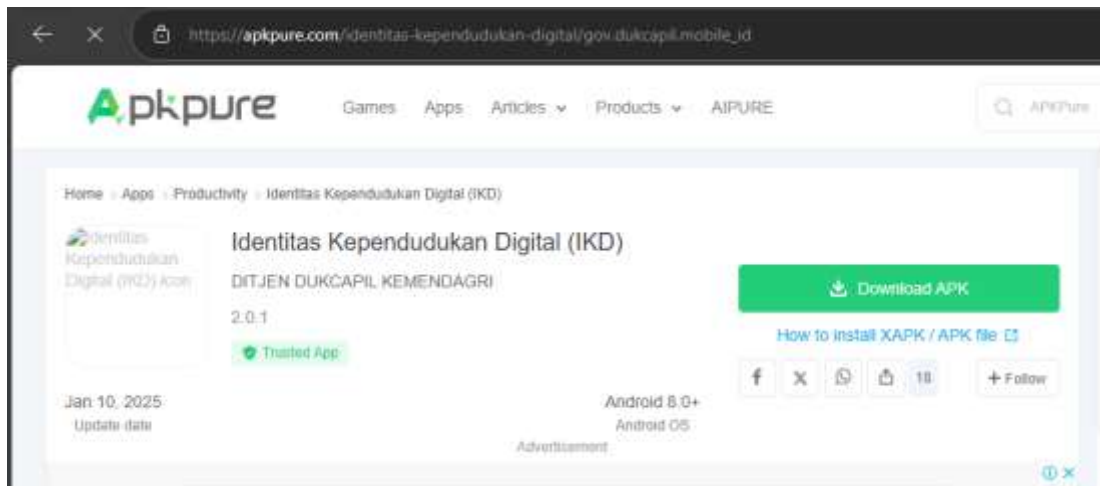


Figure 1. Digital Population Identity Application (IKD)
Source: Web Apkpure.com/IKD

Digital Population Identity (IKD) is an innovation by the Directorate General of Civil Registration and Civil Registration at the Ministry of Home Affairs to digitize population documents for use by Indonesians who already have an electronic KTP (electronic ID card). With this IKD, residents who have activated the IKD will receive electronic information used to represent their population documents and personal data [6]. This IKD service is integrated with the centralized Population Administration Information System (SIAK), which can still provide satisfaction and open authoritative freedom and security to IKD users. The purpose of the IKD is stated in the Regulation of the Ministry of Home Affairs Number 72 of 2022: to follow the use of information and communication technology related to digitalization, increase the use of population digitalization for the public, accelerate the exchange of public and private services in digital form, and provide security of IKD ownership through a verification framework to prevent misrepresentation and information leakage [7].

The implementation of the IKD application involves the use of data encryption and double authentication to maintain the security of users' personal data, while also complying with personal data protection standards as stipulated in Law Number 27 of 2022 concerning Personal Data Protection. This law requires digital service providers, including IKD, to implement strict security measures to prevent misuse of personal data. The IKD program also complies with the provisions of Law Number 24 of 2013 concerning Population Administration, which regulates the recording of population data and important events in the lives of citizens. Furthermore, Presidential Regulation Number 39 of 2019 concerning One Data Indonesia supports the accurate and efficient use of population data by various agencies, in order to create a centralized data system that is consistent and integrated across all government institutions. This approach not only reduces administrative burdens but also ensures that data used across various sectors is always accurate and up-to-date. Furthermore, the Minister of Home Affairs Regulation No. 72 of 2022 concerning technical specifications for digital identity also sets

technical standards to ensure digital identity is implemented according to proper procedures, both in terms of data security and the accuracy of the information displayed. Through these regulations, the government is committed to providing fast, secure, and easily accessible population services.

Sidoarjo Regency, as one of the administrative regions, has contributed to the implementation of the Digital Population Identity (IKD) program. The implementation process for the IKD program in Sidoarjo Regency began with the launch and active outreach through social media and mobile services at various public locations by the Directorate General of Civil Registration (Dukcapil), in collaboration with the Sidoarjo Regency Population and Civil Registration Office (Disdukcapil) [8]. The public can register by bringing their e-KTP (electronic ID card) and verifying their data through the IKD application on their smart devices, with guidance to ensure understanding of the application's use and the security of their personal data. This program aims to reduce the use of physical documents and simplify data verification for healthcare, banking, and other administrative purposes. Through its implementation, community involvement will be a crucial part of supporting government innovations and providing basic knowledge related to the development of digital technology. Sidoarjo Regency itself also contributes and supports efforts to accelerate activation through the JEMARI (Jemput Adminduk Malam Hari) program, ensuring a continuous community outreach to accommodate residents who are busy in the morning.

Table 1. Sidoarjo Regency IKD Activation Data

No	Subdistrict	Number Of Activations
1	Tarik	4,822
2	Prambon	9,161
3	Krembung	7,061
4	Porong	4,122
5	Jabon	3,058
6	Tanggulangin	5,341
7	Candi	16,452
8	Sidoarjo	20,714
9	Tulangan	10,414
10	Wonoayu	6,672
11	Krian	12,992
12	Balombendo	12,504
13	Taman	23,005
14	Sukodono	16,335
15	Buduran	12,315
16	Gedangan	8,944
17	Sedati	10,920
18	Waru	21,060
	Total	205,892

Source: Population Database Administrator Sidoarjo Regency

Population and Civil Registration Office

Quantitatively, of the total national target of 462,200 residents for IKD activation, only 44.55% (205,892 people) has been achieved. At the Sidoarjo Regency level, Candi District, including Larangan Village, has only contributed approximately 16,452 IKD activations. Specifically in Larangan Village itself, as of March 10, 2025, only 770 residents had activated IKD. This figure is still relatively low compared to the number of productive residents who have the potential to become IKD users. Furthermore, although the Civil Registration and Civil Registration Agency (Dukcapil) has undertaken various efforts such as BIMTEK (Technical Guidance) for village officials and mass activation, significant obstacles remain. Many elderly residents or those unfamiliar with technology (gaptek) have difficulty registering for IKD. Technical barriers also arise, for example, residents do not have an active email address, their mobile phones are not compatible (minimum Android 8.0 / iOS 11), or have limited internet connections.

On the other hand, some village officials invited to the Technical Guidance and Evaluation (BIMTEK) failed to attend, resulting in suboptimal outreach to residents. This widened the gap between the national policy targeting comprehensive digitization of population administration and the actual state of human resource and infrastructure readiness at the village level.

This situation is relevant to the real-life situation in Larangan Village, the research location. It is known that the implementation of the IKD has not been fully optimized. Many residents do not yet understand what the IKD is and how to use it. Some residents even stated that the IKD has not provided any tangible benefits because it has never been used for any public service purposes. Furthermore, complaints have emerged that the IKD application is difficult to access when logging in using a different mobile device than the one used for registration. This adds to the confusion among the general public in utilizing this technology. The situation in Larangan Village also reflects how public service innovations in the population sector have not fully adapted to the social and technological readiness of local residents. Although the Civil Registration Agency (Dukcapil) has attempted to activate the system in villages, challenges in digital literacy, limited devices, and minimal direct outreach by village officials remain major obstacles.

Several previous studies that serve as references for this research are: first, entitled Transformation of Population Administration Services in Sidoarjo Regency written by Lailul Mursyidah, Ilmi Usrotin Choiriyah, and Isna Fitria Agustina, which examines the efforts of the Sidoarjo Regency Population and Civil Registration Office in transforming population administration services, especially to expand e-KTP ownership. With a population of nearly two million, Sidoarjo faces a major challenge in providing fast and equitable population services. To that end, various innovations have been carried out, including the Dilan Care Program which takes the initiative to record e-KTPs for people with disabilities, people with mental disorders (ODGJ), and the elderly; Plavon Dukcapil, a website and android-based online service to simplify population administration; and Jemput Bola Terpadu, which visits schools and villages to record e-KTPs for residents

who have not been served. In general, these innovations have succeeded in increasing the scope of e-KTP ownership and facilitating public access, although there are still obstacles such as delays in the distribution of forms and technical network constraints. This journal concludes that the transformation of services in Sidoarjo has been effective and can be an example of the implementation of innovation in public services in the population sector in other regions [9].

Second, researchers Nita Arum Sari and Hendra Sukmana examined the implementation of the Digital Population Identity (IKD) application in Sidoarjo District as part of the digital transformation of population administration services. Using a descriptive qualitative approach with George Edward III's policy implementation theory, this study assessed IKD implementation across four indicators: communication, resources, disposition, and bureaucratic structure. The results indicate that communication has been effective, with socialization, training, and the use of various information channels such as social media and mobile services making it easier for the public to understand how to use IKD. In terms of resources, both human resources and technological infrastructure are considered adequate. Officers in the district are well-trained and supporting facilities such as internet access and tablets are available to assist with citizen activation. However, in terms of disposition, low readiness was found among some residents, particularly the elderly and those with low digital literacy, which has given rise to resistance or doubts regarding data security. Meanwhile, the bureaucratic structure has supported the success of this program with regularly updated SOPs and active coordination between agencies through WhatsApp groups and the SIJABRIK application. Overall, this journal shows that the implementation of IKD in Sidoarjo District has been quite successful in increasing the efficiency of public services and data security, although digital literacy challenges and public doubts remain obstacles that need to be addressed through ongoing education and strengthening the commitment of policy implementers [10].

Third, from researchers Vivtania Salsa Bella and Djoko Widodo with the title "Implementation of the Digital Population Identity Application (IKD) in Supporting Public Services in Tambaksari District" which discusses in depth how the IKD is implemented as a population administration innovation at the sub-district level. The study uses the Edward III policy implementation theory approach, which emphasizes the variables of communication, resources, disposition, and bureaucratic structure. The results show that the implementation of IKD in Tambaksari District has been carried out quite well, marked by the socialization of this program down to the village level and the existence of service SOPs that facilitate residents in the activation process. Sub-district officials are also considered to have a good disposition, seen from their proactive and diligent attitude in helping residents understand how to access and activate the IKD application. However, this study also highlights gaps, especially in the community's low level of digital literacy, so that many residents only activate IKD when processing e-KTP reprints without truly understanding its functions and benefits. Furthermore, technical

constraints such as the application's occasional glitches and limited smartphone ownership have hampered the program's optimization. Therefore, this paper emphasizes that although the IKD program has been implemented in accordance with central government directives, strategic efforts are still needed to improve digital education for citizens, refine application technology, and strengthen infrastructure to ensure that IKD implementation can truly support effective public services [11].

Based on these problems, the research was conducted using implementation theory according to George C. Edward III, which explains that policy implementation theory emphasizes 4 key variables that determine the success of implementing a policy, namely communication, resources, disposition, and bureaucratic structure [12]. Policy implementation seeks to achieve the objectives of government-organized activities related to the impacts of the policy. Based on the background description and the gap between policy targets and conditions in the field, this study focuses on several key issues. The problem formulation in this study is how the Digital Population Identity (IKD) application is implemented as a population service innovation in Larangan Village, Candi District, Sidoarjo Regency, what factors support and hinder the activation process and use of IKD by the community in the village, and what efforts are made by the village government and the Dukcapil in overcoming various obstacles that arise in order to accelerate the implementation of IKD.

In line with the formulation of the problem, this study aims to describe the implementation of the IKD application as a form of population service innovation in Larangan Village, analyze the factors that support and inhibit the activation process and utilization of IKD by the community, and identify various efforts that have been or are being made by the village government together with Dukcapil to overcome obstacles in order to expand the scope of IKD use. Thus, the results of this study are expected to provide a comprehensive picture of the real conditions of IKD implementation at the village level and become evaluation material and recommendations for improving the quality of digital-based population administration services in the future.

RESEARCH METHOD

This study uses a qualitative research method. According to Sugiyono (2018:213), a qualitative research method is a research method based on philosophy used to conduct research under scientific conditions (experiments) where the researcher acts as an instrument, and qualitative data collection and analysis techniques emphasize meaning. Qualitative research methodology aims to analyze and describe phenomena or research objects through social activities, attitudes, and perceptions of individuals or groups [13]. A qualitative approach was chosen so that researchers could explore and interpret in-depth information related to the implementation of the Digital Population Identity (IKD) application. The location of this research is in Larangan Village, Candi District, Sidoarjo Regency. This research focuses on the implementation of the Digital Population Identity (IKD) application as an innovation in population administration services in Larangan

Village. The informant determination technique used purposive sampling to determine informants from the Head of Larangan Village Services and the Population Database Administrator of the Sidoarjo Regency Population and Civil Registration Office. The types of data collected include primary and secondary data. Data collection techniques in this study include interviews, observation, and documentation. Data collection techniques are methods used to collect materials used in research [14]. The data analysis technique uses the Miles and Huberman interactive model, namely the stages of data collection, data reduction, data presentation, and drawing conclusions [15].

RESULTS AND DISCUSSION

Results

George C. Edward III identified several indicators influencing the program, including communication, resources, disposition, and bureaucratic structure. These indicators can influence the performance of the IKD application implementation in Sidoarjo District. The four indicators are as follows:

1. Communication

a. Transmission (Delivery of Information)

Based on interviews with residents, many still don't have complete information. One resident said:

"I actually don't understand what IKD is. I only found out about it when a neighbor invited me to the village hall. He said it would mean I wouldn't have to carry my e-KTP anymore." (Interview, March 14, 2025)

This indicates that information transmission is not yet comprehensive, and not all citizens are affected by outreach activities, especially among the elderly or those with limited access to digital information. However, according to Edward III, effective information transmission is fundamental to ensuring policy implementation is accepted and utilized by the public.

b. Clarity

Ms. Sunikah, Head of Service, emphasized:

"We received some outreach from the district, but it only lasted one day. If residents asked for more details about their phone errors or the app not working, we were also confused." (Interview, March 14, 2025)

From the residents' perspective, many also admitted to only having superficial knowledge without fully understanding the benefits or procedures for activating the IKD. This was reflected in one resident's statement:

"The important thing is that they said you won't need to bring your ID card, but I don't understand what it's for." (Interview, March 14, 2025)

This situation demonstrates that the clarity of the message is not optimal. This is despite Edward III emphasizing the importance of clear communication to avoid policy implementation being hampered by misunderstandings at the target level.

c. Consistency

Consistency refers to the uniformity of messages between parties involved in policy implementation, from the district level down to village officials. However, interviews revealed inconsistencies in the information received by the community. For example, one resident stated:

"In the village, they said you only need to bring a photocopy of your family card (KK), but when you get to the Population and Civil Registration Office, you're told to bring the original e-KTP as well. So you have to go back and forth." (Interview, March 14, 2025)

This indicates that information standards in the field are not yet uniform. This inconsistency has the potential to undermine public trust in the IKD program and discourage them from using it.

2. Resources

a. Human Resource

Interviews with village officials revealed that the number of human resources handling population services in Larangan Village is still limited. Only a few public service officers also assist with the IKD activation process. Ms. Sunikah, Head of Services, explained:

"We have limited staff here, so sometimes when it's busy, we have to queue. We also don't all understand the details of the IKD." (Interview, March 14, 2025)

This limited human resources not only impacts the length of service but also the quality of communication with residents, as officers' workloads are high and not all are focused on IKD services.

b. Facilities and Infrastructure

Field observations revealed that village offices are equipped with service desks and standard computers, but lack adequate supporting equipment for digital services, such as quality scanners or additional hotspots to assist residents without internet access. One resident explained:

"Sometimes when I register, my phone has poor reception, and there's no free Wi-Fi from the village, so it fails." (Interview, March 14, 2025)

This situation highlights the limited resources that impact the smooth operation of the IKD service. As a digital administration service, stable internet access and complete equipment are essential for the program to run optimally.

3. Disposition

Interviews with village officials in Larangan Village revealed that the disposition of the implementers toward the implementation of the IKD application was relatively positive in terms of acceptance, but they lacked a strong commitment to proactively innovating services. Ms. Sunikah, Head of Service, stated:

"Actually, we're happy with a new program like IKD, because it will make things easier for residents. But we also have to manage our time with other services, and we have limited resources." (Interview, March 14, 2025)

This statement indicates that village officials accept the IKD program and view it as beneficial. However, limited time, energy, and high workloads prevent them from optimizing this innovative service. This positive disposition is more of a passive acceptance and has not yet developed into active initiatives to independently promote or facilitate IKD services, such as by going to residents' homes or establishing dedicated service posts.

Interviews also revealed a cautious attitude among village officials in explaining IKD features, given their lack of technical expertise. Mr. Djakfar, the Population Administrator, said:

"I'm afraid that if I explain things incorrectly, residents will be confused or disappointed. So I often refer them to the Population and Civil Registration Office (Dispendukcapil) if the case is difficult." (Interview, March 16, 2025)

This shows that the implementer's confidence in implementing the IKD is still suboptimal, even though their acceptance of the policy is good.

4. Bureaucratic Structure

Based on research in Larangan Village, the implementation of the IKD application is not fully supported by a strong bureaucratic structure at the village level. Interviews with village officials revealed that there are no written standard operating procedures (SOPs) specifically related to IKD services. Currently, IKD services rely solely on verbal instructions or circulars from the Population and Civil Registration Office (Dispendukcapil), without detailed procedural guidelines that could serve as technical guidance for village officials.

Ms. Sunikah, Head of Services, explained: "There's no official SOP for IKD, ma'am. We simply follow the directions from the sub-district or district. If there's anything new, we wait for further instructions." (Interview, March 14, 2025)

This lack of SOPs often leads to improvisational services that rely on individual officer interpretation, potentially creating inconsistent procedures across villages, even within the same village.

Discussion

Digital Population Identity (IKD) is electronic information used to represent population documents and data in digital applications via smartphones as stipulated in the Ministry of Home Affairs Regulation Number 72 of 2022. The Digital Population Identity (IKD) application is an innovative medium in implementing the concept of centralized digitization of administrative documents issued directly by the Directorate General of Dukcapil, Ministry of Home Affairs. With this application, of course, the aim is to follow the application of information and communication technology and increase the use of population digitization, increase the use of population digitization for citizens, simplify and accelerate public/private service transactions in digital form, and secure ownership of IKD through an authentication system to prevent falsification and data leakage.

Communication is the activity of conveying meaningful information, news, or reports from one party to another in an effort to achieve mutual understanding. Without effective communication, information about policy objectives, procedures, and steps will not reach the relevant parties. Policymakers must ensure that the information provided is easily understood by all relevant parties. This communication must be two-way, allowing for feedback from both implementers and the public. Neglecting communication can lead to miscommunication or misunderstandings that can derail policy implementation [16].

Within George Edward III's policy implementation theory, communication is a crucial variable in determining the success of a policy. Communication encompasses three main indicators: transmission (information delivery), clarity, and consistency. Based on research in Larangan Village, the implementation of the Digital Population Identity (IKD) application as an innovative population administration service demonstrated several challenges across these three communication indicators.



Figure 2. Implementation of IKD in Larangan Village

Source: Researcher, 2025

In relation to George Edward III's theory, it can be concluded that communication variables in the implementation of IKD in Larangan Village have not been effective. Obstacles in transmission, clarity, and consistency have led to uneven public understanding, skepticism, and the potential for low participation in utilizing this digital service innovation. Therefore, strategic efforts are needed, such as:

1. Increase the intensity and variety of outreach methods (e.g., using illustrative posters, video tutorials, or door-to-door visits) to reach all levels of society.
2. Conduct ongoing training for village officials to ensure they can convey information clearly and answer technical questions from residents.

3. Develop uniform information standards or communication SOPs from the Population and Civil Registration Office down to the village level to eliminate discrepancies in information dissemination in the field.

According to Edward III, feedback is a crucial part of the communication process because it allows for instant evaluation and improvement of the implementation process. Therefore, socialization and training are supporting instruments to deepen understanding. The socialization and training conducted by Larangan Village officials have provided sufficient understanding of how to use the application, both technically and functionally. Training was provided not only to sub-district officials but also to village officials, ensuring information could be disseminated evenly throughout the community. This demonstrates the existence of structured, hierarchical communication. Information gained through training can strengthen technical understanding and improve the ability to answer public questions. This aligns with Edward III's principle that successful communication lies in the consistency of information delivery from policymakers to implementers in the field. Communication with various parties within the community is a driving factor so they can continue to keep pace with technological developments.

The clarity indicator requires that policy messages be conveyed clearly to avoid differing interpretations. Interviews with village officials revealed that they felt unsure about explaining the technical details of the IKD because the training from the Population and Civil Registration Office (Dispendukcapil) was brief and lacked follow-up support. A similar finding was found in Sari's (2023) research, which highlighted that IKD implementation in other districts also faced challenges related to information consistency across implementing levels [10].

In George Edward III's policy implementation theory, resources are a crucial variable influencing the success of a policy's implementation. Resources include not only financial resources but also human resources, physical facilities and infrastructure, and technical competencies that support program implementation [17].



Figure 3. IKD Activation Training by Adminduk Operators
Source: Population Database Administrator

Sidoarjo Regency Population and Civil Registration Office

Human resources are also related to technical competency. Interviews revealed that village officials had received training from the Population and Civil Registration Office (Dispendukcapil), but the training lasted only one day, was predominantly theoretical, and lacked intensive practical support. This resulted in village officials remaining confused when special situations arose, such as an application being incompatible with a resident's phone or an error occurring during registration, and having to rely on district officials. This aligns with Edward III's emphasis on technical competency as a crucial resource for ensuring effective policy implementation.

In Larangan Village, it was discovered that there was no specific village budget allocation to support the implementation of the IKD, such as providing public Wi-Fi, information banners, or transportation for outreach to residents unable to come to the village office. All outreach activities still depended on district initiatives. However, according to Edward III, the availability of financial resources is crucial for operationalizing policies according to local needs.

In relation to George Edward III's theory, the resource variable shows that the implementation of the IKD in Larangan Village faces obstacles in almost all aspects of resources, ranging from the limited number and competence of officers, the lack of digital support facilities, to the absence of a dedicated operational budget at the village level. These obstacles can slow the IKD activation process and reduce service quality, thus preventing the optimal achievement of the goals of digital-based population administration innovation. This aligns with Susanto's (2022) research on digital population administration services in Jember Regency, which also showed a similar pattern in resource indicators. In his research, Susanto highlighted limited infrastructure, such as outdated computers, the lack of modern scanners, and even unstable internet access. As a result, digital services are often hampered. This is also reflected in the lack of public Wi-Fi or supporting devices in Larangan Village, making IKD services highly dependent on residents' smartphones, which come with varying specifications [6].

Within George Edward III's theoretical framework, disposition (the implementer's attitude) refers to the implementer's willingness, commitment, and level of acceptance of the policy being implemented. This disposition is important because even with good communication and available resources, implementation will still be ineffective if the implementers lack a positive attitude or commitment to support the policy's implementation [16].

This finding aligns with Amalia's (2023) research, which showed that in the early stages of IKD implementation in Banyuwangi, village officials were highly enthusiastic because the program was expected to streamline services, but they tended to be passive and await further direction from the district. The study explained that operational commitment had not yet emerged in the form of village initiatives to allocate dedicated time or innovative service methods [18].

When linked to George Edward III's implementation theory, this disposition variable in Larangan Village can be concluded as still at the policy acceptance stage, but has not yet developed into a high level of commitment and confidence in implementing the policy. However, Edward III emphasized that an enthusiastic, confident, and highly committed implementer is essential for optimal policy implementation despite resource constraints. Therefore, it is crucial for the district to not only provide technical training but also employ a motivational approach and regular supervision to improve implementer disposition. This way, implementers in the village will feel supported, gain confidence, and gradually be encouraged to independently and proactively innovate IKD services.

In George Edward III's policy implementation theory, bureaucratic structure is a crucial variable because it governs procedures, work mechanisms, the distribution of authority, and operational standards in policy implementation. A good bureaucratic structure should have clear, flexible yet standardized procedures, and be equipped with an adequate monitoring system.

Furthermore, there is no apparent mechanism for regular monitoring and evaluation by the Population and Civil Registration Office (Dispendukcapil) regarding the IKD service process at the village level. Supervision is usually only conducted at the initial launch or when major issues are reported. However, regular monitoring is crucial to ensure procedures are running according to standards and minimize implementation obstacles.

This finding aligns with Susanto's (2022) research in Jember Regency, which also found that the bureaucratic structure for digital population services at the village level still lacks standard procedures. His research found that most villages rely solely on general instructions from the district without detailed SOPs at the village level, resulting in variable implementation of digital services [19].

This shows that the problem of bureaucratic structure does not only occur in Larangan Village, but is also a common problem in the early stages of implementing digitalization of population administration services in many villages. According to George Edward III's theory, a bureaucratic structure lacking clear procedures and routine control mechanisms directly impacts the quality of policy implementation. The absence of SOPs leads to highly subjective policy interpretation, opening the door to inconsistent service delivery and even public complaints. The lack of monitoring and evaluation leads to late detection of potential technical issues or slow service delivery, prolonging the problem. This bureaucratic structure ultimately hinders the achievement of the IKD innovation's goal of rapid, accurate, and standardized implementation across the region. Therefore, it is necessary to immediately develop a simple yet comprehensive SOP for IKD services, involving village, sub-district, and civil registration authorities. Furthermore, regular supervision is necessary, at least quarterly, to review the implementation of IKD services in the village. With an orderly bureaucratic structure,

IKD implementation in Larangan Village will be more consistent, controlled, and facilitate the community as beneficiaries.

CONCLUSION

Fundamental Finding : This study concludes that the implementation of the Digital Population Identity (IKD) application in Larangan Village has not been optimal, as shown by weaknesses in communication, limited resources, low proactive disposition of implementers, and the absence of clear bureaucratic structures such as SOPs and monitoring mechanisms. **Implication :** These findings underscore the urgent need for comprehensive improvements through intensified and varied socialization, technical training for village officials, standardized SOP development, and strengthened supervision systems to ensure effective and sustainable digital population administration services. **Limitation :** However, the study is limited to a single village context with a qualitative approach, which constrains the generalizability of results and does not fully capture quantitative aspects such as community satisfaction or usage rates. **Future Research :** Further studies should adopt mixed-method and comparative approaches across multiple regions to evaluate broader implementation patterns, measure user perceptions, and explore strategies for enhancing institutional readiness and community engagement in the digital transformation of population services.

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