



INNOVATION IN IMPLEMENTING THE DIGITAL POPULATION IDENTITY (IKD) APPLICATION IN THE POPULATION AND CIVIL REGISTRATION SERVICES SAMBAS DISTRICT

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Abstract

One way to accelerate the digitalization of public services is through digital population identity (IKD) innovation. However, in its implementation, the percentage achievement of Digital Population Identity in Sambas Regency has only reached around seven percent. This is yet to be in accordance with the government's mandate that the national target was 25 percent of the total population in December 2023; even in 2024, it is targeted to be 30 percent. The purpose of the research is to obtain an overview and analyze the innovation of IKD implementation at the Population and Civil Registration Office of Sambas Regency. The research method is quasi-qualitative. Researchers used semi-structured interviews, observation, and documentation. The results showed that the knowledge stage was shown through the socialization carried out by the Sambas Regency Population and Civil Registration Office through social media and ball pickup and the existence of clear procedures related to IKD activation. The persuasion stage is shown through the good attitude and response of the Sambas Regency Disdukcapil apparatus to follow up on IKD innovations. The decision stage is shown through the existence of good internal and external communication. The implementation stage shows that the development of achievements since the beginning of the implementation of IKD has not been significant due to the adjustment factor to its use in the community, especially for people who are elderly and technology illiterate. The confirmation stage is shown through the support of regional leaders in continuing the implementation of IKD innovations. However, there are still obstacles related to internet networks, especially in remote areas. In conclusion, the innovation of implementing the IKD application at the Population and Civil Registration Office of Sambas Regency is implemented quite well, and this is because of the five dimensions used; there are still two dimensions that require improvement, namely the Implementation and Confirmation dimensions.

Keywords: *Confirmation, Digitalization of Public Services, Digital Population Identity, Knowledge, Service Innovation.*

Abstrak

Penelitian ini dilakukan untuk menganalisa inovasi penerapan IKD pada Dinas Kependudukan dan Pencatatan Sipil Kabupaten Sambas. Salah satu wujud dari percepatan digitalisasi pelayanan publik adalah dengan adanya inovasi Identitas Kependudukan Digital (IKD). Namun dalam penerapannya, capaian persentase Identitas Kependudukan

Digital di Kabupaten Sambas baru mencapai sekitar 7 persen. Hal ini belum sesuai dengan amanat pemerintah bahwa secara nasional targetnya adalah 25 persen dari total penduduk di Desember 2023, bahkan pada tahun 2024 ditargetkan menjadi 30 persen. Metode penelitian adalah kuasi kualitatif. Peneliti menggunakan wawancara semi terstruktur, observasi dan dokumentasi. Hasil penelitian bahwa tahap *knowledge* ditunjukkan melalui adanya sosialisasi yang dilakukan oleh Disdukcapil Kabupaten Sambas melalui media sosial dan jemput bola serta adanya prosedur yang jelas terkait aktivasi IKD. Tahap *persuasion* ditunjukkan melalui adanya sikap dan respon yang baik dari aparatur Disdukcapil Kabupaten Sambas untuk menindaklanjuti inovasi IKD. Tahap *decision* ditunjukkan melalui adanya komunikasi baik secara internal dan eksternal yang cukup baik. Tahap implementasi menunjukkan bahwa perkembangan capaian sejak awal diterapkannya IKD, belum cukup signifikan di karenakan faktor penyesuaian terhadap penggunaanya di masyarakat, terutama bagi masyarakat yang sudah lanjut usia dan gagap teknologi. Tahap *confirmation* ditunjukkan melalui adanya dukungan pimpinan daerah untuk tetap melanjutkan implementasi dari inovasi IKD namun masih terdapat kendala terkait jaringan internet khususnya di wilayah pelosok. Kesimpulannya, inovasi penerapan aplikasi IKD pada Dinas Kependudukan dan Pencatatan Sipil Kabupaten Sambas dilaksanakan dengan cukup baik, hal ini dikarenakan dari 5 dimensi yg digunakan, masih terdapat 2 dimensi yang membutuhkan peningkatan yaitu dimensi *Implementation* dan *Confirmation*.

Kata Kunci: *Confirmation*, Digitalisasi Pelayanan Publik, Identitas Kependudukan Digital, *Knowledge*, Inovasi Pelayanan.

INTRODUCTION

Population administration services are a series of activities for structuring and issuing population documents and data through population registration, civil registration, and management of population information, as well as the utilization of the results for public services. The implementation of general duties carried out by the government is a form of manifestation of service activities in the community (Djaenuri & Enceng, 2019). Based on the Regulation of the Minister of Home Affairs Number 6 of 2007 concerning Technical Guidelines for the Preparation and Determination of Minimum Service Standards, the national policy on Digital Population Identity (IKD) can be an integral part of the government's efforts to improve public services, administrative efficiency, and personal data protection. This policy can also include efforts to create an accurate and integrated population database, and digital identities related to population data can facilitate citizens' access to public services and transactions online. Digital identities are usually powered by technology cryptography, which is safe to ensure the authenticity and integrity of information in the implementation of IKD policies, usually involves collaboration between various government departments,

The problem faced in population administration services is still not effective and efficient because the Sambas Regency government, before the digitization of public services, was still using services in a manual and tiered way, starting from the Village level to the District level in carrying out the process of managing and making population documents, in addition to that also the factor of the geographical breadth of the Sambas Regency area, which is 6,395.70 km² or 639,570 ha, making it take a long time for people to get to the Population and Civil Registration Office of Sambas Regency which of course has a direct impact on the community, especially in terms of the average distance traveled which is 25 Km which can be reached using river and land routes, so, in the end, this is the main problem factor that results in a lack of public awareness of the importance of managing or making data documents Population. At this time, all forms of administration or registration require population documents. What often happens is that most people will only make population documents when they are urgently needed (Farhani & Adnan, 2021). This is the impact of the low public awareness of the importance of population documents.

Hastuti (2020) stated that in the implementation of sustainable development planning, the Population Administration Information System throughout the country is certainly very necessary. This is a form of support for national programs such as Digital Population Identity (IKD), which is a form of impact on the benefits of technological advances so that it can be an improvement in providing services to the community. Setiyono (2022) stated that the government needs to provide adequate explanations to the public to ensure that public services are carried out in accordance with the priorities of the people's wishes.

This research is focused on digital administrative service innovation by issuing digital administrative services at this time, the Population and Civil Registration Office of Sambas Regency began to implement administrative services based on the Regulation of the Minister of Home Affairs Number 7 of 2019 concerning online population administration services, and the Population and Civil Registration Office of Sambas Regency starting in 2020 implemented a digitization system on services public by issuing population documents based on TTD QR Code and using HVS A4 80 Gsm, and then starting in 2023 the Population and Civil Registration Office of Sambas Regency is intensively implementing a digital service system, namely the Digital Population Identity Application (IKD) as a form of application-based personal data on smartphones, which

later the public can find out personal population data directly. Thus, several types of population documents can be accessed in the IKD Application system, such as E-Ktp, Family Card, Healthy Indonesia Card, Covid-19 Vasinasi Card, NPWP, and so on, where the system can display population documents as a whole without showing the physical card, and Digital Population Identity (IKD) is an information system based on digital application innovation, which is a form of application that is issued to simplify the service process from manual to digital.

Lubis (2022) explained that currently, the public can come to the Population and Civil Registration Office without coming to the Population and Civil Registration Office because the service is carried out with an online application mechanism. However, the use of the internet network is still a very important thing in operating the use of the application; on the other hand, in the implementation of this Digital Population Identity (IKD), there are still many people who do not understand and do not understand the procedures for registering this application, because there is still a lack of information conveyed to the public about the system. More knowledge is still needed in the use of electronic media, especially smartphones in general, such as socialization in the delivery of this IKD application to the community at the village level. There are still many who need clarification when looking for the email address on the smartphone used.

Based on research observations, researchers found information that the implementation of Digital Population Identity (IKD) has only 7% of the target to be achieved, which is 25% per year (JM, 2024). On the other hand, previous research that examined IKD was quite a lot. As done by Tukan & Rahmadanita (2023), the implementation of IKD in the regions requires effective communication and coordination between related agencies. Suherman et al. (2023) examined the implementation of the IKD policy. They found the results of the study that the effort to implement it is the clarity of regulations and the participation of internal employees in the successful implementation of IKD in the regions. This is in line with the statement from Widianis & Sukraaliawan (2024), who stated that the commitment of the apparatus could encourage the success of the implementation of the IKD. On the other hand, the enthusiasm of the community for the implementation of IKD still needs to be considered to be lacking, according to research conducted by Vedyarta & Hameeda (2023). In line with that, Astuti & Setiawan (2024) stated that the implementation of IKD faces the problem that some people in the region still stutter technology.

Referring to the description above, the author states that this study has differences in terms of the concepts used. The author examines IKD from the aspect of innovation in its implementation. Meanwhile, previous research focused more on policy implementation and its effectiveness. The purpose of this research is to obtain an overview and analyze the innovation in the implementation of Digital Population Identity (IKD) at the Population and Civil Registration Office of Sambas Regency.

METHOD

This research was a type of quasi-qualitative research. Qualitative research was a research method that emphasizes the natural condition of the object. The post-positivistic approach in quasi-qualitative research utilizes theory from the beginning to form a conceptual understanding of the reality being studied (Rahardjo, 2023). Waruwu (2023) stated that qualitative research was descriptive and analytical research. The time of this research was carried out from April to May 2024. The informant determination technique used the purposive technique, which was an approach in which informants are selected based on certain characteristics that are considered relevant to the research. Policy analysis methodology that was able to produce knowledge in the form of relevant information about policies and policy analysis procedures is the process of policy-making (Wasistiono & Simangunsong, 2021). Researchers could choose informants who have the necessary experience, knowledge, or perspective to answer the research questions. The informants in this study amounted to 14 people, consisting of the Head of the Disdukcapil, the Head of the Population Registration Division, the Head of the Civil Registration Division, the Head of the Population Administration Information Management Division, the Database Administrator Technical Officer, the IKD Operator, as well as five people who have downloaded the IKD and five people who had not downloaded the IKD. Thus, the informants were people who were directly or indirectly in contact with the implementation of policy programs from the IKD implementation innovations. The data collection technique used was structured interviews with informants, observation, and documentation. Data analysis techniques included data reduction, data display, and conclusions drawing (Miles, M.B., & Huberman, 1984).

DISCUSSION RESULTS

Innovation in the Implementation of the Digital Population Identity Application (IKD) at the Population and Civil Disability Office of Sambas Regency

The author uses the concept of innovation from the theory presented by Rogers (2003), which is an innovation-decision process theory consisting of (1) knowledge, (2) persuasion, (3) decision, (4) implementation, and (5) confirmation, which will be discussed in the following order:

1. *Knowledge*

The knowledge level involves an individual's initial introduction to innovation as well as an understanding of its benefits and how it works (Rogers, 2003). Based on the regulations on the implementation of the Digital Population Identity (IKD) application at the Population and Civil Disability Office of Sambas Regency, of course, it cannot be separated from the existing legal basis, which is guided by the Sambas Regent Regulation Number 43 of 2016 concerning the Position, Organizational Structure, Duties, Functions and Work Procedures of the Population and Civil Registration Office of Sambas Regency, which is contained in Article 35, especially in the Field of Population Administration Information Management, which has duties Preparing planning, technical policies, coaching, coordination, implementation, control and evaluation in the field of population administration information systems, processing and presentation of population data. Referring to Law Number 25 of 2009 concerning Public Services, the Government is obliged to serve its citizens and always provide the best and maximum service to the entire community (Permadi & Rokhman, 2023). Thus, of course, the implementation of IKD is part of the duties, functions, and work procedures of the Population and Civil Registration Office of Sambas Regency, which must be carried out to serve the needs of the community.

The results of the study show that the central government initiated IKD innovation, and the local government followed up on the directive. As preliminary knowledge, the Sambas Regency Disdukcapil hopes that the implementation of Digital Population Identity (IKD) in Sambas Regency will simplify the administrative process in various aspects of life, including public services and activity registration. With verified digital identities, administrative processes can be carried out faster and more efficiently. IKD can

help improve accessibility to government and commercial services for individuals who may have difficulty accessing physical identities, and the implementation of IKD is expected to improve efficiency, security, and welfare for the community.

The implementation of socialization carried out by the Disdukcapil to disseminate information to the public, namely by utilizing social media such as a website, Facebook, Twitter, and Instagram, can be used to educate the public about the benefits and procedures for implementing IKD. Socialization is the delivery of information openly; it is the most important process that we have gone through in our daily lives, consciously or unconsciously (Eight & Syarifuddin, 2022).



Source: <https://disdukcapil.sambas.go.id/>

Figure 1. Socialization related to IKD through the Sambas Regency Disdukcapil Website

Figure 1. It shows that the Sambas Regency Disdukcapil has conducted socialization as a form of translating knowledge in the innovation dimension. The Sambas Regency Disdukcapil disseminates information, videos, infographics, and tutorials on how to register and use digital identities. On the other hand, in addition to using social media, the Sambas Regency Disdukcapil has also conducted socialization on-site with the community. The Sambas Regency Disdukcapil visited schools at the high school/equivalent level to provide information related to the implementation of IKD, which, in fact, is more dominant in the direction of teenagers or youth. In carrying out a form of two-way communication for the use of digital media so that it is more communicative, the younger generation, who are agents of change, is considered a faster generation to absorb information (Meilinda et al., 2020).

Next, related to the knowledge dimension, in addition to setting goals and conducting socialization, it can also be described through the clarity of the procedure for the use of the IKD. The Digital Population Identity (IKD) application is an application that can be installed or downloaded through the Google Play Store. The steps to register the Digital Population Identity (IKD) applications are as follows: First, prepare a mobile phone and install the IKD application on the Google Play Store. Second, open the IKD application and start registering. Third, the population identification number, email, and mobile phone number should be prepared. Fourth, register through data verification that contains selfie photos and scan barcodes. Fifth, open the email, record the IKD pin, and activate the data. Sixth, enter the pin and copy the chapca code on the smartphone screen display, then the last one activates, and the registration process is complete. Further information can be seen in the following image.

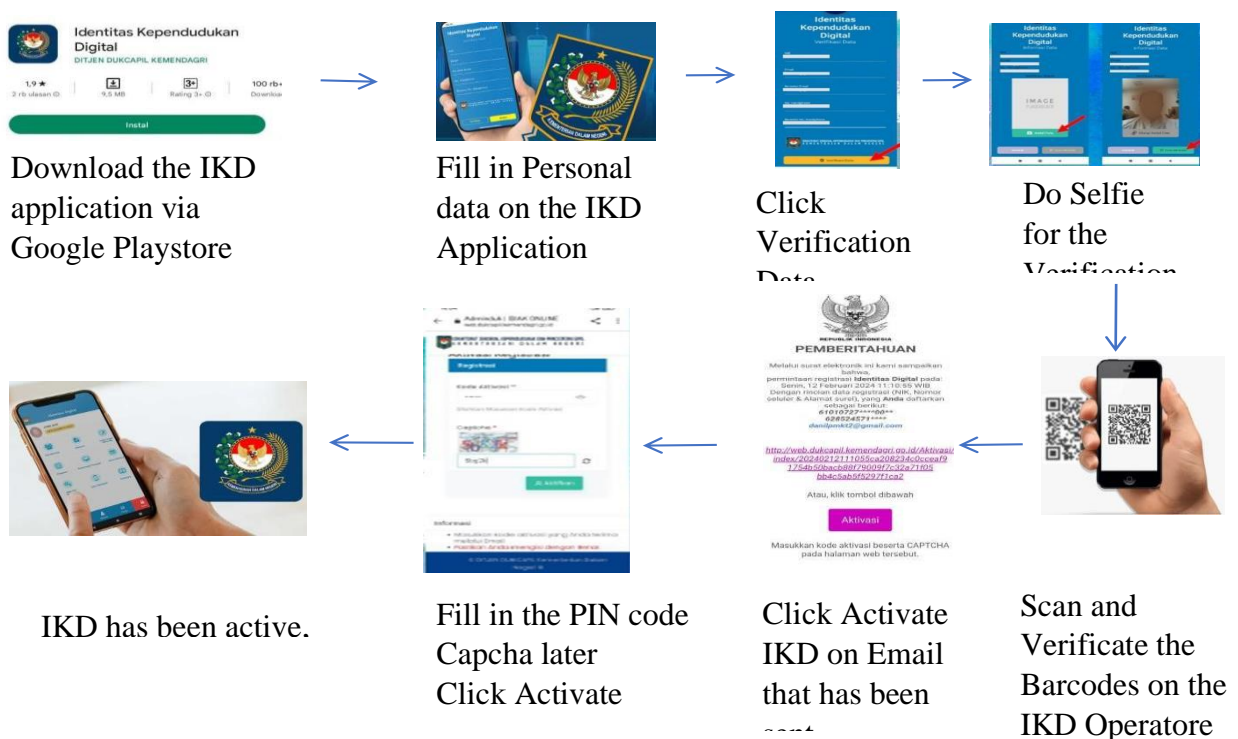


Figure 2. Flow of Creating Digital Population Identity (IKD)

The operation of registration for the Digital Population Identity (IKD) application is carried out by the Sambas Regency Population and Civil Registration Office through an operator who handles population data management and can also be through operators from the District and Village agencies, which of course, have been appointed by the Village Head directly based on the provisions of the Sambas Regency Population and

Civil Registration Office. Registering for Digital Population Identity (IKD) is, of course, very easy, fast, and does not take a long time.

The SOP procedure or the steps related to the implementation of IKD at the Sambas Disdukcapil are considered quite clear, first starting with registration and identity verification by bringing official identity documents, such as KTP or KK, and the registration team will verify the authenticity of these documents. The data collection process stage is carried out carefully and in accordance with the applicable privacy policy. Indarwati et al. (2021) explained that to support the successful implementation of population administration policies. It must be monitored periodically. This is followed by registration on the system; namely, the data collected is then entered into a national or local database system used for the storage of digital population identity information.

2. Persuasion

The persuasion stage occurs when prospective adopters are interested in innovation, and individual perceptions guide the search and interpretation of information obtained (Rogers, 2003). Dimensional persuasion is the second stage of innovation. Persuasion This study is translated through the response and attitude of the IKD implementer. The Population and Civil Registration Office of Sambas Regency welcomes the existence of a national program for the implementation of Digital Population Identity. Thus, all forms of innovation or policies related to improving the quality of services to the community in a modern and digitalization manner will have a very good impact as well, with the hope that all forms of innovations that are carried out or implemented will indeed aim solely for the convenience of services to the community in general. Public policy as a process consists of activities to formulate, implement, and monitor the results of policy impacts (Islamic, 2022).

The results of the study show that support from the Population and Civil Registration Office is very important in the success of IKD; Disdukcapil is the main facilitator for the community in the registration process to obtain a digital identity. For this reason, the Sambas Regency Disdukcapil can provide strategic locations such as IKD that can be registered at the sub-district and village levels, determine flexible service schedules, prepare trained personnel to assist the community in the registration process, and provide or facilitate supporting tools to register IKD at every government service

place, especially at the sub-district and village levels. Other support includes socializing and educating the public about the benefits, procedures, and importance of digital identity.

3. Decision

At the decision-making stage, individuals decide to adopt or reject an innovation (Rogers, 2003). In the implementation of IKD of course, there are several elements involved in the implementation of this national program, such as was conveyed by the informant when interviewed in his office, namely the Head of Innovation Development of the Disdukcapil, who stated that the Regional Government, in this case, is addressed to the Population and Civil Registration Office of Sambas Regency through the work unit in the Service that oversees the affairs of Population Data and Civil Disability, is a main element in the implementation of IKD, then the sub-district and village.

In each sub-district and village, an operator uses the **CENTRALIZED SIAK** application to carry out IKD registration. The last element is the community as a user of IKD services, for the division of duties and functions of human resources apparatus in the implementation of IKD at the Population and Civil Registration Office of Sambas Regency is quite adequate because, in today's era, Disdukcapil officers have been able to use various application-based data uses, especially in the implementation of IKD. Officers who handle IKD registration affairs are appointed directly by the Head of the Sambas Disdukcapil. In contrast, the village head appoints village operator officers who handle other IKDs according to the provisions that the Sambas Regency Disdukcapil has set. The officer gets monthly incentives from each agency, both from the Disdukcapil and the Village, with an amount adjusted to the financial capabilities of each agency. The plan or strategy of the Population and Civil Registration Office of Sambas Regency in fulfilling the achievements of the IKD is as conveyed by the informant when interviewed. The Head of Population Registration Services also stated that it will direct the applicant for the mandatory E-KTP printing to register the IKD first so that the IKD target is proportional to the number of E-KTP blanks printed, which aims to accelerate in accordance with the national target.

Thus, people who have an E-KTP will be automatically registered in the IKD, except for those who do not have a smartphone. Furthermore, socialization will be held with the Village Head so that they can provide information to the entire community through village activities, such as village deliberations, related to the use of this IKD

application. Communication coordination and interaction carried out by the Sambas Regency Disdukcapil in the implementation of the IKD, both internally and externally, have been carried out at each level. Internally, the Disdukcapil implements a tiered service system for IKD services. At the same time, for external coordination, the Disdukcapil of Sambas Regency offers a ball pick-up service to each village on the basis of an application letter made by the village head addressed to the Sambas Regency Disdukcapil to carry out services directly at the local village.

4. Implementation

Implementation is the stage at which adopters begin to use innovation despite still being uncertain about it (Rogers, 2003). The implementation dimension of IKD innovation is related to the support provided to succeed in implementing IKD in Sambas Regency. The Mandatory Number of KTP and KTP-EL Recording Per District in Sambas Regency.

Table 1. Mandatory Number of KTP and KTP-EL Recording Per District in Sambas Regency

NO	KECAMATAN	JUMLAH PENDUDUK	WKTP	JUMLAH PEREKAMAN KTP-EL			JUMLAH CETAK KTP-EL		
				L	P	JUMLAH	L	P	JUMLAH
1	SAMBAS	60.132	42.822	20.526	20.455	40.981	19.918	19.958	39.876
2	TELUK KERAMAT	76.402	56.433	27.480	26.512	53.992	23.545	21.552	45.097
3	JAWAI	48.341	34.699	16.584	16.195	32.779	13.924	13.175	27.099
4	TEBAS	81.983	59.027	28.641	27.601	56.242	26.055	25.109	51.164
5	PEMANGKAT	52.569	38.330	18.456	17.960	36.416	16.544	15.693	32.237
6	SEJANGKUNG	27.874	20.319	10.037	9.332	19.369	7.447	6.550	13.997
7	SELAKAU	38.516	27.447	13.286	12.699	25.985	11.570	11.016	22.586
8	PALOH	31.269	22.921	11.064	10.607	21.671	9.449	9.064	18.513
9	SAJINGAN BESAR	12.700	9.009	4.445	4.082	8.527	4.347	4.009	8.356
10	SUBAH	24.707	17.343	8.406	7.965	16.371	6.847	6.438	13.285
11	GALING	26.002	18.780	9.217	8.743	17.960	7.506	6.923	14.429
12	TEKARANG	18.305	13.135	6.342	6.146	12.488	5.956	5.849	11.805
13	SEMPARUK	30.267	22.341	10.849	10.472	21.321	10.171	9.815	19.986
14	SAJAD	14.258	10.176	4.829	4.874	9.703	4.410	4.409	8.819
15	SEBAWI	21.164	14.917	7.204	6.974	14.178	6.009	5.603	11.612
16	JAWAI SELATAN	21.938	16.317	8.024	7.463	15.487	7.123	6.402	13.525
17	TANGARAN	26.473	19.591	9.470	9.126	18.596	7.374	6.412	13.786
18	SALATIGA	19.332	13.943	6.730	6.481	13.211	6.386	6.225	12.611
19	SELAKAU TIMUR	13.366	9.300	4.454	4.273	8.727	4.295	4.131	8.426
TOTAL		645.598	466.850	226.044	217.960	444.004	198.876	188.333	387.209

Source: Population Development Profile Data of Sambas Regency in 2024

According to the information submitted by the informant during the joint interview, the Head of Population Administration Information Management, Mr. MUSLIM, ST, said, "The achievement of IKD implementation is currently quite good. As of May 15, 2024, the number of people who have activated IKD is 31,472 people, which is estimated to be 7% of the number of mandatory ID cards in Sambas Regency."

The study's results show that the achievement of IKD in Sambas Regency has yet to be in accordance with the expected target nationally. In 2023, the national IKD target is 25 percent of the total existing population, while in 2024, the national target will be 30 percent as of December 2024 (Intan, 2024). However, in the Sambas Regency, the achievement until May 15, 2024, is 7 percent of the number of mandatory ID cards.

The results of the study show that the progress made since the beginning of the implementation of IKD has not been significant enough due to the adjustment factor to its use in the community, especially for people who are elderly and stuttering with technology.

However, people from the younger generation stated that the IKD process, from activation to its use, is easy to do. As information from the informant, namely teenagers



who have carried out IKD activation when interviewed on the sidelines of the service, "From the service of the officers, we feel that they are very friendly and kind, and in our opinion, when directed to access the IKD directly, we are given guidance on how to do IKD activation, which makes the process of making IKD quickly completed."

Figure 4. IKD Registration Process at Disdukcapil Sambas Regency for people from Young generation

Figure 4 shows that the young generation, as part of the community in Sambas Regency, is one of the factors that can support the successful implementation of the IKD innovation. Thus, Disdukcapil needs to make efforts to accelerate the pickup of the ball, especially for the young generation, to encourage the achievement of the national IKD target.



Figure 5. Implementation of IKD registration at Disdukcapil and pick-up activities at schools

Figure 5. Informing that the Sambas Regency Disdukcapil has picked up the ball related to the use of IKD for the younger generation, especially by visiting high schools/vocational schools in Sambas Regency. The author argues that by paying attention to the achievement of the percentage of IKD to date, the socialization through picking up the ball carried out for the young generation in Sambas Regency has yet to be on target. For this reason, the researcher argues that the Sambas Regency Disdukcapil can strengthen socialization, which is carried out on a scheduled and systematic basis. Routine socialization aims to ensure that the younger generation understands the importance of using IKD.

On the other hand, the Sambas Regency Disdukcapil can consider conducting an evaluation related to the socialization carried out in order to find out the effectiveness of the socialization activities carried out. In addition, Disdukcapil can also consider the implementation of educational programs targeting the elderly generation. The program is expected to provide a comprehensive understanding of the use of IKD in the elderly community so that all levels of society can make optimal use of this technology.

The infrastructure support and facilities for implementing IKD at the Sambas Regency Disdukcapil are quite good, namely the availability of several computer units, waiting for seats, service desks, and digital-free queue numbers. This can be seen in Figure 5.

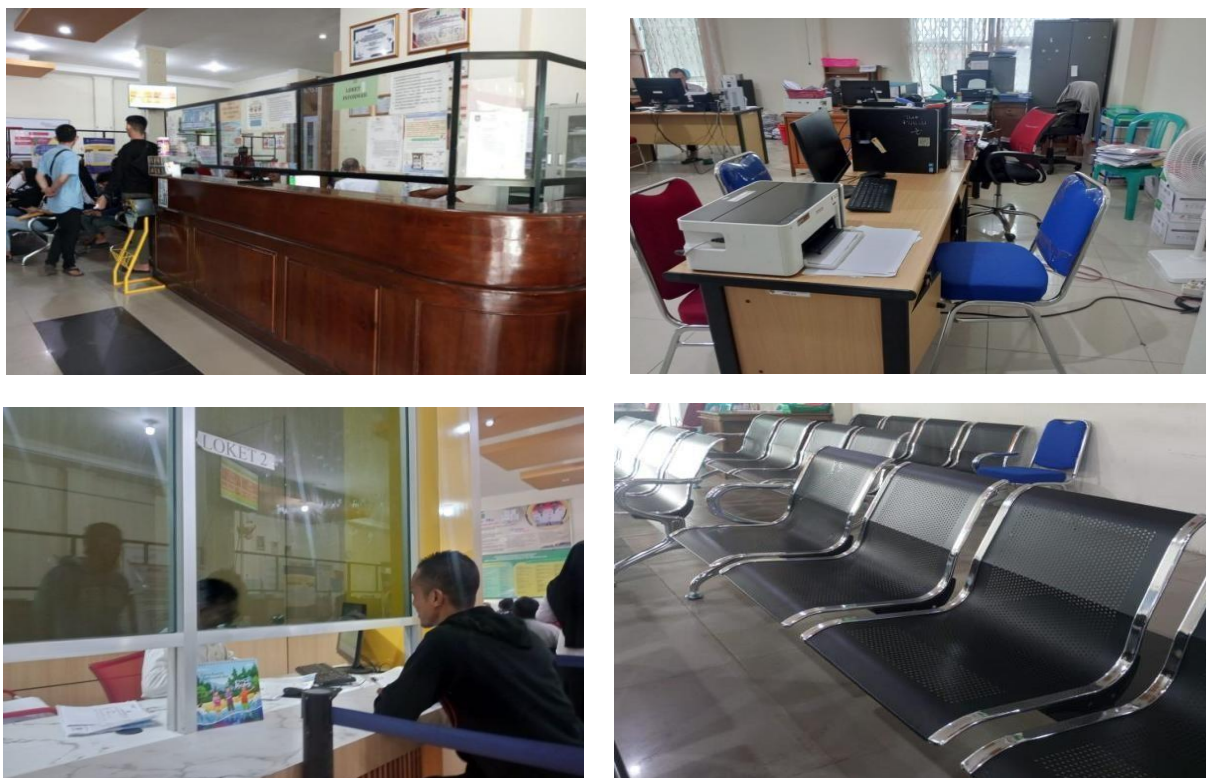


Figure 5. Infrastructure and facilities in the Sambas Regency Disdukcapil

Human resource support in the implementation of IKD at the Sambas Disdukcapil is quite qualified. This can be seen from the operator's ability to carry out the operation of the application service quite well and the number of officers spread across several regions to the village level, which makes registration easier when activating IKD.

Table 2. Number of IKD Operators in Sambas Regency

It	Service Level	Number of IKD Operators	Information
1	Regency	10	adjusted during the IKD task schedule
2	District	19	1 IKD operator in each District
3	Village	195	1 IKD operator in each village
SUM		224	

Source: Research Data, 2024

Table 2 shows that the Sambas Regency Disdukcapil has adequate human resource support in the implementation of IKD. The observation results also show that the operator's ability to operate the service application is good. This can indicate a high level of

competence. This is in line with the opinion of Riduan et al. (2023) that the existence of apparatus competence, especially in the IT field, is considered to be a supporting factor in the implementation of public service innovation. In addition, the even distribution of officers to the village level is expected to accelerate and facilitate the IKD activation process for the community. This reflects the institution's readiness to implement the IKD system effectively and efficiently. Although, in its implementation, the percentage of achievements achieved has yet to be in accordance with the national target, the Sambas Regency Government is optimistic about continuing the IKD innovation and reaching the target gradually.

Before every operator officer carried out the implementation of IKD in Sambas Regency from various levels, such as districts and villages, debriefing had been given to operate/use the IKD application, as conveyed by one of the IKD operators at the district level, namely Mr. M., when interviewed, he said that the debriefing of knowledge for each operator in the implementation of IKD improvement, which is conveyed through socialization and technical guidance, is very important to be implemented and needs to be improved, which will later aim to support the success of IKD achievements in Sambas Regency”.



Figure 6: Implementation of Socialization & Technical Guidance for IKD Operators in Sambas Regency

Figure 6 shows that the Sambas Regency Disdukcapil has carried out technical guidance and socialization support as a follow-up to the innovation stage. On the other hand, technical guidance for related employees is considered important in supporting the operation of public service innovation (Rahmawati & Muntadliroh, 2022). The budget support for the implementation of IKD in Sambas Regency is said to be quite good, because the budget expenditure for the implementation is carried out only on the procurement of facilities such as Computer Units or Laptops and honorariums for officers who carry out the operation of

this IKD registration, which for the budget has been prepared from the District and Sub-district levels and each Village.

5. Confirmation

The confirmation stage aims to solidify the adopter's decision to innovate while reducing dissonance if it occurs (Rogers, 2003). The fifth stage of innovation is confirmation. Confirmation is in the form of strengthening the implementation/implementation of innovations that have been implemented. After the innovation in the implementation of IKD was carried out, the Sambas Regency Government strengthened the implementation through the commitment of regional leaders. The local government's commitment to accelerating the digitization of public services is expected to be carried out evenly in the Sambas Regency area.



Figure 7: Direct Monitoring of the Sambas Regent and OPD on Public Services in one of the Villages in Sambas Regency

On the other hand, the success of the implementation of IKD cannot be separated from the availability of the internet network, and this is a major supporting factor that is the basis for the implementation and development of data-based policies, as conveyed by the Technical Officer of the Database Administrator when interviewed, who said, "Looking at the large area of Sambas Regency, there are still several areas that still lack infrastructure procurement, such as limited internet access, which of course in the implementation of IKD can be difficult, and this is a hindering factor in the implementation of IKD itself. Thus, the regional government needs to prioritize the use of telecommunication services and technology to expand digital networks and infrastructure in all regions in the Sambas Regency area and provide wide and affordable internet access.

CONCLUSION

The innovation in the implementation of the Digital Population Identity (IKD) application at the Population and Civil Registration Office of Sambas Regency has been carried out to the fifth stage, namely the confirmation stage. The innovation was implemented quite well; this is because of the 5 dimensions used; there are still 2 dimensions that need improvement, namely the Implementation and Confirmation dimensions. The main obstacle to the implementation of IKD in Sambas Regency is the limited infrastructure, especially internet access. These limitations can hinder the optimal implementation of IKD because adequate digital access is needed to run various technology-based services and programs. With a wide and stable internet network, the success of IKD programs will be easier to achieve. This study recommends strengthening socialization for the younger generation and education and assistance in IKD activation for the elderly generation in Sambas Regency, strengthening the internet network, especially for remote areas, and evaluating the pick-up program that has been carried out so that the program can be more on target. Thus, the achievement of the percentage of IKD in Sambas Regency can gradually increase to reach the national IKD target. Future research can explore strategies to improve digital infrastructure more comprehensively, especially in rural areas where internet access is still minimal. In addition, a more in-depth study is needed regarding the effectiveness of socialization and assistance in increasing the participation of the elderly generation in the implementation of IKD.

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