The Utilization of Digital Technology in Population Administration Services in Mojokerto Regency

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ABSTRACT

The Population and Civil Registration Office of Mojokerto Regency as a leading sector facing various challenges in population administration services that have not been optimal has optimized by utilizing digital technology in the form of a website-based application, namely POS KETANMU or Online Service of Population System Without Meeting. This research aims to find out and describe the optimization of population administration services through the POS KETANMU website-based application. The type of research used in this research is qualitative descriptive. The data in this study was collected through observations, interviews, and documentation that were analyzed through the stages of data collection, condensation, presentation, and concluded. The results of this study show that the implementation of the POS KETANMU website-based application optimization is said to be optimal because from the use of the three optimization elements, there is only one element that has not been running optimally, namely limited resources where limitations are found such as the condition of the old computer unit and often problematic as well as the limited number of internet network devices due to the large number of use. This study also gives an evaluation because although there are still limitations in service support technology, it does not have the potential to stop the process of providing services but it is still necessary to be improved.

INTRODUCTION

Every provision of public services in aspects of national and state life must certainly fulfill public expectations by providing services that provide welfare, benefits, and convenience for the public as citizens (Pangkey & Rantung, 2023). Regarding the welfare guarantee for the community, it has also been stated in Law Number 23 of 2014 Concerning Regional Government which contains a relationship between the Central Government that gives authority to the Regional Government to improve the quality of public services in order to realize the welfare of the community in its region. As for the authority given by the Central Government to the Regional Government, one of which is to pay attention to the provision of basic services, namely population administration, which is regulated in Law Number 24 of 2013 Concerning Amendments to Law Number 23 of 2006 Concerning Population which includes the creation or management of Family Cards (*Kartu Keluarga*), Identity Cards (*Kartu Tanda Penduduk*), birth/death certificates, and other populartion documents.

Population administration is a series of activities in which there is management and recording of population events and civil records which are used to access public services and support the development of the country (Fitriani & Darsono, 2023). Population administration is classified as an important thing that needs to be considered because the provision of population administration services as a whole can be the basis for good or bad administrative services in other fields (Mayasiana et al., 2024). In this case, the community as the recipient of the service is the most important part to know whether the process of providing services is in accordance with expectations or vice versa (Ramadhani & Hertati, 2022).

The implementation of population administration services, it is not uncommon to encounter problems and complaints from the community regarding the services received. This can be seen from the number of public complaints based on the substance in the 4th quarter of 2024 received by the Ombudsman of the Republic of Indonesia through the SIMPeL 4 application that the population administration will receive the second highest number of complaints after the agrarian sector (Ombudsman RI, 2024). The number of complaints can be caused by complicated service procedures, expensive costs, long distances, risk of data writing errors, lack of information, and so on (Nugraha et al., 2022).

In Mojokerto Regency itself in 2023 has a population of 1.147.435 people, and in 2024 it will increase to 1.156.144 people (BPS, 2024). With the increase in the population of Mojokerto Regency every year, the need or demand for public services such as population administration documents will be higher. The increasing rate of population growth in Mojokerto Regency makes the Population and Civil Registration Office (Dispendukcapil) of Mojokerto Regency as a government agency in the Mojokerto Regency area that is responsible for all matters related to population events also cannot be separated from the challenge in providing optimal services. Problems in providing services such as time-consuming manual procedures, expensive service costs, lack of accuracy of document details, long distance between people's residences and service offices, and so on are often accompanied in the provision of population administration services.

To respond to the problems surrounding the above population administration services, the government as a service provider and organizer must be fully responsible for optimizing population administration services (Anindya & Fanida, 2024). In order to overcome the problems surrounding population administration services, of course, a step is needed to encourage and create better services than before. In this case, the process carried out to optimize something in order to make it experience a higher improvement can be understood as optimization (Fakhriyana & Riayah, 2021). The optimization of public services implemented by government bureaucracy must be carefully planned and considered which is classified as a fairly important step because the purpose of service optimization is to provide satisfaction to the public as a service recipient by using available resources (Mardan, 2023). Besides that, Bahri et al., (2021) revealed that optimization in public services is an effort carried out with the aim of realizing maximum service improvement compared to before.

One of the optimization efforts that can be carried out by the government so that the implementation of public services, especially population administration, can run well in the modern era is by utilizing digital technology. A process in the government system with the utilization of digital technology as a tool to transform government activities and increase effectiveness and efficiency in providing services can be called e-government (Lestari et al., 2021). The implementation of e-government in public services has been listed in Presidential Instruction (Inpres) Number 3 of 2003 regarding National Policy and Strategy for E-Government Development. In this case, the development of electronic government is carried out through the organization of the management information system and work procedures in the government sphere through the optimization of digital technology so that the public can easily gain access to public services and improve government services to the community (Karman et al., 2021).

As a step to address the problems that often accompany the provision of population administration services, the Population and Civil Registration Office of Mojokerto Regency carries out service optimization through the utilization of digital technology in the form of a website-based application named POS KETANMU or "Online Service of Population System Without Meeting" which is regulated in the Mojokerto Regent's Decree Number 188.45/206/HK/416-012/2023 Regarding the Implementation of Regional Innovation. The POS KETANMU website-based application has a fairly complete type of service, starting from the management of Child Identity Card (*Kartu Identitas Anak*), Family Card (*Kartu Keluarga*), electronic resident identification card, birth certificate application, moving out of Indonesian citizen, and moving into Mojokerto (WNI). The existence of a POS KETANMU website-based application provides a new way to access all types of population administration services online using a smartphone that is directly connected to the internet so that people do not need to come directly or queue at the Mojokerto Regency Dispendukcapil office because applicants can access anywhere and anytime just by opening the website https://posketanmu.mojokertokab.go.id/.

However, from all the advantages of utilizing technology through the POS KETANMU website-based application as a form of optimization of population administration services carried out by Dispendukcapil Mojokerto Regency, in reality, there are many problems that hinder the provision of services. The problem can be seen from the large number of rejected document applications which reaches thousands in each semester due to the lack of direct socialization aimed at the

general public. In fact, it is still found that some people prefer to do offline service queues at service offices. In addition, technological facilities and infrastructure to support online services are also still limited.

The problem around population administration services that use digital technology can be seen from the research by Hasan et al., (2022) with the title "Application Evaluation (Si N'duk) at the Population and Civil Registration Office (Disdukcapil) Bojonegoro Regency during the Covid-19 Pandemic" that the implementation of the Si'Nduk application is still not running optimally because the application server is often experiencing interruptions or maintenance so that many people feel disappointed with the performance of the application. Furthermore, other problems can also be seen based on the results of research by Nasrullah & Hariyoko (2024) which shows that the electronic KTP service using the Population Administration Information System (SIAK) application at the Bondowoso Regency Dispendukcapil is still considered slow so that it requires people to queue directly at the service office to obtain information clarity. The results of previous research also show that population administration services that utilize digital technology are often not implemented as they should.

Although research related to population administration services with the adoption of digital technology has been carried out a lot before, but this study is more focused on examining the optimal or not of administrative services through the POS KETANMU application by using the optimization theory by Siringoringo (2005) which consists of 3 (three) elements, namely goals, alternative decisions, and limited resources. So that this research aims to know and describe how the optimization is carried out by the Population and Civil Registration Office of Mojokerto Regency through the utilization of technology in the form of POS KETANMU website-based applications in order to create optimal population administration services by providing convenience for the people in Mojokerto Regency.

RESEARCH METHOD

The type of research used in this research is descriptive with a qualitative approach. The use of this method is adjusted to the purpose of research that wants to know and describe in detail regarding the optimization of population administration services by utilizing digital technology, namely the POS KETANMU website-based application carried out by Dispendukcapil Mojokerto Regency with a series of sentences instead of numbers and the author plays a role as the main instrument in the qualitative approach used. The informants in this study are the Head of Data and Service Innovation, POS KETANMU application operator, and several Mojokerto Regency people who are determined by purposive sampling techniques carried out through various considerations in accordance with the criteria or provisions of the researcher, where the informant is not randomly selected but adjusted to the needs. This research focuses on the study of optimization elements from Siringoringo (2005), namely goals, alternative decisions, and limiting resources. Then, in this study using data collection techniques quoted from Ardiansyah et al., (2023) including observations to obtain a picture of the situation and conditions related to research, interviews with questions addressed to informants, and documentation by collecting written documents or pictures such as photos and the like. In this study, researchers analyzed data using an interactive model by Miles, Huberman, & Saldana (2014) which consists of several components such as data collection, data condensation, data presentation, and drawing conclusions.

RESULT AND DISCUSSION

Optimization in public service can be defined as a process carried out with the aim of obtaining high or optimal achievements by paying attention to several things such as system development, improvement of facilities/equipment, human resources, and digital technology in an organization (Utami, 2021). In this case, to realize optimal population administration services by providing convenience for the community, the Population and Civil Registration Office (Dispendukcapil) of Mojokerto Regency performs optimization through the utilization of digital technology, namely a website-based application of "POS KETANMU". The optimization carried out can be studied and analyzed using 3 (three) optimization elements put forward by Siringoringo (2005) namely: (1) Goal; (2) Alternative Decisions; and (3) Limited Resources.

Goal

The goal element is related to the fundamental thing that is the goal to be achieved in the future (Sunarto, 2023). Goals can run optimally if adjusted by paying attention to the needs of the community. The Population and Civil Registration Office (Dispendukcapil) of Mojokerto Regency in optimizing population administration services by utilizing digital technology, namely the POS KETANMU website-based application, has a goal to realize the implementation of optimal services by paying attention to the needs of the community, namely the provision of services that provide convenience. To achieve this goal, Dispendukcapil Mojokerto Regency of course also pays more attention to what must be maximized (maximized) and what needs to be minimized (minimized).

The optimization of population administration services in Dispendukcapil Mojokerto Regency by utilizing digital technology through the POS KETANMU website-based application has run optimally by achieving maximum results that lead to improvement. Considering that the purpose of optimization is to realize optimal services, through various conveniences from the POS KETANMU website-based application makes the community more enthusiastic to take care of population administrative documents. So that the number of ownership of population documents is also increasing. As research by Nurrahman et al., (2022) which explains that the purpose of optimization can be said to be optimal if it is carried out by adjusting the needs of the community as a service user. Because community involvement also supports the improvement of service quality in the digital era. The increase in the number of ownership of population documents is also followed by an increase in the value of the Community Satisfaction Survey (SKM) obtained by the Mojokerto Regency Dispendukcapil.
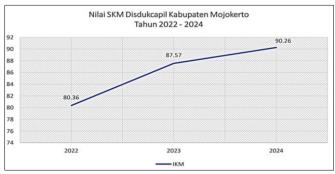

Figure 1. Survey Value of Community Satisfaction in Dipendukcapil Mojokerto Regency Year 2022-2024

Based on Figure 1. it can be seen that the achievement of the value in the Public Satisfaction Survey (SKM) from 2022 to 2024 has increased quite significantly since the implementation of the POS KETANMU website-based application. The results are in line with the research by Wibowo & Pratomo (2021) that with the government always understanding the needs and developments in the community, of course, positive achievements in the provision of public services can be increased to the maximum because through various conveniences provided from the use of digital technology in public services, of course, it provides benefits to increasing community satisfaction.

In addition, the utilization of digital technology in population administration services through the POS KETANMU website-based application has also been able to minimize the length of service time because online services only take approximately 26 minutes and reduce the distance between the community's residence as a requester and the service office because online services can be accessed anywhere and anytime, even processed documents can be sent via e-mail. This can be seen based on Table 1. which outlines the details of the distance and time that must be traveled from the sub-district area in Mojokerto Regency to the Population and Civil Registration Office of Mojokerto Regency.

Table 1. Distance and Travel Time from Subdistrict to Mojokerto Regency Dispendukcapil Office

No.	Subdistrict	Distance (km)	Time (minute)
1.	Sooko	1	2
2.	Trowulan	11	16
3.	Puri	11	17
4.	Bangsal	7,9	13
5.	Ngoro	26	39
6.	Gedeg	10	19
7.	Kemlagi	18	27
8.	Dawarblandong	20	31
9.	Jetis	11	19
10.	Mojosari	15	24
11.	Gondang	19	26
12.	Mojoanyar	5,4	10
13.	Dlanggu	15	22
14.	Jatirejo	14	20
15.	Kutorejo	21	29
16.	Pungging	18	29
17.	Pacet	29	41
18.	Trawas	36	54

According to the Table 1., it is known that there are several sub-districts in Mojokerto Regency that are quite far from the Mojokerto Regency Dispendukcapil office. So that the provision of population services carried out online through the POS KETANMU website-based application is able to reduce the distance between the applicant's residence and the service office. Thus, it can be known that the goal elements that include maximization and minimization related to the optimization of population administration services by utilizing digital technology, namely the POS KETANMU website-based application at Dispendukcapil Mojokerto Regency has run optimally because it is carried out while still paying attention to the needs of the community.

Alternative Decision

Decision making that is used as an alternative is an important thing that must be considered to achieve the goal of optimization (Margaretha & Nugroho, 2023). In this case, the

optimization of population administration services using digital technology, namely the POS KETANMU website-based application by the Population and Civil Registration Office (Dispendukcapil) of Mojokerto Regency can be reviewed from effective decision alternatives and efficient decision alternatives to realize optimal services by bringing convenience to the community.

The optimization of population administration services in Dispendukcapil Mojokerto Regency by utilizing digital technology, namely the POS KETANMU website-based application can be said to be an effective alternative. This is because the optimization that was done successfully achieved the target, namely the people of Mojokerto Regency with the benchmark being the use of technology and the availability of internet access. Considering the different conditions of the community in using digital technology, Dispendukcapil Mojokerto Regency in optimizing makes special programs for people with special needs and provides offline services in collaboration with sub-district and village offices in the Mojokerto Regency area. However, it is not uncommon for there to be some people who prefer to queue by coming directly to the Mojokerto Regency Dispendukcapil office on the grounds that they do not understand the use of online services. This is as from the interview between the researcher and Mrs. Wuryani as the Head of Data Utilization and Service Innovation which obtained results that:

> "Dispendukcapil Mojokerto Regency in making a program, of course, the first thing that is paid attention to is the situation of the community. POS KETANMU is an online service aimed at making it easier for the community, but not all people understand its use. So we also make our own steps through the TEMAN DILAN program to serve electronic ID card recording at home for people with disabilities, the elderly, and vulnerable residents.
> Based on the result of the interview on March 10, 2025."

Dispendukcapil Mojokerto Regency in optimizing the POS KETANMU website-based application also pays attention to the availability of internet network access in all areas of Mojokerto Regency so that population administration services by utilizing digital technology can run optimally. In addition, the optimization of population administration services in Dispendukcapil Mojokerto Regency through the POS KETANMU website-based application is also an efficient decision alternative because with the direct socialization to several agencies and indirect socialization through the Instagram channel, the general public is aware of the existence of the POS KETANMU website-based application. This can be known from the official Instagram account belonging to the Population and Civil Registration Office of Mojokerto Regency which has thousands of followers. The findings show that the Instagram application has been widely used by the general public. The increasing recognition of the application by the public certainly has an impact on the increase in the number of submissions of online population administration documents through the POS KETANMU website-based application which also increases employee performance because online services do not require a lot of manpower. This is in line with the research by Kusumawati et al., (2022) that if service innovation runs by providing more benefits and oriented to the community, then the implementation of population administration services will also run optimally. So it can be known that the utilization of technology in population administration services through the optimization of the POS KETANMU website-based application at Dispendukcapil

Mojokerto Regency has run optimally because it has become an effective and efficient decision alternative.

Limited Resources

Restricted resources are included in the optimization element which contains potential that must be considered for availability and need to be properly managed to support the implementation. Resources in optimization can be reviewed from the availability of human resources and supporting resources (Siringoringo, 2005). Where from these two things also do not escape from limitations. The Population and Civil Registration Office of Mojokerto Regency in optimizing population administration services by utilizing the use of digital technology through the POS KETANMU website-based application certainly pays attention to everything related to resources, be it human resources, namely employees on duty and supporting resources, namely facilities and service support infrastructure.

In this research, it is known that human resources can be said to be optimal because the availability of employees who are included in the membership arrangement of the POS KETANMU innovation manager is sufficient and there is an even division of tasks according to their respective fields. Even Dispendukcapil Mojokerto Regency also actively held training activities regarding excellent service for employees to increase the responsiveness of officers in providing population administration services. This is as the result of the interview explained by Mrs. Wuryani as the Head of Data Utilization and Service Innovation, that:

> "From the service itself, training activities for employees are routinely carried out and are never absent. I think the activity has been able to create cohesion, improve professionalism, and the performance of employees who carry out the task of providing administrative services. Even on ordinary days, I always remind the operators or application admins to always serve with the orientation of the community as the recipient of the service.
> Based on the results of the interview on March 10, 2025."

The above statement is in line with the research by Pratiwi et al., (2022) which explains that training activities for employees are an important factor that also determines the course of service optimization because it can convey information to employees regarding all developments to be carried out and know the extent to which employees do their work. However, in terms of supporting resources in the optimization of population administration services using digital technology, namely the POS KETANMU website-based application is still not optimal because there are limitations in inventory items in the special room for providing online population administration services such as the condition of the old computer unit and its function that is often problematic as well as the number of internet network devices that is inadequate due to the many uses for other things. Limitations in supporting resources can certainly hinder the provision of online population administration services and have an impact on the POS KETANMU website-based application that cannot be used optimally. As the statement of Mr. Darfin as the operator officer of the POS KETANMU application revealed that:

> "For facilities related to services through POS KETANMU is still lacking. Moreover, the state of the computer here has been quite long and often slow. If it's slow, of course, postpone the service process.
> Based on the results of the interview on March 10, 2025."

The above statement is also in accordance with the research by Tyas & Choiriyah (2024) that the availability of resources certainly supports the optimal optimization process. So that if there are shortcomings in it, the optimization process is also hindered. Thus, it can be broadly drawn that the limitations in supporting resources make the limited resource element cannot be said to be optimal.

CONCLUSIONS

In accordance with the findings and discussions related to the optimization of population administration services by utilizing the use of digital technology through a website-based application of the Online Service of the No-Meet Population System (POS KETANMU) of the Population and Civil Registration Office (Dispendukcapil) of Mojokerto Regency which was studied using 3 (three) elements of optimization, namely objectives, alternative decisions, and limited resources can be said to be optimal. Because of the three (3) optimization elements used, there is only 1 (one) element that has not run optimally.

In the goal element, the course of optimization is said to be optimal because from the maximization side it is shown through the increase in the number of ownership of population administrative documents and the achievement of values in the Mojokerto Regency Dispendukcapil Community Satisfaction Survey. Besides that, in terms of minimization, it also succeeds in overcoming service problems by minimizing service time and reducing service distance. Then, the alternative element of the decision can also be said to be optimal. From the side of effective decision alternatives, the optimization of population administration services carried out by Dispendukcapil Mojokerto Regency by utilizing digital technology, namely the POS KETANMU website-based application has succeeded in achieving the target, namely the people of Mojokerto Regency with the fulfillment of the appropriate benchmarks, namely the condition of the community in the use of technology and the availability of internet network access throughout the Mojokerto Regency. Meanwhile, if viewed from the side of an efficient decision alternative, the optimization of population administration services has been supported by the implementation of socialization which has an impact on the increasing knowledge of the existence of the POS KETANMU website-based application. This also gives an increase in the number of submissions of population administration documents online so that employee performance is also more efficient because online services do not require a lot of manpower. Furthermore, in the last element which is limited resources, the optimization process carried out cannot be said to be optimal because in terms of supporting resources, namely technological infrastructure facilities such as the state of computers in special rooms for online services that have been around for quite a long time and often have problems and limited internet network devices so that it has the potential to hinder the service process.

As for this research, it was carried out for a limited time and only examined the problem topic using 3 (three) optimization elements only. So that for the next research it is expected to be able to examine similar topics with the efficient use of time and the use of other broader theories.

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