



The Impact of Digital Transformation on Improving the Quality of Public Services: A Case Study at the Palembang City Population and Civil Registration Office

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ABSTRACT

The government's need to improve efficiency, transparency, and quality of public services through the use of digital technology. Digital transformation at the Palembang City Population and Civil Registration Office is one of the tangible forms of E-Government implementation, especially through the implementation of Digital Population Identity (IKD) and population administration information system (SIAK). This change is driven by national regulations and the need to realize fast, accountable, and inclusive services amid the challenges of low digital literacy and human resource readiness. This transformation is important to overcome the constraints of previous manual services and encourage a government system that is more adaptive to the digital era. This research aims to determine the digital transformation of the Palembang City Population and Civil Registration Office in 2024. The research method used is a descriptive qualitative approach with data collection techniques through in-depth interviews, observations and documentation at the Palembang City Population and Civil Registration Office. Data analysis is carried out through data collection, data presentation, and verification and confirmation of conclusions. The location of this research is the Palembang City Population and Civil Registration Office located on Jalan Demang Lebar Daun, No.4225, Lorok Pakjo, Kec. The interview resource persons amounted to 9 people, including 1 head of office, 3 employees of the Disdukcapil, 5 communities. The results of this study show that the Digital Transformation of the Palembang City Population and Civil Registration Office in 2024 shows significant achievements in improving the quality of public service governance. The implementation of the population administration information system (SIAK) and Digital Population Identity (IKD) contributes to increasing the efficiency, transparency, and accessibility of services to the community. This success is supported by the availability of adequate technological infrastructure, adaptive regulations, and strategic initiatives such as the "Pick Up the Ball" program that strengthens community participation. However, this transformation process still faces a number of obstacles, including the low level of digital literacy of the community, limited human resource competencies and technical challenges related to network stability and digital access gaps in certain regions. In conclusion, the digital transformation carried out by the Palembang City Disdukcapil is a strategic step in supporting an electronic-based government system that is more responsive, adaptive, and inclusive. This effort is also in line with the spirit of the industrial revolution 4.0 and Society 5.0, where digitalization is the main key in providing quality public services, as well as answering the demands of an increasingly dynamic and technology-based era.

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INTRODUCTION

One of the fastest developing technologies in the era of digitalization is information and communication technology, the rapid development of this technology brings challenges and opportunities to access, manage, and use accurate information. The government must encourage the use of technology and information to accelerate development in the implementation of public services to the community because information and communication technology is very promising for efficiency, speed, global reach and transparency. The government uses various innovative ways to improve their ability to provide quality services, especially in population management (Resty Okta Diani, 2022).

The Palembang city government through the Population and Civil Registration Office which is regulated in the mayor's regulation number 55 of 2016 concerning the position, organizational structure, duties and functions as well as the work procedures of the Palembang City Population and Civil Registration Office has a function as a regional apparatus that runs population administration. One of them is to implement policies on digital population identity.

Permendagri Number 7 of 2019 mandates that every Population and Civil Registration Office throughout Indonesia be able to transform into a digital-based service format. In the regulation mentioned above, it is stated that what is meant by "bold service" is "the service of issuing population documents" which can be done through electronic media and web-based technological devices.

Digital transformation at the Palembang City Population and Civil Registration Office has had various positive impacts on increasing the accessibility of population services for the community, especially through the implementation of digital population identity (IKD) or digital ID cards and fully contributes to improving the efficiency of public services, data security and ease of access for the community with online-based services. People can now apply for documents online without having to come to the office in line with the government's efforts to build a more inclusive digital ecosystem (Irwansyah et al., 2023).

The Palembang City Population and Civil Registration Office has had a significant impact on the efficiency of public services, especially in terms of transformation from manual to digital systems such as process and time efficiency, increased transparency and accountability, ease of access and digital literacy, and improved quality of public services. With the application of information and communication technology and the delivery of services, access to information and services becomes faster and easier, this shows that digitalization not only improves the quality of services but also provides convenience for the community. One of the main challenges in the digital transformation of the population and civil registration office of Palembang City is low public participation, concerns about data security and privacy, readiness of infrastructure and human resources, lack of socialization and public education. To overcome the challenges in this digital transformation, one of the strategies set is the pick-up program where officers from the Palembang City Population and Civil Registration Office actively visit government agencies and community groups to assist in the IKD activation process (Afdhaluddin et al., 2022).

To create a digital culture, a regulation was formed on how to implement an electronic-based government system. The establishment of regulations related to the implementation of an electronic-based government system is a strategic step to encourage the creation of a digital culture in government. Presidential Instruction No. 3 of 2003 concerning National Policies and Strategies for the Development of E-Government is a strong legal foundation in efforts to realize electronic government in Indonesia. The main objective of this policy is to optimize the use of information and communication technology in order to increase the effectiveness, efficiency, transparency, and accountability of public services and minimize bureaucratic obstacles. There are two main elements in this policy, namely that the government must improve public services through the development of electronic services by using communication and information technology and it is important for the government to be more efficient, effective, transparent, and accountable to the community.

Based on the Presidential Regulation of the Republic of Indonesia Number 95 of 2018 concerning Electronic-Based Government Systems, there is an urgent need to improve integration and efficiency in this technology-based government system. Rational control and management of the electronic-based government system is very important to accelerate its implementation, which is also supported by Government Regulation of the Republic of Indonesia Number 38 of 2017 concerning Regional Innovation. The purpose of regional innovation is to improve the performance of government administration at the local level. In order to achieve this goal, regional innovation is focused on improving community welfare, strengthening the role of community participation, and accelerating regional competitiveness.

The Palembang City Population and Civil Registration Office carried out the "Dukcapil Goes To Campus" program at Indo Global Mandiri University (UIGM) on Tuesday, October 24, 2023. In this event, they offer five population services, namely the creation of electronic ID cards, Child Identity Cards (KIA), birth certificates, death certificates, and changes to the elements on the ID card. This program is part of the pick-up event, especially for students and academics who need electronic ID card services, picking up the ball is a responsive form of the apparatus to provide effective and efficient services. The results of this ball pick-up in October 2023 have processed the recording of electronic ID cards up to 99.27% so that to achieve

the target of 100%, the Acting Mayor of Palembang instructed the Population and Civil Registration Office to extend the program which is also carried out in the malls area to facilitate digital population document services.

Therefore, digital transformation currently plays a crucial role in optimizing public participation in the decision-making process. This digital transformation initiative aims to strengthen the effectiveness of public services and increase public involvement in policy formulation that is in line with the government's commitments. One of the essential elements of this transformation is the application of information technology to facilitate community participation. In the implementation of public services, the government has a responsibility to meet the needs of its citizens, not only including the form and type of services needed but also involves aspects such as increasing efficiency and accessibility, transparency and accountability, and service delivery mechanisms. This transformation also reflects the commitment of the Palembang City government to support the Industrial Revolution 4.0 and Society 5.0 where technologies such as Big Data and LoT are used to create a service system that is more responsive and adaptive to the needs of the community. Realizing the importance of this, the researcher felt interested in conducting research with a predetermined title. Based on the above background, the researcher is interested in conducting research with the research title "Digitalization Transformation of the Palembang City Population and Civil Registration Office in 2024"

RESEARCH METHODS

Qualitative research methods, often known as naturalistic research methods, are carried out in natural conditions. In naturalistic research, researchers play a role as the main instrument in collecting and analyzing data. The researcher is actively involved in the interaction with the research subject so as to allow a richer and nuanced understanding of the phenomenon being studied (Sugiyono, 2019) In this study, the author will use a relevant approach to uncover these aspects regarding the Digital Transformation of the Palembang City Population and Civil Registration Office in 2024.

RESULTS AND DISCUSSION

In this study, the analysis that can be seen from the Digitalization Transformation of the Palembang City Occupation and Civil Registration Office in 2024 is related to the digitalization transformation by the Palembang City Population and Civil Registration Office. By using the theory of the Digital Government Framework according to (Lee, 2018). There are seven indicators, namely digital infrastructure, digital strategy and policy, public participation and engagement, data security and privacy, service efficiency and effectiveness, system interoperability, digital accessibility and inclusivity. The seven indicators can see the expression of opinions. The results of the study show that the digital transformation carried out by the Palembang City Population and Civil Registration Office in 2024 reflects the commitment of the local government in responding to the demands of the times that increasingly prioritize efficiency, transparency, and ease of access to public services. Through the implementation of various integrated digital strategies, Disdukcapil has sought to transform population administration services from a manual system to a more modern and technology-based one.

CONCLUSIONS AND SUGGESTIONS

In this study, the analysis that can be seen from the Digitalization Transformation of the Palembang City Occupation and Civil Registration Office in 2024 is related to the digitalization transformation by the Palembang City Population and Civil Registration Office. By using the theory of the Digital Government Framework according to (Lee, 2018). There are seven indicators, namely digital infrastructure, digital strategy and policy, public participation and engagement, data security and privacy, service efficiency and effectiveness, system interoperability, digital accessibility and inclusivity. The seven indicators can see the expression of opinions. The results of the study show that the digital transformation carried out by the Palembang City Population and Civil Registration Office in 2024 reflects the commitment of the local government in responding to the demands of the times that increasingly prioritize efficiency, transparency, and ease of access to public services. Through the implementation of various integrated digital strategies, Disdukcapil has sought to transform population administration services from a manual system to a more modern and technology-based one.

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