Implementation of Online-Based Administrative Services in Electronic Population Application Services (LAKSE) in Batam City

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Abstract: This study aims to analyze and describe the implementation of the Electronic Population Application Service (LAKSE) at the Population and Civil Registration Office of Batam City. The research employs a descriptive qualitative method, focusing on documentation studies to systematically explain the features, benefits, and challenges of the LAKSE application. The LAKSE application represents a digital innovation designed to streamline population administration processes, offering online services for obtaining essential documents such as identity cards, family cards, and birth or death certificates. Findings indicate that the LAKSE application has successfully improved service delivery by reducing queues, enhancing accessibility, and facilitating efficient data management. The application simplifies administrative procedures through its user-friendly interface and online submission system, allowing users to process requests from their homes. However, challenges persist in raising public awareness and ensuring widespread adoption, particularly among individuals less familiar with digital tools. In conclusion, the LAKSE application serves as an effective innovation for modernizing population administration services in Batam City. To maximize its potential, increased dissemination of information and technical support are crucial to fostering broader community participation. This research underscores the importance of digital transformation in public services to enhance efficiency, accessibility, and citizen satisfaction.

Keyword: Digital Innovation, Population Administration, & LAKSE Application.

INTRODUCTION

The government is a servant for the community. Based on law number 25 of 2009 article 1 concerning public services. Public service is a series of activities carried out by the government to meet the needs of the community in accordance with statutory regulations (Hartatik et al., 2022). Population administration services are services in providing documents needed by the public or community. The community has the right to get maximum and satisfying services, the community also has the right to demand if the services obtained are not in accordance with expectations. So the government must be responsible for providing good and maximum service to the community (Idrus & Zakiyah, 2022). The government must serve

the entire community according to their respective needs and equalize all communities regardless of their social status. One of the duties and responsibilities of the government in serving the community is in terms of population administration services. The government's duty in this regard is to register and issue identity cards, family cards, birth certificates, death certificates, as well as recording mutations and managing population data (Melinda et al., 2020). With the delegation of authority from the central government to the local government, the task becomes the authority of the local government to carry out its duties represented by the Population and Civil Registration Office.

In the growing digital era as it is today, the government must be responsive to utilize the sophistication of existing technology (Sutanto et al., 2022). The government must have a way to facilitate services and approach the community. Law No. 24 of 2013 on population administration provides a solid foundation for the administration of population which contains the regulation and establishment of a system that reflects a population administration reform. The Population and Civil Registration Office (Disdukcapil) together with the Batam Communication and Informatics Office (Kominfo) prepared an Electronic Population Service Application. That way people can apply for and submit the necessary documents online from home. So that service providers have found a strategy to facilitate services by modernizing the service system which is a form of innovation (renewal).

In practice, it is often the private sector that motivates the government sector to innovate, because in the private sector innovation is successfully carried out. The collaboration between government and technology will form an electronic government that will make it easier for people to get services because it is not limited by time, location, and very affordable costs (Eprilianto et al., 2020). Likewise, the Batam City Population and Civil Registration Office has made an innovation by creating a website https://lakse.batam.go.id/. The purpose is to provide easy services to the community and be carried out online to obtain population documents such as Identity Cards, Family Cards, Birth Certificates, Death Certificates, moving letters, and checking information data such as KK and KTP numbers.

With the update of the system from manual to online system, the government hopes that all population administration processes can be carried out more quickly and precisely. (Hasibuan et al., 2022). Because looking at the previous situation when population administration services were still manual, services tended to be difficult and long because they had to enter the counters one by one and drained a lot of time, the people who came to the Batam City Population and Civil Registration Office were very crowded, the queue was very long, so the available waiting room could not accommodate all the people there. With online services it will also make it easier to collect data on citizens and archiving because the system is computerized.

Research conducted by dwi febi Kartika and trenda aktiva in 2020, entitled "public service innovation through the poedak application (online population administration registration service) at the Gresik Regency Population and Civil Registration Office". This research uses qualitative descriptive research methods. The results of his research show that innovation in population administration services has been implemented based on procedures. The purpose of this innovation has been carried out well, because of the realization of convenience in the population administration process.

Furthermore, the next previous research was conducted by khrisno hadi, listiano asworo, and iradhad taqwa sihidi in 2020 entitled "dialogical innovation: towards participatory public service transformation (study of the online Malang service system)" which used qualitative research methods. And the result of his research is to show that this android-based population administration service has succeeded in changing the old bureaucracy.

Based on the background description above, the researcher is interested in examining online-based services at the Electronic Population Application Service (LAKSE) at the Population and Civil Registration Office of Batam City. Therefore, this research aims to

analyze and describe the Electronic Population Application Service (LAKSE) organized by the Batam City Population and Civil Registration Office.

METHOD

The research method used by researchers in this study is a descriptive qualitative method. By describing or explaining facts or events systematically in the form of words, not in statistical counts related to the application of online-based services in electronic population application services (LAKSE). To see the extent to which LAKSE can help and facilitate the community in taking care of the administrative documents they need. According to Sugiyono (2018) Qualitative research methods are also called postpositivistic methods because they are based on the philosophy of postpositivism. Qualitative research is research whose purpose is to understand the phenomena that occur in research subjects by means of descriptions through the form of words and language in a context.

This research uses documentation studies to obtain documents that match the research title. These documents can be in the form of journals, books, and other reference sources. The data is obtained from references that were previously read, this study does not need to go directly to the field, because the documents needed can be taken through the library.

RESULTS AND DISCUSSION

Main Duties and Functions of Population and Civil Registration Office of Batam City

The Population and Civil Registration Office of Batam City, Riau Islands Province, Indonesia is a government agency that has official responsibilities related to population administration and civil registration. The main purpose of disdukcapil is to collect, record and manage accurate and reliable population data. In addition, Disdukcapil also has the authority to carry out other functions related to population administration in accordance with applicable regulations. Disdukcapil has several functions in carrying out its duties. These functions are related to policy formulation in the field of population and civil registration, policy implementation, evaluation and reporting related to activities in this field, as well as carrying out other functions determined by the mayor in accordance with its functions.

In carrying out this function, Disdukcapil has an important role in organizing and managing population and civil registration policies, services and developments in its area. The main tasks and functions of the Disdukcapil of Batam city include several organizational structures consisting of the head of the office, secretariat, program planning subdivision, general and staffing subdivision, central and regional financial analysis section, young expert, population registration service division, civil registration service division, population administration management division, head of population data processing and presentation section, head of service innovation section, population database administration young expert, database administration candidate and regional technical implementation unit (UPTD).

Overview of the LAKSE Application

Batam City Communication and Informatics Office in collaboration with Batam City Population and Civil Registration Office created electronic population administration services (LAKSE) as the latest innovation. The LAKSE application is a solution in facilitating various population administration needs online which aims to provide speed, efficiency and convenience in managing population documents. The LAKSE application has the advantage of easy accessibility so that the community can submit applications and document delivery can be done online, without the need to face obstacles or long queues at the Disdukcapil office.

In utilizing information technology in the LAKSE application, it makes it easier for people to take care of population documents so that they can be more effective and efficient. The LAKSE application also offers a wide range of services covering a variety of population administration needs, ranging from printing KTPs, KKs, sorting Birth Certificates, Marriage

Certificates, and Death Certificates. Not only that, this application also provides services for printing KIA, changes in population data elements, moving letters (out of Batam), moving letters to come, and provides complete solutions related to the need to take care of population documents.

The procedure to access the LAKSE Application is to register an account with sekuntum so that the public can use the application to apply for services online. The stages involved in using the LAKSE Application are: First, creating an account through the official link sekuntum.batam.go.id where users are asked to fill in personal information in creating an account. Second, completing personal data in the sekuntum application to ensure the information provided is accurate and verified. If everything is completely filled in, users can use the application to submit applications through lakse.batam.go.id using the account that has been registered. The LAKSE application provides services for users to apply for various kinds of population administration documents by filling out the forms that have been provided, then the application that has been submitted will be processed and users can get notifications regarding the status and document collection coupons via email. So that the LAKSE application makes it easier for people to take care of population documents effectively and efficiently through online which is easily accessible by electronic devices.

CONCLUSION

The implementation of the Electronic Population Application Service (LAKSE) is a form of service innovation in managing population administration in Batam City. The benefit is that document processing can be done online without having to queue long. However, information related to the LAKSE application still needs to be improved in the community. Efforts to disseminate information and technical support are needed to ensure that the LAKSE application can be accessed and utilized optimally by the community. Because many people are still not literate regarding technological advances. The aim is to achieve more effective and efficient population administration services. The use of the LAKSE application also provides active participation from the community in utilizing this innovation. So it is hoped that it can provide significant benefits to the community in creating modern, effective and efficient population administration services.

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