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Analysis of Public Policy Implementation on Population Information Digitalization at The North Bekasi District Office

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Abstract: The purpose of this study is to analyze the implementation of population information digitalization at the North Bekasi District Office. This study is a qualitative study with structured interviews with 5 informants. The results of the research that has been conducted show that: (1) The implementation of the population information digitalization policy in North Bekasi District still faces obstacles in the implementation of SIAK, such as low competence of service officers, infrastructure that does not meet specifications, unstable internet networks, and socialization and counseling that are not carried out continuously, making the community not understand the procedures that must be carried out in processing population documents. (2) Factors that influence the implementation of the population information digitalization policy in North Bekasi District include: support, capacity, and value. (3) Strategies that need to be implemented by the apparatus in North Bekasi District in determining the success or failure of implementing the information digitalization policy in their area include: the need to implement minimum service standards as a reference in the performance of the administration of the population administration sector in order to improve the quality of services to the public, the need for improvements in the management of administrative services in North Bekasi District, the need to improve facilities and infrastructure supporting public services, and the need to add service officers, both honorary and contract, and the budget for implementing activities needs to be increased in order to anticipate the increasing number of people using services.

Keyword: Implementation of Public Policy, Digitalization of Population Information.

INTRODUCTION

Indonesia is one of the world's developing countries with a very large population spread across several islands, both large and small. As an archipelagic nation, Indonesia's population is unevenly distributed, with some islands experiencing very high population densities while others experience low population densities. Various problems resulting from this uneven population distribution frequently arise, requiring the government to act quickly to implement policy solutions.

Accurate and comprehensive population data plays a crucial role in national development. This requires hard work from state administrators, from the central government

down to the lowest levels, in collecting and ensuring the availability of the necessary population data to provide reliable population information to authorized parties in formulating policies.

Several factors contribute to Indonesia's population problems. These include rapid population growth, uneven population distribution, and the low quality of Indonesia's population. Rapid and uneven population growth, unmatched by the achievement of high-quality human resources, has resulted in various population issues, including population size, composition, and distribution.

Population data collection and civil registration using information and communication technology were initially known as SIMDUK (Population Management Information System), created in 1996. However, in practice, this system has numerous weaknesses as a population data management system. One of these is the occurrence of identity fraud due to invalid and insufficiently detailed data. Furthermore, many residents still hold multiple identity cards.

Based on the evaluation results of SIMDUK, the Indonesian Government created SIAK (Population Administration Information System) as a system that processes population data and civil registration in Indonesia. The implementation of the population administration information system has been previously regulated in Presidential Decree Number 88 of 2004 concerning Population Administration Management, Regulation of the Minister of Home Affairs (Permendagri) Number 18 of 2005 and Law Number 23 of 2006 concerning Population Administration as well as Government Regulation Number 37 of 2007, which contains the Implementation of Law Number 23 of 2006. However, later Law Number 23 of 2006 was again amended to Law Number 24 of 2013, which is currently in effect and serves as a guideline in the implementation of population administration management in Indonesia. Juwita (2024) stated that the SIAK (population administration information system) program has had a positive impact. However, its implementation still faces obstacles, such as inadequate facilities and infrastructure, unstable SIAK server networks, and limited public knowledge regarding information and communication technology, which have resulted in obstacles in managing population administration.

In accordance with Law Number 24 of 2013 concerning Population Administration, the Population Administration Information System, hereinafter abbreviated as SIAK, is an information system that utilizes information and communication technology to facilitate the management of population administration information at the level of organizers and implementing agencies as a single unit. This application can be used to manage population data at sub-districts/villages that are located separately, but based on internet technology, where all data and applications are placed in one point, namely the internet data center, the integrity of all data is always guaranteed. Information systems related to population data cover all aspects of population centralized in level II regions such as districts and municipalities so that with the SIAK information technology infrastructure can handle population status data collection with all its changes.

The implementing agency of SIAK is the district/city government apparatus that is responsible and authorized to carry out services in administrative matters, in this case the Population and Civil Registry Service. Efforts to improve the acceleration of Population Administration (Adminduk) services are currently rolling at the central level, and will soon be realized in the regions. Minister of Home Affairs Regulation Number 19 of 2018 concerning Improving the Quality of Population Administration Services, as a follow-up to the President's directive for the Ministry of Home Affairs to accelerate electronic ID card (e-KTP) services and other population documents. In line with this, the Ministry of Home Affairs is currently in the process of revising the Population Administration Law. Regarding service acceleration, the revised Population Administration Law will accommodate population document services through a digitalization process.

In the research of Putri VC (2025); Indriani. KK, Soesiantoro and Ilma. GM (2024) showed that the results of the study that the Population and Civil Registration Office of Gresik

Regency has implemented the policy regarding POEDAK well because it has fulfilled the six indicators put forward by Van Meter and Van Horn regarding the supporting factors for the implementation of a policy implementation, namely Policy Target Standards, Resources, Inter-Organizational Communication, Characteristics of Implementing Organizations, Social, Economic, Political Conditions, and Disposition or Attitude of Implementers. Widianis and Sukraaliawan (2024) stated that the implementation of the Resident Identity Card digitalization policy in Buleleng Regency has been running well which is examined from the factors of communication, resources, disposition and organizational structure, and the commitment of employees in providing services and sufficient resources in implementing the policy can be supporting factors for policy implementation.

The digitization of population information in North Bekasi District is carried out based on Presidential Regulation Number 96 of 2018 concerning Requirements and Procedures for Population Registration and Civil Registration. The implementation of the Presidential Regulation policy includes population document services that use information technology, such as electronic ID cards (e-KTP) and Child Identity Cards (KIA). The registration and recording of population documents uses the Population Administration Information System, hereinafter abbreviated as SIAK, an information system that utilizes information and communication technology to facilitate the management of Population Administration information at the level of the organizer and the Regency/City Population and Civil Registration Service or the Technical Implementation Unit of the Population and Civil Registration Service as a single unit. Based on the author's observations, the implementation of the population information digitalization policy in North Bekasi District appears to still be hampered, such as: the lack of integration of the population database, the lack of a single interconnected and integrated system between population registration and civil registration, the presence of employees who have not mastered the information technology applied, limited facilities and infrastructure supporting e-KTP recording activities, the availability of e-KTP forms is unclear, resulting in delays in recording activities for new e-KTP applicants, low work competency of sub-district employees, and sub-district employee performance that is not optimal.

Research by Sari. NF, L. Magriasti (2025); L. Rahmawati et al (2024) and MZ. Madaul, Subagyo, Permana. (2025) shows that the implementation of IKD has not achieved maximum results. From the communication side, socialization activities have been carried out, but their effectiveness is still low because the community does not fully understand the benefits of IKD. From the resource aspect, implementing officials have adequate capabilities, but support facilities such as networks and devices are still limited.

Based on the background of the problem outlined above, the author identified the following relevant problems:

- a. Unintegrated population databases.
- b. A single, interconnected and integrated system between population registration and civil registration has not yet been established.
- c. Some employees are not yet proficient in the information technology being implemented.
- d. Limited facilities and infrastructure supporting e-KTP registration activities.
- e. The unclear availability of e-KTP forms, resulting in delays in registration activities for new e-KTP applicants.
- f. Low employee competency.
- g. Sub-district employee performance is not optimal.

Based on these problem identifications, the research questions are formulated as follows:

- a. How is the implementation of the population information digitization policy at the North Bekasi District Office?
- b. What factors influence the implementation of the population information digitization policy at the North Bekasi District Office?

- c. What strategies are implemented by the North Bekasi District apparatus in implementing the population information digitalization policy?

METHOD

In this study, the researcher employed a descriptive qualitative research method. This means that the researcher did not employ mathematical, statistical, or computer methods, but rather applied systematic rules of thought in data collection and processing to provide data and arguments. Descriptive methods emphasize observation and natural settings.

Qualitative research data seeks to produce descriptive data in the form of people's words and observed behavior. As Bogdan and Taylor state, qualitative research is "a type of research whose process produces descriptive data from the object being studied" (in Hadi and Haryono, 2007). Arifin (2012) also states that qualitative research is "a research procedure conducted naturally according to conditions occurring in the field without any manipulation, and the type of data collected is descriptive." The focus of this study is to analyze the implementation of public policy regarding the digitization of population information by employees at the North Bekasi District Office.

RESULTS AND DISCUSSION

Results

The Concept of e-Government

Electronic Government comes from the word "government," which in English means government. The letter "e-" in front of the word "government" stands for "electronic," as in electronic mail (e-mail), electronic business (e-business), and so on. Electronic government, or e-government, is the use of information and communication technology for efficient and effective government administration, while providing transparent and satisfactory services to the public. Electronic government can be applied to the executive, legislative, judicial, or public administration to improve internal efficiency, deliver public services, or foster democratic leadership processes.

According to Rianto and Lestari (2012), e-Government is a new mechanism for interaction between the government and the public and other stakeholders, involving the use of information technology (especially the internet) with the aim of improving the quality of service. According to studies and research from the Harvard JFK School of Government, as cited in Indrajit (2006), to implement digitalization concepts in the public sector, three elements of success must be possessed and carefully considered: support, capacity, and value.

1. **Support.** The first and most crucial element that the government must possess is the willingness of various public and political officials to truly implement the e-Government concept, rather than simply following trends or opposing initiatives related to e-Government principles. Support here is not merely lip service; rather, it is expected to take the following forms:
 - a. Agreement on the e-Government framework as one of the keys to the country's success in achieving its vision and mission.
 - b. Allocation of resources (human, financial, manpower, time, information, etc.) at every level of government to develop this concept with a cross-sectoral spirit.
 - c. Construction of various supporting infrastructure and superstructure to create a conducive environment for e-Government development (such as the existence of clear laws and government regulations).
 - d. Dissemination of the e-Government concept evenly, continuously, consistently, and comprehensively to all levels of bureaucracy in particular and the public in general through various sympathetic campaign methods.
2. **Capacity.** This second element refers to the ability or empowerment of the local government to make the e-Government "dream" a reality. There are three minimum requirements that the government must possess regarding this element:
 - a. Availability of sufficient resources to implement various e-Government initiatives, especially financial resources.
 - b. Availability of adequate information technology infrastructure, as this facility is 50% of the key to the successful implementation of the e-Government concept.
 - c. Availability of human resources with the necessary competencies and expertise to ensure e-Government implementation meets the expected benefits.
3. **Value.** The first and second elements are two aspects viewed from the government's perspective as the service provider (supply side). Various e-Government initiatives will be useless if no party benefits from their implementation. In this case, the extent of the benefits derived from e-Government is not determined by the government itself, but by the public and other stakeholders (demand side). For this reason, the government must be very careful in choosing the priority types of e-Government applications that must be developed first so that they truly provide value (benefits) that are significantly felt by the community.

Developed countries believe that the proper implementation of e-Government will significantly improve the quality of life of citizens in a particular country and the global community in general. Several benefits can be gained by implementing the e-Government concept for a country, including:

1. Improving the quality of government services to its stakeholders (the public, businesses, and industry), particularly in terms of effectiveness and efficiency in various areas of national life.
2. Increasing transparency, control, and accountability in government administration through the implementation of Good Corporate Governance.
3. Significantly reducing the total administrative, relationship, and interaction costs incurred by the government and its stakeholders for daily activities.
4. Providing opportunities for the government to obtain new sources of revenue through interactions with stakeholders. Creating a new societal environment that can quickly and accurately address various problems faced in line with global changes and existing trends.
5. Empowering the community and other parties as government partners in the process of making various public policies in an equitable and democratic manner.

Policy Implementation

Nugroho (2003) states that policy implementation, in principle, is a way for a policy to achieve its objectives. The success of policy implementation will be determined by many variables or factors, and each of these variables is interconnected. This study aims to broaden our understanding of the various variables involved in implementation. In Edwards III's view, policy implementation is influenced by four variables: communication, resources, disposition, and bureaucratic structure. These four variables are also interconnected. Dye, in Syafi'ie (2006), defines public policy as "whatever the government chooses to do or not to do," which in Indonesian means whatever the government chooses, whether to do something or not to do something.

Meanwhile, Carl Frederic, in Agustino (2008), explains that policy is a series of actions or activities proposed by an individual, group, or government within a specific environment where several obstacles (difficulties) and possibilities (opportunities) exist, which the policy is proposed to be useful in overcoming and achieving the intended goals. Chandler and Plano, in Syafi'ie (2006), argue that public policy is the strategic use of existing resources to solve public problems.

Ripley and Franklin, in Winarno (2002), explain that implementation is what occurs after a law is enacted that authorizes a program, policy, benefit, or some type of tangible output. Implementation encompasses actions by several actors, particularly bureaucrats, intended to make the program work.

Van Meter and Van Horn, in Wahab (2001), define policy implementation as actions undertaken by individuals or groups in the government or the private sector aimed at achieving the objectives established in previous policy decisions. These actions include efforts to translate decisions into operational actions within a specific timeframe, as well as continuing efforts to achieve the changes established by policy decisions.

From the various explanations presented by the experts above, it can be concluded that policy implementation is a crucial stage and must be carried out as an integral part of the public policy structure. This process can serve as a benchmark for the success or failure of a policy's implementation.

Discussion

Based on the analysis of the implementation of the population information digitization policy in North Bekasi District, it can be concluded that:

1. The implementation of the population information digitization policy in North Bekasi District has been carried out in accordance with regulations, namely Minister of Home Affairs Regulation Number 25 of 2011 concerning Guidelines for the Assessment, Development, and Management of Population Administration Information Systems and, most recently, Minister of Home Affairs Regulation Number 8 of 2016 concerning the Second Amendment to Minister of Home Affairs Regulation Number 9 of 2011 concerning Guidelines for Issuing National Population Identification Number-Based Identity Cards, as well as Presidential Regulation Number 96 of 2018 concerning Requirements and Procedures for Population Registration and Civil Registration. Meanwhile, the implementation of the population information digitization policy in North Bekasi District continues to face obstacles, such as low service officer competency, substandard infrastructure, unstable internet connections, and inadequate outreach and education, which leads to public misunderstanding of the procedures required for processing population documents.
2. Factors influencing the implementation of the population information digitization policy in North Bekasi District include:
 - a. Support, including: agreement on the e-Government framework, allocation of resources (human, financial, personnel, time, information, etc.), construction of various supporting infrastructure and superstructure, and dissemination of the e-

- Government concept evenly, continuously, consistently, and comprehensively to all groups.
- b. Capacity, including: availability of sufficient resources to implement various e-Government initiatives, availability of adequate information technology infrastructure, and availability of human resources with the required competencies and expertise.
 - c. Value, including: benefits to the North Bekasi District government and the surrounding community.
3. Strategies that need to be implemented by officials in North Bekasi District to determine the success or failure of implementing the information digitalization policy in their area include: the need to implement minimum service standards as a benchmark for the performance of population administration in order to improve the quality of services to the public; the need to improve the management of administrative services in North Bekasi District; the need to improve facilities and infrastructure supporting public services; and the need to add service personnel, both honorary and contract, and the need to increase the budget for activity implementation to anticipate the increasing number of service users.

CONCLUSION

The implementation of the population information digitization policy in North Bekasi District has been carried out in accordance with regulations, namely Minister of Home Affairs Regulation Number 25 of 2011 concerning Guidelines for the Assessment, Development, and Management of Population Administration Information Systems, and most recently Minister of Home Affairs Regulation Number 8 of 2016 concerning the Second Amendment to Minister of Home Affairs Regulation Number 9 of 2011 concerning Guidelines for Issuing National Population Identification Number-Based Identity Cards, as well as Presidential Regulation Number 96 of 2018 concerning Requirements and Procedures for Population Registration and Civil Registration. Meanwhile, the implementation of the population information digitization policy in North Bekasi District continues to face obstacles, such as low service officer competency, substandard infrastructure, unstable internet connections, and inadequate outreach and education, which leads to public misunderstanding of the procedures required for processing population documents.

Strategies that need to be implemented by the apparatus in North Bekasi District in determining the success or failure of the implementation of the information digitalization policy in their area include: the need to implement minimum service standards as a reference in the performance of the implementation of the population administration sector in order to improve the quality of services to the community, the need for improvements in the management of administrative services in North Bekasi District, the need to improve facilities and infrastructure supporting public services, and the need to add service officers, both honorary and contract, and the budget for implementing activities needs to be increased to anticipate the increasing number of people using services.

Based on the conclusions outlined above, the following recommendations are proposed from this research:

1. The North Bekasi District Government is expected to conduct more effective public outreach regarding SIAK by utilizing neighborhood associations (RT/RW), sub-district offices, or through places of worship, and by utilizing information media as another means of outreach.
2. A dedicated space for SIAK operators in North Bekasi District is expected to be provided, along with a representative and comfortable waiting room for the public.
3. It is recommended that information boards be optimized to ensure the public receives fast and accurate information through them.

4. The North Bekasi District apparatus is expected to strictly adhere to standard operating procedures, such as ensuring timely document processing, and even faster processing times.

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