

IMPLEMENTASI KEBIJAKAN PROGRAM IDENTITAS KEPENDUDUKAN DIGITAL DI DISDUKCAPIL KOTA TANJUNGPINANG

Oleh:
Istiqoma
NIM. 190565201021

ABSTRAK

Program Identitas Kependudukan Digital merupakan salah satu upaya pemerintah dalam mewujudkan transformasi digital pelayanan administrasi kependudukan. Penelitian ini bertujuan menganalisis implementasi kebijakan program Identitas kependudukan Digital di Dinas Kependudukan dan Pencatatan Sipil kota Tanjungpinang. Namun dalam pelaksanaannya masih ditemukan masalah seperti rendahnya tingkat aktivasi IKD, adanya penurunan aktivasi dari 25% hingga ke 5% dan keterbatasan pemahaman masyarakat terhadap penggunaan aplikasi. Penelitian ini menggunakan metode kualitatif dengan metode deskriptif. Teknik pengumpulan data dilakukan melalui observasi, wawancara dan dokumentasi. Informan penelitian terdiri dari Kepala Bidang pengelolaan administrasi kependudukan, petugas pelayanan IKD, staf pelayanan administrasi kependudukan, serta masyarakat yang sudah dan belum mengaktivasi IKD. Analisis data menggunakan model Miles dan Huberman yang meliputi reduksi data, penyajian data, dan penarikan kesimpulan. Analisis implementasi kebijakan mengacu pada teori George C. Edwar III yang terdiri atas komunikasi, sumber daya, disposisi, dan struktur birokrasi. Hasil penelitian menunjukkan bahwa implementasi kebijakan Program Identitas Kependudukan Digital di Dinas Kependudukan dan Pencatatan Sipil kota Tanjungpinang telah berjalan cukup baik, namun belum sepenuhnya optimal. Masih adanya masalah seperti rendahnya literasi digital masyarakat, keterbatasan perangkat telepon pintar yang mendukung aplikasi IKD, serta minimnya partisipasi masyarakat untuk aktivasi IKD. Oleh karena itu, diperlukan peningkatan sosialisasi guna mendukung keberhasilan implementasi kebijakan Program Identitas Kependudukan Digital di Dinas Kependudukan dan Pencatatan Sipil kota Tanjungpinang.

Kata Kunci: Implementasi Kebijakan, Identitas Kependudukan Digital, Pelayanan Publik, Disdukcapil Kota Tanjungpinang

**IMPLEMENTATION OF DIGITAL POPULATION IDENTITY
PROGRAM POLICY AT THE TANJUNGPINANG CITY
POPULATION AND CIVIL REGISTRASION AGENCY
(DISDUKCAPIL)**

By:
Istiqoma
NIM. 190565201021

ABSTRACT

The Digital Population Identity Program is one of the government's efforts to realize digital transformation in population administration services. This study aims to analyze the implementation of the Digital Population Identity program policy at the Population and Civil Registration Office in Tanjungpinang City. However, in its implementation, problems are still being found, such as low IKD activation rates, a decrease in activation from 25% to 5%, and the public's limited understanding of how to use the application. This study uses a qualitative method with a descriptive approach. Data collection techniques were carried out through observation, interviews, and documentation. The research informants consist of the Head of the Population Administration Management Division, IKD service officers, population administration service staff, as well as community members who have and haven't activated the IKD. Data analysis was done using the Miles and Huberman model, which includes data reduction, data presentation, and drawing conclusions. Policy implementation analysis refers to George C. Edward III's theory, which consists of communication, resources, disposition, and bureaucratic structure. The research results show that the implementation of the Digital Population Identity Program at the Tanjungpinang City Population and Civil Registration Office has gone quite well, but it's not yet fully optimal. There are still issues like low digital literacy among the public, limited smartphones that support the IKD application, and low public participation in activating the IKD. Therefore, there needs to be increased socialization to support the successful implementation of the Digital Population Identity Program at the Tanjungpinang City Population and Civil Registration Office.

Keywords: Policy Implementation, Digital Population Identity, Public Services, Civil Registration Office of Tanjungpinang City