



# Dukcapil Service Innovation in Improving the Quality of Service in the Lebong District

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ARTICLE INFORMATION	A B S T R A C T
<p>Received: December 16, 2021            Revised: March 25, 2022            Available online: July 30, 2022</p>	<p>This article aims to describe and provide an overview of the application-based innovation of the Lebong Dukcapil Service in the process of making population administration documents in the Lebong Regency to improve the quality of quality public services. Registration Service as the service provider in the field of population and civil registration. This research uses descriptive qualitative research, data sources use interview techniques and direct observation in the field, as well as documentation. The results of this study indicate that population administration services through the Lebong Dukcapil Service application at the Lebong Regency Population and Civil Registration Service are quite good. This is seen from the aspects: of relative advantage, suitability, complexity, possibility to try, and ease of observation. With the application-based innovation of the Lebong Dukcapil Service, it is expected to be able to improve service quality through effective and efficient service patterns, as well as being oriented towards innovation targets. possibility to try, and ease of observation. With the application-based innovation of the Lebong Dukcapil Service, it is expected to be able to improve service quality through effective and efficient service patterns, as well as being oriented towards innovation targets. possibility to try, and ease of observation. With the application-based innovation of the Lebong Dukcapil Service, it is expected to be able to improve service quality through effective and efficient service patterns, as well as being oriented towards innovation targets.</p>
KEYWORDS	
<p>Innovation, Public Service, Quality of Service, Digital Application</p>	
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## INTRODUCTION

The development of information technology has caused a revolution in the work system where conventional shifts to digital, both industrial technology information systems and communication technology information systems (Andriani, 2016). Information and communication technology is needed in all aspects, especially in the government sector in improving government performance (Millard, 2020; Septiyarini, 2019). Government agencies in the change of a new revolution are marked from traditional government into modern government, this is part of the 4.0 revolution era to improve the performance of public services in providing service impacts to the community (Ellitan, 2020; Hendrayady, 2020; Mohi & Botutihe, 2020)

The course on public service innovation is a form of implementation of PERMENPAN No. 30 of 2014 concerning guidelines for public service innovation, which explains that innovation is a series of activities that are creative in creating knowledge to discover new things or modify old ones (Wiryanto, 2021). Quist & Fransson (2014) argues that innovation is an effort to change an aspect so that it can change something new. The point is to change to something new. Or it can be called the act of changing something so that it is new and the change is an effort to improve the old.

Fadel (2009) conducted dissertation research on the significance of the role of entrepreneurial management capacity on the performance of Local Governments: A Case Study of Gorontalo, then a book was made, namely "Reinventing Local Government: Experiences from the Regions". The following research focuses on the importance of strengthening the management capacity of local governments and utilizing local endowment factors, using qualitative and quantitative research methods. The application of the concepts of New Public Management, Reinventing Government, and Entrepreneurship

Government states that local government must be based on strengthening the management capacity of local governments (Irawan, 2013). This strengthening is done by reforming financial management, developing a matrix organization, implementing mobile government, regional performance allowance policies, and assessing individual performance (Tamanna, 2022). This innovation related to utilizing the regional endowment factor and its macro environment has the impetus from policies that make it easier to invest (Diah, 2014)

In another study, Orange et al., (2007) conducted a study on local government innovation concerning developing public values. The following research was included in the article Local Government and Social Innovation Values. The research method uses library research and documentation, where the following research develops a model of local government innovation value which is based on 3 interrelated dimensions (Holle, 2011). This dimension is the human dimension, process, and technology. Until the measurement of its public value, a local government innovation must be based on 3 dimensions by integrating and comprehensively. Research by, Kim (2009) with the title: Quality as a Reflection of Innovation? Quality Management in the Korean Government. Using the concepts of innovation, quality management, reform, and total quality management with the literature study method. The result is that managerial quality is the main element of innovation, so it cannot be ignored even though it has fluctuated. The quality of his management in Korea has had an impact on his practice in Japan and America and European management is not visible in practice (Indrajit, 2006).

In improving the quality of population administration services in Lebong Regency, the government's efforts are to make regulations such as Regional Regulation No. 2 of 2017 concerning the Implementation of Population Administration. This regulation has the support of the Lebong Regency Government to

improve the quality of public services in the aspects of population administration and civil registration in the Lebong Regency. The government's efforts to improve serving population administration are also contained in the mission section of the 2016-2021 RPJMD according to Lebong Regency Regulation No. 8 of 2016.

The Dukcapil of Lebong Regency makes efforts to provide optimal population services to the community, namely through application-based innovations of the Lebong Dukcapil Service. The Lebong Dukcapil Service Innovation was operated in 2019, as an application in the form of population administration services with Android technology, where the existence of this application can increase the quality of public services. Of course, this convenience can serve the community in managing population administration quickly and easily. Even the Lebong Dukcapil online service can also be used for the processing of Birth Certificates, Marriage Certificates, Divorce, Death, MCH, E-KTP, Moving In, and Moving Out. The Lebong Dukcapil Service android application is present as an effort of the Lebong Regency Dukcapil in reforming public services, especially in the field of population administration. The following is a picture of the Lebong Dukcapil Service which is accessed from Android:



Figure 1. The Lebong Dukcapil Service Application is accessed with android.

In connection with the above, the researchers will conduct research on the innovation of Dukcapil services in improving the quality of services at Dukcapil Lebong Regency by referring to population administration services through application-based innovations of Lebong Dukcapil Services. The study will describe the quality of service with the Lebong Dukcapil Service application by using the theory of innovation attributes from Rogers namely Relative Advantages, Compatibility, Complexity, Trialability, and Observability. Along with the supporting and inhibiting factors of implementing this innovation (Suwarno, 2008).

## METHOD

The approach method is descriptive and qualitative. The research was conducted from November 2020 to March 2021. The data sources are primary and secondary data. Primary data was

taken through in-depth interviews with five informants, namely one competent key informant such as the Head of the Disdukcapil and three informants such as the Head of the Disdukcapil Section and the users of this service. For secondary data, it comes from the official website of the Disdukcapil Kab. Lebong. The researcher collects the data obtained to be further described, described in detail, and depth based on the observed conditions and then performs the analysis. Data were analyzed descriptively to provide an overview of best practices in the implementation of public service reforms according to Rogers' theory of innovation attributes (Suwarno, 2008). The following can be seen in aspects: relative advantage, suitability, complexity, possibility to try, along with ease of observation. The analysis stage includes reducing data, namely the researcher processes the selection and focuses his attention on simplifying, abstracting, and transforming the rough data from the research notes. The presentation of the data is the process of making reports on research results from the data collected so that they are easy to understand and then analyzing until the goal is achieved. In conclusion, at this stage, the researcher makes a summary taken from the results of the analysis in the research discussion (Sugiyono, 2016). The verification stage is the researcher can determine the truth of the existing research results by using empirical methods and scientific testing (Miles, 2014).

## RESULTS AND DISCUSSION

The results of the study are presented based on the results of interviews and field observations that the researchers did. Of the five indicators used in the field, namely relative advantages (duration of service, infrastructure), compatibility (desire, procedures), complexity, trialability, and observability, it was obtained that it had been carried out following the SOP and the rules that apply in the implementation of the Lebong Disdukcapil service. As explained in the following interview session:

*"If you want to observe the results of this Lebong Dukcapil Service innovation, the public can make direct observations by downloading the Lebong Dukcapil Service application on the Play store and logging in or registering first then trying to manage population administration and see how effective the procedure of this application is compared to using the manual system. So that way the public can observe how transparency is created in public services"* (interview with IY, February 8, 2021).

Based on the interview above, it shows that following its development via the internet is considered quite easy considering that the innovation based on the Lebong Dukcapil Service application can be seen in its direct and open implementation, both reporting to the results of document issuance or results from managing through the Lebong Dukcapil Service application. The following is a picture of the Lebong Dukcapil Service application in the management of making MCH.

From observations made by researchers, this innovation based on the Lebong Dukcapil Service application through the issuance of population documents, it can be concluded that it has fulfilled the requirements related to its ease of observation, the process, to the documents produced. This can be known by visiting the Dukcapil website, Dukcapil Facebook, and Kab. Lebong to provide an overview of information disclosure and service transparency.



Figure 2. KIA Creation Flow

**Quality of Innovation Through the Lebong Dukcapil Service Application**

Procedures are steps that are carried out sequentially when processing an activity. One of them is in service, the procedure is the main thing that needs to be understood by officers or service providers as well as the community as service users.

The procedure for managing population administration documents through the Lebong Dukcapil Service application has been explained by the Population and Civil Registration Office of Lebong Regency to the public so that in managing KTP, KK, Birth Certificates, Death Certificates, Transfer Out Letters, or Transfer Letters, they do not feel confused about how the process is handled. The procedures for making population documents through the Lebong Dukcapil Service application are as follows:

1. Download the Lebong Dukcapil Service Application on Playstore
2. Enter the Login Menu by registering first on the website: <http://dukcapil.lebongkab.go.id>
3. After confirmation from the Dukcapil admin, the user account can directly enter the Lebong Dukcapil Service menu
4. Select the service menu and click on the residence document you want to process
5. After that, the user can fill in the terms and upload the required documents.
6. Finally, the user just clicks on the "Applicant List" menu, after successfully registering the files, they have entered the Dukcapil admin and the documents have been processed by the service officer.
7. After that, the public can take the documents that are taken care of by bringing the physical form requirements after notification through the Lebong Dukcapil Service application.

Suwarno (2008) implementation of innovation based on the Lebong Dukcapil Service application at the Dukcapil Lebong Regency in terms of innovation attributes based on Roggers namely: Relative Advantages, Compatibility, Complexity, Trialability, and Observability, as well as supporting and inhibiting factors can be explained, namely:

**Relative Advantages**

Relative Advantages are an indicator of the attributes of public service innovation to understand the advantages of the innovation. The relative advantage of using the service time duration indicator is this indicator the service is relatively fast, which is only 5 minutes after registering through the application, the files that have been uploaded by the user will enter the Lebong Dukcapil Service application. The second indicator is the existing facilities and infrastructure to support the implementation of application-based innovations. As well as the existence of a special server officer to serve the community who takes care of population documents through the Lebong Dukcapil Service application.

**Compatibility**

As a determining part, the service can be achieved until it is prime because the appropriateness of the procedures provided by the employees will understand how the performance is produced. Dukcapil Lebong Regency through the Lebong Dukcapil Service application has provided services in managing population documents quickly and oriented to the convenience of the community, both in terms of convenience, suitability, or desire from the innovation target, as well as from the ease of procedures by Rogers' theory, namely the ability to provide services related to services that are fast, immediate, easy and straight to the point in the service procedure (Dwi, 2021; Suwarno, 2008). As can be seen in the following image, the Dukcapil service application is accessed via Android:



Figure 3: Application menu display

So, the application user does not have to go to the dukcapil to take care of the requirements or take the form needed in the administration of population administration, the user or applicant only needs to login into the application and upload all the required conditions and the availability of a form based on the menus in the application. application.

**Complexity**

In essence, the following indicators are on the level of user difficulty when understanding and using the innovation. In this innovation attribute, special officers handling services through

the Lebong Dukcapil Service application in verifying files are quite agile and active in using the application because the officers who are ordered to handle the application have been sufficiently trained by the application makers. In addition to the employees and server officers in the Lebong Dukcapil Service application section who already understand the service system, innovation based on the Lebong Dukcapil Service application is also very easy based on service mechanisms, procedures, and procedures. The problem is that there is an error in one of the menus, which hinders people from taking care of population documents.

#### *Liability (Possibility to be Tried)*

The liability indicator can easily be seen from the superiority of its innovation, researchers see clear notifications on social media or the internet with interesting advantages in community responses to increasing the range of ownership of documents and the population administration of the Lebong Regency community. And is a form of real action from the vision and mission of the Dukcapil Lebong Regency, namely the realization of an orderly population administration in the Lebong Regency community. And for individuals and communities, it is an important part and requirement for other administrative arrangements, and of course to make it easier to obtain other public services. However, in socializing this innovation,

#### *Observability (Ease of Observation)*

Innovation that can be seen directly is a position of success from the business being carried out that can be seen and can be felt significantly by individuals or communities who are the targets of the efforts made. If the intended target can see and feel the results of the efforts sought, there will be more opportunities for individuals and other communities to follow suit (Azahraty, 2018; Silalahi, 1992).

Concerning capabilities, it can be seen directly in the implementation of service innovations, for example, the continuity of the service process and the ease of access and development, application-based innovations for the Lebong Dukcapil Service are quite easy to observe and the openness of the service process and ease of access by people who want to administer it through the application. However, in this case, the obstacle is that people who do not understand the online system cannot feel the convenience of this service. And the existence of an error menu makes people more confused in the population administration process.

#### *Supporting and Inhibiting Factors of Application-Based Innovation for Dukcapil Lebong Services*

In providing services to the community, through application-based innovations of the Lebong Dukcapil Service, Lebong Regency there are supporting factors and obstacles to the process of implementing the Lebong Dukcapil Service innovation.

The supporting factors are, Leadership or leadership here is the Head of Dukcapil Lebong Regency, which is marked by innovation breakthroughs made when serving the community. Next, is Technology, namely all supporting devices when giving them to the community have been based on technology in the Dukcapil Lebong Regency which is marked by the presence of 2 special computer devices to serve people who manage population documents through the Lebong Dukcapil Service application. The third is an organizational culture which is a factor supporting the success of innovation through the application of

the Lebong Dukcapil Service which is marked by the existence of a new culture both within the organization and institution of the Dukcapil Lebong Regency.

The implementation of innovation cannot be separated from the obstacles faced. Dukcapil Lebong Regency in carrying out application-based innovations for the Lebong Dukcapil Service, there are several obstacles, such as the lack of public awareness in managing population documents through the Lebong Dukcapil Service application, which is a breakthrough innovation in accelerating the service process. The second is that the direct socialization to the community has not been optimal due to the lack of budget allocation from the Regional Government in providing socialization and demonstrating the application-based innovation of this Dukcapil Service (Osborne & Brown, 2012).

#### CONCLUSION

Population administration services with application-based innovations. The Dukcapil Lebong Service at the Dukcapil Lebong Regency is sufficient and follows the existing operations in the Lebong Regency Regional Regulation. This Dukcapil service innovation has become a service solution in the field of population administration owned by Lebong Regency. In the future, this innovation is expected to continue to grow and develop even better, both in terms of service systems, work tools, and human resources as service users.

As in this study, there are supporting and inhibiting factors for implementing innovation based on the Lebong Dukcapil Service application, namely Leadership or leadership, technology, and organizational culture of the Lebong Regency Dukcapil. And the inhibiting factor of this innovation is that the level of public awareness is still very low in managing population documents through the Lebong Dukcapil Service application, and the lack of socialization or demonstration activities related to the Lebong Dukcapil Service applies to the public, especially those living in remote villages with limited internet.

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