



Analysis of the Policy on Implementing Digital Population Identity in the Compulsory E-KTP Community in Surakarta City

Diar Dwi Abrianto, Heri Fathurahman

Fakultas Ilmu Administrasi, Universitas Indonesia-Indonesia

ARTICLE INFORMATION	A B S T R A C T
<p>Received: June 05, 2023 Revised: January 03, 2024 Available online: January 30, 2024</p>	<p>This research focuses on evaluating the policy implementation of Digital Population Identity in Surakarta City, particularly for citizens required to have an E-ID card (KTP-el). Through a series of population organization and regularization efforts, the primary objective of the study is to ensure the fulfillment of population rights and provide legal certainty regarding the legality of population documents. The research employs a qualitative method with a constructivist paradigm and a single instrumental case study approach, conducted at the Surakarta City Population and Civil Registration Office. The study gathers both primary and secondary data relevant to the topic. Descriptive analysis is employed to present an overview of the policy on the implementation of Digital Population Identity in Surakarta City, particularly for citizens obligated to have an E-ID card. The research findings conclude that the policy implemented by the Surakarta City Population and Civil Registration Office regarding the application of Digital Population Identity for citizens with mandatory E-ID cards can be considered successful, particularly in terms of coverage using the applied method. Therefore, this research not only provides a comprehensive overview of the policy but also demonstrates its effectiveness and significant benefits in terms of coverage. This evaluation can serve as a foundation for further improvements or as a reference for other regions planning to implement similar policies in managing digital population identities.</p>
<p>KEYWORDS</p> <p>Communication, Policy, Social Media, Tourism</p>	
<p>CORRESPONDENCE</p> <p>Name: Diar Dwi Abrianto E-mail: diardwiabrianto05@gmail.com</p>	

INTRODUCTION

This research will examine the policy of implementing digital population identity in the mandatory e-KTP community in Surakarta. Population and civil registration events through a series of arrangements and controls have fulfilled population rights and provided certainty regarding the legality of having population documents (Hidayat, 2018). Law no. 24 of 2013 confirms activities to organize and control the issuance of population documents because important events are referred to as Population Administration (Sumiati, 2020).

Population Administration Management in Indonesia is based on a system using Centralized SIAK with the explanation that Centralized SIAK is a web-based system created based on procedures with particular standards that aim to organize population administration and provide convenience in providing population services (Angraini & Suaidah, 2022; Purba et al., 2019). This is based on SIAK based on Minister of Home Affairs Regulation Number 95 of 2019 concerning SIAK, which aims to: (1) Improve the quality of providing population registration and population registration services; (2) Provide data and information based on the results of population registration and population registration at the national and regional levels in an accurate, complete and up-to-date manner; and (3) Implementation of systematic information exchange through a single identification system that guarantees data confidentiality (Chrismonita et al., 2020; Jaya et al., 2021; Laili & Kriswibowo, 2022).

The output produced in population administration services as authentic and legally binding evidence such as Family Card, e-KTP, SKPWNI, and Civil Registration Deed are Population Documents following Minister of Home Affairs Regulation Number 7 of 2019 concerning Online Services (Nurmalasari &

Abidin, 2019). Development of service output through Minister of Home Affairs Regulation no. 72 of 2022 There is a Digital Population Identity, which describes population administration documents and data obtained from institutions that use population data on digital applications through devices that can show population information Digital Population Identity (Prakoso, 2020; & Hastuti, 2020). The implementation of Digital Population Identity in the City of Surakarta began with a launching held on October 17, 2022, which was implemented by the Mayor of Surakarta and his staff. (Wasita, 2022).

Implementation of NIK-based Digital Population Identity in comparison with the implementing country, namely England (Sullivan, 2012). The NIK base is based on applicable regulations using e-KTP with functions such as proof, authentication, and authorization, and it is also based on Minister of Home Affairs Regulation Number 72 of 2022 Article 18 point 2. The number of residents required to have e-KTP in Indonesia is 198,628,692 in 2021 compared to 273,879,750 people. In Central Java Province, 28,281,042 people require e-KTP, with a total population of 37,313,063. In Surakarta, 434,340 people require e-KTP, with a total population of 578,906, as depicted in the following table:

Table 1. Total Population

No	District	Male	Female
1	Laweyan	50.337	52.427
2	Serengan	26.779	27.703
3	Pasar kliwon	43.267	43.985
4	Jebres	73.856	75.136
5	Banjarsari	91.517	93.899
Total		285.756	293.150

Source: Disadmindukcapil 2021

The mandatory e-KTP population is a representation of the target that must be achieved by implementing agencies in the City of Surakarta, in this case, the Disadmindukcapil of Surakarta City, which is correlated between IKD and NIK following applicable regulations, where the condition of recording coverage for e-KTP residents of Surakarta City based on gender in 2021 is depicted in the following table:

Table 2. Number of Population Required E-KTP

No	Subdistrict	Mandatory Amount E-KTP		Already Recorded E-KTP	
		Male	Female	Male	Female
1	Laweyan	37.351	39.892	37.313	39.855
2	Serengan	20.085	21.227	20.065	21.207
3	Pasar kliwon	31.785	33.039	31.745	33.007
4	Jebres	54.820	57.091	54.757	57.033
5	Banjarsari	67.653	71.397	67.564	71.330
	Total	211.694	222.646	211.444	222.423

Source: Disadmindukcapil 2021

Minister of Home Affairs Regulation Number 72 of 2022 explains in Article 17 that Digital Population Identity can display, apart from e-KTP, also other population documents and return data. It is explained in the same article point 2 that the population documents in question are Population Biodata, Family Cards, and Civil Registration Deeds based on applicable regulations. Discussions on laws related to digital population identity have been carried out in Australia and England, as explained. The conclusion is that the two countries have similar concepts in implementing digital identity schemes; the features and implications for identities and entities are also described, and the government uses NIS or the National Identification Service as a basis for inspection (Sullivan, 2012). The regulations governing Digital Population Identity explain that the return data displayed on the user's Digital Population Identity is integrated. This implementation means that data held by residents based on Population Identification Numbers or NIK can appear and make it easier for residents to access these documents (Ristiandy, 2021; Sutanta & Ashari, 2012).

The policy of implementing Digital Population Identity, which integrates population documents, is an administrative policy taken for the interests and benefits of the people as holders of sovereignty (Wahyono, 2016). This integration is carried out on the condition that the documents owned by residents are based on electronic signatures or data obtained from user institutions (Septiyarini & Pranaka, 2019). Makarim (2020), adding that the application of Digital Population Identity to be able to display population data is carried out in various stages according to applicable regulations as follows: (1) Download the Digital Population Identity application using a smart device; (2) Fill in your NIK, email and telephone number and take a photo of yourself; (3) Then the Director General carries out verification and validation; (4) If approved, a pin will be given to the resident via email, and if it is rejected, information will be sent via electronic mail, and; (5) If it has been approved and the resident has received a personal identification number, they can log in and then the home page of the IKD application will appear.

Implementing Digital Population Identity in the City of Surakarta to meet the mandatory number of E-KTP uses several methods, both through regular desk service in the service room and pick-up and drop-off. Digital Population Identity has an impact on improving and adjusting public service standards, as stated by Yanti and Meiwanda (2022). Based on the decision of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 63 of 2003, covering several things as follows: (1) The competency of service providers needs to be determined precisely based on behavior, attitudes, skills, expertise and knowledge; (2) Service facilities and infrastructure are available and well provided for; (3) The service results obtained are in line with the determined provisions; (4) Service rates/fees are carried out in detail as stipulated in the service process provided; (5) Determination of the completion time is carried out from the time the application is submitted until the service is completed, and; (6) Service procedures applied to service recipients and implementers include efforts to make complaints.

The massive expansion of the implementation of Digital Population Identity in Surakarta also depends on age and education, especially for residents who require an e-KTP. In 2021, based on the 2022 Profile Book, the population based on education level is depicted in the following table:

Table 3. Population based on education level

No	Education	Male	Female	Amount
1	Tidak/Belum Sekolah	23.516	24.250	47.766
2	Belum Tamat SD/Sederajat	31.735	31.869	63.604
3	Tamat SD/Sederajat	35.262	44.078	79.340
4	SLTP/Sederajat	41.223	41.131	82.354
5	SLTA/Sederajat	85.697	82.366	168.063
6	Diploma I/II	1.434	1.967	3.401
7	Akademi/Diploma III/S. Muda	10.707	12.549	23.256
8	Diploma IV/Strata I	25.250	26.259	51.509
9	Strata II	2.868	2.198	5.066
10	Strata III	166	79	245
	Jumlah	257.858	266.746	524.604

Source: Disadmindukcapil 2021

The level of education influences the implementation of new policies, which must be given to the public to understand the process of digitizing or converting a record from hardcopy or manual form to digital form (Juli, 2015). Public understanding regarding the implementation of Digital Population Identity is like understanding an innovation owned by a government agency, in this case, Disadmindukcapil Surakarta City, where there is a lack of public understanding because the information provided has yet to be conveyed to the entire community (Septiana et al., 2023). The impact of understanding the implementation of innovation is not only based on education but also on the job a person has. In Surakarta City, 109,747 residents have not/don't work; the highest figure is private employees, 170,903. The correlation with digital population identity is found in the main requirement explained in the applicable regulations: you must have an Android or iOS smart device.

Implementing Digital Population Identity based on applicable regulations uses SIAK as the purpose has been explained. SIAK is centered on implementing IKD, discussed in article 18, point 3. Following applicable laws, the system includes population data collection and civil registration and is used as Quick Response Code-based verification. Or called QR-code. In the application of Digital Population Identity, there are several items grouped by Delone and Mclean, explained in (Megawati, Nur'aini Maftukhah, 2017) As follows: (1) System Quality; (2) Information Quality; (3) Service Quality; (4) Use; (5) User Satisfaction, and; (6) Net Benefits. In application to people's smart devices, there are minimum standards that the device must have, where for Android, the minimum is version 8, and for iOS, the minimum is version 11.0. These minimum standards impact the coverage obtained because not all smart devices or smartphones meet these criteria. The development of Digital Population Identity coincides with the existing facilities and infrastructure so that its implementation can run well (Febrinda & Ningsih, 2023).

Data integration in Digital Population Identity in the return data aspect is based on the return data agreed upon in the cooperation agreement with the user institution based on Minister of Home Affairs Regulation No. 102 of 2019 concerning Granting Rights to Access and Utilize Population Data. The real-time data displayed in the Digital Population Identity application is based on the certainty of the data in the documents owned by the resident. As stipulated in the applicable regulations, the aim of Digital Population Identity, as stated in article 14, is to provide convenience and shorten the time for public and private service transactions to become digital and to provide increased benefits of population digitalization for the population.

In terms of performance, the City of Surakarta often receives awards, one of which in 2022 is when the Surakarta City Dispendukcapil won the 'Public Service of the Year Central Java 2022' award, which focuses on awards for public service performance by MarkPlus. The awards received by the Surakarta City Dispendukcapil were also in the TOP 45 and Top 15 Service Innovations from the Ministry of Administrative and Bureaucratic Reform. In implementing policies, policy evaluation is needed to identify whether programs that have been implemented are following the objectives of practical implementation and to minimize errors regarding these problems. The problems in implementing Digital Population Identity in the City of Surakarta are identified as follows: (1) Implementation of Digital Population Identity in the City of Surakarta which is limited to smart devices or smartphones based on Android at least version 8 and iOS at least version 11.0; (2) Problems during the implementation of Digital Population Identity in the City of Surakarta during the installation process which were not resolved; (3) The implementation of Digital Population Identity in the City of Surakarta is limited to locations that do not accommodate several parties; (4) The market share has not been identified even though the target number of residents who are required to have e-KTPs in Surakarta City is compared to the population in Surakarta City; (5) An efficient method for implementing Digital Population Identity has not been identified; (6) Not many people in Surakarta City understand Digital Population Identity, and; (7) Data integration coincides with application to public services which have not been accepted by several public service institutions. Identifying problems that have been carried out in implementing Digital Population Identity in the City of Surakarta has not been

optimal, so not all people understand and have the same rights to implement Digital Population Identity.

Research from Nurmalasari and Zainal Abidin (2019), Research findings show that innovations have been made to improve population documents in communities far from service centers. As stated by Sutarno et al., (2022), Innovation by utilizing internet technology to make it easier to increase ownership of population documents. In research Febrinda and Ningsih (2023), Implementing digitalization of a system requires intensive socialization to the community regarding the benefits, how to use and guarantee the security of the system to the community, and its implementation requires assistance and implementation between stakeholders. Abidin and Sofyan, (2022), Providing information to the public using digital media can progressively impact achieving marketing objectives. Friedman and Wagoner (2014), population identity digitization infrastructure must be prepared and will significantly influence the success of digital identity implementation.

As for the implementation of Digital Population Identity nationally and regionally in the City of Surakarta, several activities have been carried out so that it is necessary to study and research the application of Digital Population Identity in the form of a Policy Analysis for the Implementation of IKD among the Mandatory e-KTP residents in Surakarta City which the author prepared. The choice of the City of Surakarta was not only due to educational background factors, the number of e-KTP recording achievements, the number of e-KTP ownership, the performance achievements of the City of Surakarta as well as the highest Digital Population Identity achievement in Central Java with 38,000 residents (Prakoso, 2023). This will allow policy analysis to be carried out to determine how the City of Surakarta, through the Population and Civil Registration Department, implements Digital Population Identity.

METHOD

The constructivist single instrumental case study paradigm is aimed at conducting policy analysis for implementing Digital Population Identity for residents who are required to have an E-KTP, especially in Surakarta. Constructivism is a paradigm that views science in the social group as a systematic analysis of socially meaningful action based on direct and detailed observation of the social actors concerned with creating and maintaining or managing their social world. It is also said that the constructivist paradigm is the antithesis of understanding, which places observation and objectivity in discovering knowledge (Hadi, 2021). This research utilizes primary data from direct interviews with informants by going directly into the field through recordings and minutes from informants. Then, the required secondary data is obtained from literature studies and research-related documentation. The methods used to collect research data are interviews and documentation. Furthermore, the data analysis technique used in this research is descriptive analysis, which is used to compile, process, and present an overview of the policies that have been established in implementing Digital Population Identity in the City of Surakarta, especially for residents who are required to have an E-KTP.

RESULTS AND DISCUSSION

The Surakarta City Population and Civil Registration Service is a government apparatus in the City of Surakarta with responsibility and authority in Population Administration following Article 1 of Law Number 23 of 2006 concerning Population Administration as last amended by Law Number 24 of 2013. Implement population administration and civil registration services in the City of Surakarta by utilizing 81 human resources consisting of 31 with the status of State Civil Apparatus and 50 non-state Civil Apparatus using the pick-up-and-go method and providing innovation while still carrying out regular services optimally.

Policy for Implementing Digital Population Identity in the City of Surakarta

Minister of Home Affairs Regulation No. 72 of 2022 explains that Digital Population Identity represents Population Documents and Return Data as the identity in question. The e-KTP mandatory population is implemented with a performance target of 25% in each implementing agency at the regional and central levels. In its implementation, the City of Solo has implemented the following policy:

- a. pening of the Digital Population Identity Regular Service Counter, specifically for applicants or public members who wish to activate their Digital Population Identity by coming directly to the Surakarta City Population and Civil Registration Service.
- b. Service integration means every resident who manages their population documents has an IKD activated. This notification is stated in the notification for the service for collecting finished population documents.
- c. Pick Up the Ball Implementation of Digital Population Identity, namely the implementation of IKD, which comes directly to the community both at the sub-district level using the invitation method, which includes the name and address as well as to agencies or other public service institutions in the administrative area of Surakarta City.
- d. The opening of service counters at the sub-district and sub-district levels, namely service counters for implementing Digital Population Identity at the sub-district level in collaboration with the Village Heads throughout the City of Surakarta, is intended to bring the community closer to those who will carry out the activation. In contrast, at the sub-district level, integration has been carried out by taking Population Documents.
- e. Providing Digital Population Identity Services during Lantatur and Car Free Day, namely community activities on weekdays for those who cannot activate Digital Population Identity, accommodation is required to provide services on Saturdays and Sundays.

Policy analysis related to the implementation of Digital Population Identity in the City of Surakarta focuses on residents who are required to have e-KTPs using Coffman's concept with 3 (three) variables: outcomes, namely Awareness, Will, and Action.

a. Awareness

In the awareness variable, or what can be called awareness, several dimensions have different audience variables. The variable known as the x variable is the basis for determining sources and interview topics. However, it does not rule out the possibility that other findings are not present in this dimension but have an

influence and vice versa. They are found in the dimension but do not influence after research is carried out, according to the following table:

Tabel 4. Variable Dimensions of Awareness

Variabel: Outcomes (sumbu Y)	Variabel: Audiences (sumbu X)	Dimensi
Awarness	Public	Public Education
Awarness	Public/Influencer	Public Awarness Campaign
Awarness	Influencer/Decion Makers	Policy Analysis/Research
Awarness	Influencer/Decion Makers	Demonstration Program
Awarness	Decision Makers	Polycymaker Education

Source: Processed by researchers (2023)

Based on this table, in-depth interviews were conducted with the community, which focused on the dimensions of Public Education, Public Awareness Campaigns, and Public Analysis/Research to find out whether the implementation of Digital Population Identity in the City of Surakarta was of public interest, whether it was a form of awareness or whether it was a policy from the City of Surakarta that was capable of mobilizing society at large. At the cut-off of September 12, 2023, Surakarta City's achievements for residents who have activated Digital Population Identity are 41,572 residents. The City of Surakarta has implemented this implementation through various policies since it was launched on October 17, 2022. Compared with the performance target of 25%, there is still a shortfall of around 15.5% compared to the current position of 9.5%.

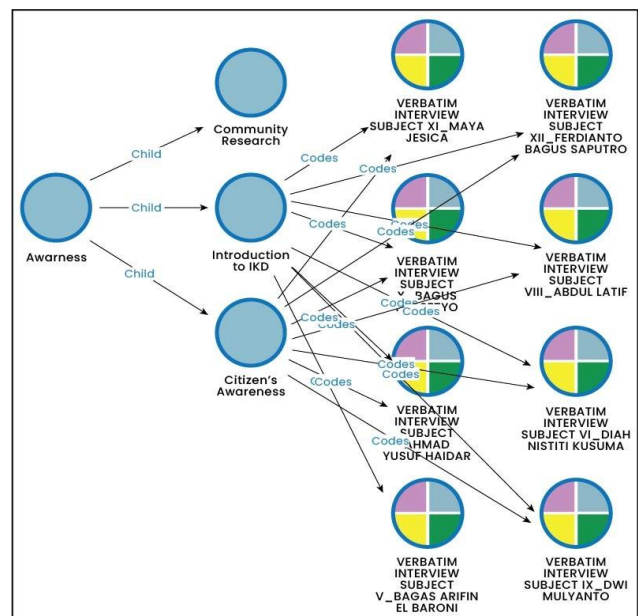


Figure 1. Coding Awareness Output Dimensions

Source: Processed using the Nvivo 12 application

After conducting in-depth public awareness interviews, analysis was performed using Nvivo 12, as shown in the picture above; it was stated that all people gave the same answer or were directed toward the Public Education dimension.

An interview with Dwi Mulyanto revealed that he was present during the implementation of Digital Population Identity in Bumi Village, Laweyan District, Surakarta City because he received an invitation from himself and his family. The presence of Dwi Mulyanto and his family was in fulfillment of an invitation, and they needed to learn about Digital Population Identity. Bagus Arifin El Baroni also said that his presence in the Bumi Subdistrict was due to an invitation to activate Digital Population Identity. Still, he needed to learn because there was no more massive socialization regarding Digital Population Identity. Then, Bagus Arifin El Baroni, during an interview after activating the Digital Population Identity, gave a good response regarding the convenience when residents have high mobility. This application also provides easy or simple use where it can display population documents owned by residents.

After conducting interviews, Ferdian Bagus Saputro agreed with several residents that there needed to be a comprehensive outreach to the community regarding Digital Population Identity. This socialization is a form of educating the public about the development of Population Documents from previously physical to digital. The benefits that will be obtained and the uses that can be used by the community, as stated by Ferdian Bagus Saputro, have also yet to be conveyed well to the community. Including young or millennial community groups, Ferdian believes there is a need to increase socialization in the community, along with the other side of being happy, because the Electronic Identity Card can be more flexible when you want to show your identity.

Public awareness is also essential to increase the achievement of Digital Population Identity ownership in Surakarta. People are more likely to activate Digital Population Identity because they received an invitation from the Surakarta City Population and Civil Registration Service. People: People aware that there have been changes or transitions in population documents have not received a good response, so an active role in the department is needed to provide awareness to the community. This shows that the publication of Minister of Home Affairs Regulation No. 72 of 2022 concerning Specifications for Electronic Identity Card Forms and Digital Population Identity has yet to be implemented and produce maximum results.

Furthermore, Dwi Mulyanto received information that he was present at implementing Digital Population Identity in Bumi Village, Laweyan District, Surakarta City because he accepted an invitation from himself and his family. The presence of Dwi Mulyanto and his family was in fulfillment of an invitation, and they needed to learn about Digital Population Identity. Bagus Arifin El Baroni also said that his presence in the Bumi Subdistrict was due to an invitation to activate Digital Population Identity. Still, he needed to learn because there was no more massive socialization regarding Digital Population Identity. Eight respondents were interviewed in the community research dimension, but this is the first time anyone has researched digital population identity. This affects dimensions that should be available but cannot be used because they were not found during in-depth interviews with the community.

b. Will

Based on Coffman's theory, several dimensions influence the audience variable in the outcomes variable. This dimension focuses more on informants or sources, namely the government and community figures involved in every government policy, in this case, the implementation of Digital Population Identity in Surakarta. This dimension also explains the duties of the regional

government carried out by the Surakarta City Population and Civil Registration Service and the central government, in this case, the Directorate General of Dukcapil, Ministry of Home Affairs. Visualization between variable x and variable y and dimensions as in the following table:

Table 5. Variable Dimensions of Will

Variabel: Outcomes (sumbu Y)	Variabel: Audiences (sumbu X)	Dimensi
Will	Public/Influencer	Advocacy Capacity Building
Will	Public/Influencer	Communication and messaging
Will	Public/Influencer	Public Will Campaign
Will	Public/Influencer	Community Organizing
Will	Influencer	Media advocacy
Will	Decision Maker	Public Forums
Will	Decision Maker	Political will campaign
Will	Decision Maker	Champion Development

Source: processed by researchers (2023)

In-depth interviews were conducted with the government, in this case, the Surakarta Dispendukcapil and the Directorate General of Dukcapil, which focused on the State Civil Apparatus as the person responsible for implementing and even as the policy maker regarding the implementation of Digital Population Identity in the City of Surakarta. The interview is intended to obtain direct information to obtain results on the policies that the City of Surakarta has implemented and then processing using Nvivo 12, which can be seen in the picture:

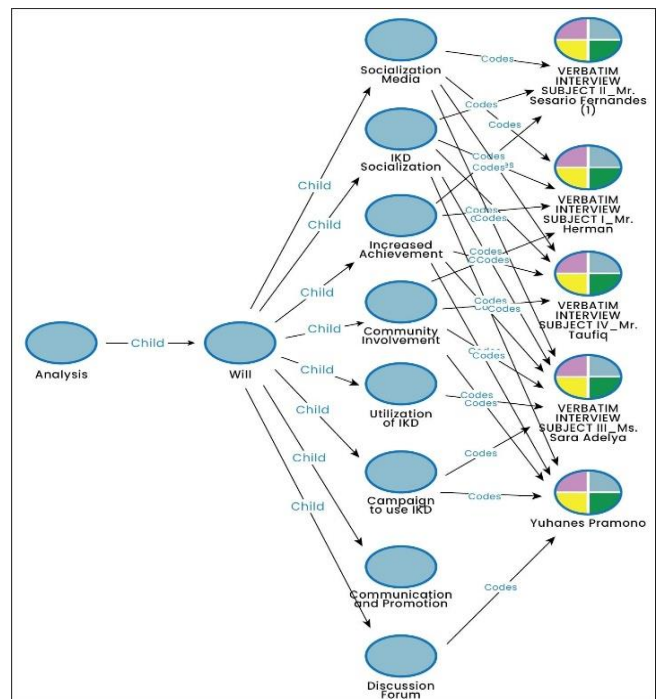


Figure 2. Coding Will Output Dimensions

Source: Processed using the Nvivo 12 application

Interviews conducted at the State Civil Service as implementers and policymakers at the regional and central levels focused more on relevant policies that had been implemented or discovered new dimensions due to the interviews. In the

socialization media dimension, all resource persons conveyed the same thing, both at the level of implementers and policymakers at the central level. As expressed by Sesario Fernandes, a Young Expert Policy Analyst at the Directorate of Population Registration and Civil Registration, Directorate General of Dukcapil, Ministry of Home Affairs, the implementation of socialization has been carried out both at the central and regional levels as regional stakeholders directly to the community.

Then, the method used to socialize Digital Population Identity was also explained through short videos uploaded to several social media channels, both central and regional Dukcapil. Apart from uploading videos and presentation materials during direct socialization, print publications contain material about digital population identity. Implementing increasingly massive socialization at the central level also involves collecting reports for each socialization as evaluation material for the subsequent socialization, which is then published in the online media of the Directorate General of Population and Civil Registration, Ministry of Home Affairs.

Hermanto, an Information Systems Analyst for the Surakarta City Population and Civil Registration Department, said that the socialization carried out by the Population and Civil Registration Service used various methods, including direct socialization in 5 sub-districts, which was carried out in April 2023 or using social media and their website. Dispendukcapil took advantage of the momentum of socialization by immediately implementing it, hoping it would continue in the surrounding environment. This socialization involves stakeholders at the regional level, from sub-districts to the head of the TP PKK, or if there is a public service institution that submits a request for socialization.

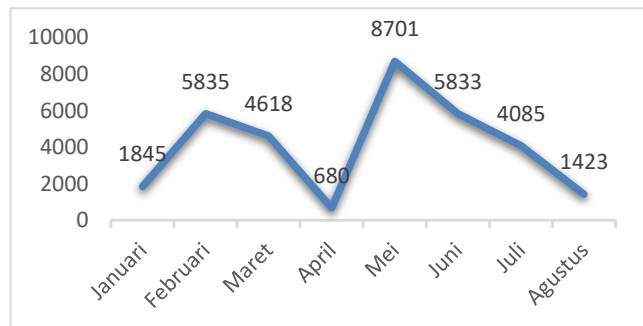
Surakarta City Database or ADB Administrator Sara Adelya Novawanty also explained methods of socialization, introduction, and education to the community in Surakarta City. The socialization carried out both online and offline involved community leaders at the regional level, from the sub-district head to the head of the RT Karang Taruna and PKK. The focus carried by the Surakarta Population and Civil Registration Department during the socialization was simultaneously implemented so that more facilities and infrastructure and the media brought more devices according to the number of socialization participants. Besides this, Surakarta Dispendukcapil's social media has published much about introducing Digital Population Identity and pick-up and drop-off activities at a regional level.

In the digital population identity socialization dimension, the IKD implementer or operator conveyed that the City of Surakarta is intensively carrying out integrated activities, namely the socialization and implementation of digital population identity. The socialization carried out directly in April 2023 was held with a focus on 5 sub-districts, with the main topic being Population Administration policy, one of which was Digital Population Identity. Apart from that, outreach is also carried out to public service institutions, communities, or organizations that make letter-based applications. Taufiq Ar Rahman delivered this activity as one of the media operators more widely used, namely print media such as roll banners and MMT. However, social media also plays an active role in socializing Digital Population Identity. Its implementation involves socialization and activation by community leaders such as RT, RW, Village, LPMK, Karang Taruna, and PKK.

Yuhanes Pramono conveyed the socialization of the identity of the digital population as an informant. Also, the Head of the

Surakarta City Population and Civil Registration Service stated that it had been carried out since its launch on October 17, 2022, by the leaders, then continued with employees. Until September 2023, it was still being carried out with a focus on sub-districts through pick-up and drop-off activities. The socialization involvement carried out by the Surakarta City Government, in this case, the Surakarta City Population and Civil Registration Service, uses the principle of collaboration. Activities cooperating with sub-districts and sub-districts are expected to increase the scope of ownership of Digital Population Identity in Surakarta. The collaborative implementation of Digital Population Identity is based on the number of mandatory e-KTPs in Surakarta City, which is quite a lot in the range of more than 400 thousand people. This implementation also aligns with policymakers' educational dimension by providing technical guidance to internal and external institutions.

In line with the dimensions of socialization regarding Digital Population Identity carried out by the Surakarta City Population and Civil Registration Service, it impacts the dimension of increasing public achievement and awareness to activate Digital Population Identity. Based on the September 12, 2023 cut-off and the results of interviews with Yuhanes Pramono, Surakarta is ranked first in Central Java Province and 14th nationally. This achievement was achieved through various policies implemented by the Surakarta City Government, in this case, the Population and Civil Registration Service. The policy implemented directly is to hold football pick-up activities targeting the community using invitation media with detailed names and addresses. The effectiveness of ball-picking-up activities is supported by the significant increase in ownership achievements, as shown in the table.



Graph 1. Achievements of IKD Ownership in Surakarta City
Source: Disadmindukcapil, (2023)

Apart from the collaborative pick-up ball policy that has been carried out by the Surakarta City Population and Civil Registration Service, it is opening service counters at regional levels, such as sub-districts, and sub-districts which aims to provide a service approach and solution to the impact of the By Name By Address pick-up ball activity that has been carried out. The activities for implementing Digital Population Identity, apart from invitations addressed directly to residents, are also on Saturday services through the No Drop Off Service with locations in 5 sub-districts in rotation and on Sundays during Car Free Day activities. Policies that have been implemented are in the dimension of informing or engaging with communities at both regional and formal non-regional levels and directly and indirectly impact the user level. The collaboration and information have affected the achievement of Digital Population Identity ownership in Surakarta. The communities involved by

the Surakarta City Population and Civil Registration Department are by the following table:

Table 6. Community Involvement in IKD Implementation

No	Month	Name Community	Description
1	February	State High School and Vocational School Student Council	Pick Up the Ball
		Diponegoro University Academic Community	Pick Up the Ball
		Public Service Institutions	Pick Up the Ball
2	March	Private High Schools and Vocational Schools	Pick Up the Ball
3	May	TP PKK at Subdistrict Level	Pick Up the Ball
4	August	Village Youth Organization	Pick Up the Ball

Source: processed by researchers (2023)

c. Action

The third output variable, namely action, focuses on implementing Digital Population Identity, which correlates with one another. The action variable focuses on policy implementers or decision makers and related parties found during in-depth interviews with informants. This variable has several dimensions, which are correlations of one dimension with another, as shown in the following table:

Table 7. Action Variable

Variabel: Outcomes (sumbu Y)	Variabel: Audiences (sumbu X)	Dimensi
Action	Public/Influencer	Community Mobilization
Action	Influencer	Coalition Building
Action	Decision Makers	Litigation
Action	Decision Makers	Model Legislation

Source: processed by researchers (2023)

These dimensions became a reference for conducting in-depth interviews with informants as implementers and policymakers regarding implementing Digital Population Identity for mandatory e-KTPs in Surakarta. Interviews conducted with the State Civil Apparatus both at the central level, in this case the Directorate General of Population and Civil Registration, and at the regional level, namely the Population and Civil Registration Service of the City of Surakarta, aim to find out the implementation that has been carried out, especially about the implementation of Minister of Home Affairs Regulation No. 72 of 2022 concerning Standards and Specifications for Hardware, Software and Electronic Identity Card Forms and the Implementation of Digital Population Identity. Analysis of interviews conducted using Nvivo12 to produce objective analysis with coding results as follows:

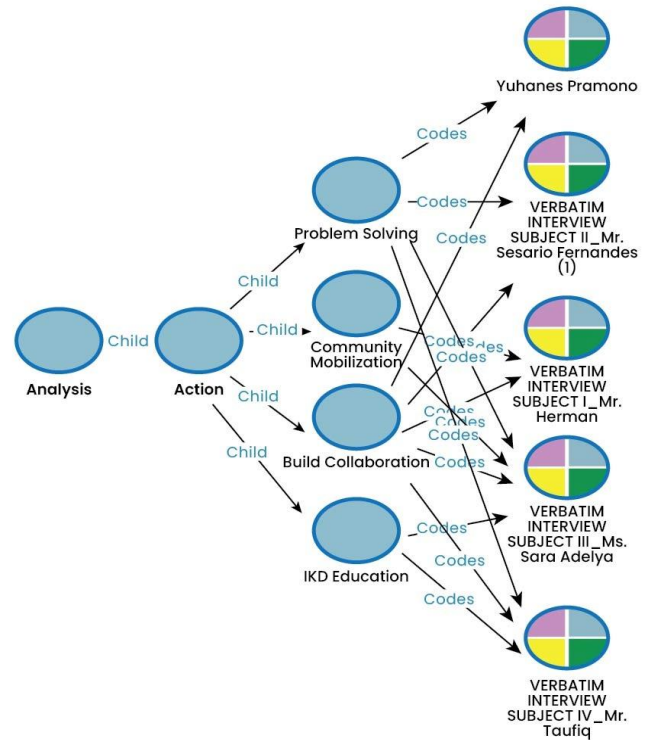


Figure 3. Coding Action Output Variables

Source: Processed by researchers, 2023

The dimensions resulting from the output variables focus on problem-solving, community mobilization, building collaboration, education on digital population identity, and other dimensions discovered after conducting in-depth interviews with informants. The Population and Civil Registration Service carried out community mobilization to increase the attainment of Digital Population Identity ownership. The City of Surakarta, through implementing agencies, mobilizes the community using pick-up and drop-off activities both at the regional level and at public service institutions and educational institutions from elementary school to university level. The pick-up activity was used by mapping the demographic conditions of each region in Surakarta City, which consists of 5 sub-districts and 54 sub-districts. In the first quarter, the focus of mobilization from the Surakarta City Population and Civil Registration Department was on educational institutions, starting with teachers up to students who already had Electronic Identity Cards and Universities, which was implemented at Sebelas Maret University, Surakarta and Setia Budi University, Surakarta. Apart from focusing on educational institutions, it is also carried out on public service institutions to increase coverage, introducing and optimizing the functional power of Digital Population Identity. The community movement carried out involves a team that has been prepared with facilities and infrastructure that have been well calculated.

The dimension of community mobilization must be distinct from the link to building collaboration at both regional and central levels. The partnership being constructed is to increase the coverage of Digital Population Identity. The city of Surakarta, in community mobilization, builds collaboration with various related parties such as government institutions, public service institutions, and the regional stakeholders closest to the community, namely the neighborhood groups. Building this collaboration is directed at the division of tasks carried out in

implementing Digital Population Identity, as the sub-district focuses on providing places and on the heads or administrators of neighborhood associations to distribute invitations. Another related dimension is education about digital population identity, which refers to problem-solving in each implementation activity. The relationship between these dimensions goes hand in hand with implementation activities carried out by the City of Surakarta through coordination meetings and evaluation coaching for each event. Coordination and evaluation meetings are held every time the ball pick-up location is moved to determine and correct problems that arose during the previous activity.

CONCLUSION

Based on the results of the analysis and discussion that have been presented regarding the application of Digital Population Identity to the mandatory e-KTP in Surakarta City, it is concluded that the policy implemented regarding the application of Digital Population Identity in the City of Surakarta to the mandatory e-KTP residents carried out by the Department of Population and Civil Registration can be said to be quite well proven at the level of coverage with the method that has been carried out. Increasing the scope of ownership of Digital Population Identity is not accompanied by its use in institutions such as banking services, financial services, and other public services, which still need to be improved, and the level of socialization still needs to be enhanced among the community. Several limitations need attention in future research. One of these limitations is the imbalance between increasing the scope of ownership of Digital Population Identity and its use in sectors such as banking, financial services, and other public services, which still needs to be fully optimal. Apart from that, the lack of adequate socialization among the community is also a challenge that needs to be overcome. Therefore, future research could go into greater depth on the factors influencing the use of Digital Population Identity in various public service contexts and identify effective strategies to increase adoption and broader dissemination. In addition, further studies can expand our understanding of the concrete obstacles faced in implementing this policy and seek holistic and sustainable solutions to overcome these challenges.

REFERENCES

- Abidin, Z., & Sofyan, A. (2022). Strategi Manajemen Pemasaran Dalam Era Digital Pada Masa Sekarang. *Khidmatussifa: Journal of Islamic Studies*, 2(1), 11–16. <https://doi.org/10.56146/khidmatussifa.v2i1.76>
- Anggraini, S. P., & Suaidah, S. (2022). Sistem Informasi Sentral Pelayanan Publik dan Administrasi Kependudukan Terpadu dalam Peningkatan Kualitas Pelayanan Kepada Masyarakat Berbasis Website *Jurnal Teknologi Dan Sistem Informasi*. <http://jim.teknokrat.ac.id/index.php/sisteminformasi/article/view/1658%0Ahttp://jim.teknokrat.ac.id/index.php/sisteminformasi/article/viewFile/1658/579>
- Chrismonita, V. N., Dewi, D. A. S., Suharso, S., & Budiharto, B. (2020). Efektivitas Permendagri Nomor 7 Tahun 2019 tentang Pelayanan Administrasi Kependudukan Secara Daring (Studi di Disdukcapil Kota Magelang dalam Rangka Mewujudkan Good Governance). *Borobudur Law Review*, 2(2), 64–89. <https://doi.org/10.31603/burrev.3917>
- Febrinda, R. R., & Ningsih, R. (2023). Kesiapan Digitalisasi Sistem Pembayaran Non Tunai Di Pasar Rakyat. *Jurnal Ekonomi Dan Kebijakan Publik*, 13(2), 87–100. <https://doi.org/10.22212/jekp.v13i2.2022>
- Friedman, A., & Wagoner, L. (2014). The Need for Digital Identity in Cyberspace Operations. *Journal of Information Warfare (JIW)*, 13(2), 42–52.
- Hadi, A. (2021). *Penelitian kualitatif studi fenomenologi, case study, grounded theory, etnografi, biografi*. CV. Pena Persada.
- Hastuti, Sri Handriana Dewi (2020). Pentingnya Pemanfaatan Data Kependudukan Di Era Digital. *TEKNIMEDIA: Teknologi Informasi Dan Multimedia*, 1(1), 18–21. <https://doi.org/10.46764/teknimedia.v1i1.9>
- Hidayat, Eet Saeful. (2018). Analisis Implementasi Kebijakan Administrasi Kependudukan Pada Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Garut. *Dinamika : Jurnal Ilmiah Ilmu Administrasi Negara*, 5(4), 14.
- Jaya, M., Rinaldi, H., & Heriyanto. (2021). Efektivitas Sistem Informasi Administrasi Kependudukan (Siak) Dalam Rangka Optimalisasi. *Jurnal Ilmiah Ilmu Administrasi Negara*, 8, 396–412.
- Juli, I. A. W. (2015). Pengaruh Sistem Digital Dan Keamanan Arsip Terhadap Efisiensi Waktu Kerja Pada Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu Kota Denpasar. *Administrasi Publik*, 5(December), 118–138.
- Laili, S. N., & Kriswibowo, A. (2022). Elemen Sukses Penerapan Sistem Informasi Administrasi Kependudukan. *Jurnal Kebijakan Publik*, 13(3), 295. <https://doi.org/10.31258/jkp.v13i3.8031>
- Makarim, E., & S. Kom. (2020). Digital identity and personal data protection: Analysis of rights to erasure and data portability in Indonesia. *Advancing Rule of Law in a Global Context*, 247–261. <https://doi.org/10.1201/9780429449031-30>
- Nurmalasari, I., & Zainal Abidin, A. (2019). Kualitas Inovasi Pelayanan Program Jemput Bola Administrasi Kependudukan (Jebol Anduk) (Studi Kasus Pada Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Malang. *Jurnal Respon Publik*, 13(4), 99–103.
- Prakoso, C. T. (2020). Inovasi Layanan Publik Di Dinas Kependudukan Dan Catatan Sipil Kabupaten Kutai Kartanegara Dalam Perspektif Digital Government. *Jurnal Paradigma*, 9(2), 131–146.
- Purba, J. F., Tarigan, U., Nasution, I., & Suharyanto, A. (2019). Implementasi Sistem Informasi Administrasi Kependudukan dalam Pengurusan Kartu Tanda Penduduk Elektronik. *Perspektif*, 8(2), 77–83. <https://doi.org/10.31289/perspektif.v8i2.2597>
- Ristiandy, R. (2021). Disintegrasi Data Kependudukan antar OPD Layanan Publik Kabupaten Belitung Timur

- di Tengah Arus Revolusi Industri 4.0. *GOVERNMENT : Jurnal Ilmu Pemerintahan*, 87–96.
<https://doi.org/10.31947/jgov.v14i2.14374>
- Septiana, D., Hayat, & Rachmatullah Putra, L. (2023). Inovasi Program Anjungan Dukcapil Mandiri Dalam Meningkatkan Kualitas Pelayanan Publik Administrasi Kependudukan. *Journal Publicuho*, 5(4), 1343–1354.
<https://doi.org/10.35817/publicuho.v5i4.76>
- Septiyarini, D., & Pranaka, R. N. (2019). Implementasi Program Dan Pemanfaatan E-Ktp Yang Terintegrasi Di Kabupaten Sambas. *Publikauma : Jurnal Administrasi Publik Universitas Medan Area*, 7(1), 30.
<https://doi.org/10.31289/publika.v7i1.2173>
- Sullivan, C. (2012). Digital Identity: An Emergent Legal Concept. In *Digital Identity: An Emergent Legal Concept*. University of Adelaide Press.
<https://doi.org/10.1017/upo9780980723007>
- Sumiati, S. A. (2020). COMMUNITY PARTICIPATION IN IMPLEMENTATION LAW NUMBER 24 OF 2013 ABOUT POPULATION ADMINISTRATION S. *Jurnal Dimensi*, 9(1), 35–47.
- Sutanta, E., & Ashari, A. (2012). Pemanfaatan Database Kependudukan Terdistribusi Pada Ragam Aplikasi Sistem Informasi Di Pemerintah Kabupaten/Kota. *Jurnal Sistem Informasi & Teknologi Informasi (SISFOTENIKA), STMIK Pontianak, Kalimantan Barat*, ISSN: 2087-7897, 2(1), 11–20.
<http://www.sisfotenika.stmikpontianak.ac.id/>
- Sutarno, Rokayah, K., & Rozi. (2022). Penerapan Model Rapid dalam Pengembangan Sistem Administrasi Kependudukan Kelurahan Pamulang Barat Tangerang Selatan. *Jurnal Ilmiah SIKOMTEK*, 12(1), 70–77.
<https://sikomtek.jakstik.ac.id/index.php/jurnalsikomtek/article/view/9>
- Wahyono, E. (2016). Kepastian Hukum Terhadap Status Privasi Warga Negara Indonesia Dalam Sistem Informasi Administrasi Kependudukan (Siak). *Maksigama Jurnal Hukum*, 10(2), 15–23.
- Wasita, A. (2022). *Pemkot Surakarta Meluncurkan Penerapan Identitas Kependudukan Digital*. Kota Surakarta: antarajateng.
- Yanti, F., & Meiwanda, G. (2022). Pelaksanaan Inovasi Di Bidang Administrasi Kependudukan Kota Payakumbuh. *Cross-Border*.
<http://journal.iaisambas.ac.id/index.php/Cross-Border/article/view/1058>