

The Implementation of E-Government Through the SIMPELAKU Application In The Process of Population and Civil Registration Services In Cianjur Regency

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Abstract. The thesis titled "The Implementation of e-Government Through the SIMPELAKU Application in the Process of Population and Civil Registration Services in Cianjur Regency" is one of the impacts of current technological advancements through an application to carry out population and civil registration services in Cianjur Regency. The suboptimal implementation of the SIMPELAKU Application has become an issue in this research in order to provide services to the community. This study aims to describe and analyze the implementation of e-Government through the SIMPELAKU application in the process of population and civil registration services at the Population and Civil Registration Office of Cianjur Regency. The theory used was proposed by Indrajit with three dimensions: Support, Capacity, and Value. This research employs a qualitative method with a descriptive approach, compiling various literature sources from different journals and government data sources. The data collection techniques include literature study and field study, which encompass observation, interviews, and documentation. The data analysis techniques involve data reduction, data presentation, and conclusion drawing. The unit of analysis is the Population and Civil Registration Office of Cianjur Regency, and the informants are the Head of the Data Utilization and Service Innovation Division, Staff of Population Administration Information Management, Service Innovation Staff (SIMPELAKU), and the General Public. The results of this study indicate that the implementation of e-Government through the SIMPELAKU Application has been carried out optimally and effectively. It can be seen from the support dimension that it is quite good because it is supported by leaders, regulations in accordance with the decree, and also supported by socialization that has been conducted well for both employees and the community. From the dimension of capacity, it is quite good starting from budget preparation, the quality of human resources meets the criteria, and the infrastructure and facilities are quite complete. From the dimension of value, it is beneficial for both the government and the community, making services effective, efficient, and transparent. For example, it provides ease in searching for files and saves time in document searches for the community, allowing access anywhere and anytime without having to come to the office. However, the challenge faced by some areas is still the lack of signal. Efforts to socialize and educate the public on how to use the application are still limited. In addition, the community is still inexperienced, elderly, not yet digitally literate, and there is a lack of human resources, especially in the field of technology.

Keywords: Implementation, e-Government, SIMPELAKU Application

Introduction

Electronic Government or e-Government is a form of government administration that uses technology or digital media. Electronic Government or e-Government began in Indonesia in 2001 through Presidential Instruction No. 6 of 2001 on Telematics (Telecommunications, Media, and Informatics) and

Presidential Instruction (Inpres) No. 3 of 2003 on the National Policy and Strategy for E-Government Development. These Presidential Instructions contain directives that government officials must utilize information technology to facilitate public participation in the development and utilization of telematics, and government officials must use telematics technology to support good governance and accelerate the democratic process. In addition, the implementation of an electronic-based governance system is also supported by the Presidential Regulation of the Republic of Indonesia Number 95 of 2018 concerning the Electronic-Based Government System (SPBE).

The Population and Civil Registration Office of Cianjur Regency is one of the institutions that has implemented population administration and civil registration services online through an application called SIMPELAKU. The SIMPELAKU application was launched in 2019. The Integrated Population Administration Service Management Information System or SIMPELAKU at the Cianjur Regency Population and Civil Registration Office needs to be developed to provide effectiveness and efficiency as well as 51 population administration services that offer ease, speed, and timely service to the community.

However, in its implementation, there are challenges and obstacles, starting from the fact that some members of the community do not yet fully understand the use of the SIMPELAKU application, and there are also some who are not aware of the existence of the application. Additionally, there have been reports and complaints from users of the SIMPELAKU application stating that the application sometimes encounters errors or the server goes down, and it is still considered less effective because errors often occur during access. The community also feels that the application is not yet optimal as it is still in the under development stage. Not all members of the community have high-quality smartphones or good internet connectivity. Many people prefer offline services over online ones due to various factors such as lack of understanding, not having a smartphone, insufficient internet connectivity, and not knowing about the existence of the application. The socialization conducted by the Disdukcapil of Cianjur Regency has not been maximized. The facilities and infrastructure are not yet optimal, for example, they are still using old computers/PCs. There are still instances of Human Resource placement that do not align with their fields of study. The internet network in several areas is not yet optimal.

This research aims to describe and analyze the implementation of e-Government through the SIMPELAKU application in the process of population and civil registration services at the Population and Civil Registration Office of Cianjur Regency. Several theories are used to implement these concepts, utilizing the e-Government Theory, which is useful for understanding the application of e-Government. Relevant concepts include the application of e-Government, the benefits of e-Government, and the major challenges of e-Government, while the Public Service Theory will be used to understand concepts related to public service. Relevant concepts include the concept of public service and the quality of public service.

The concept of e-Government application will be used to analyze and describe the application of e-Government through the SIMPELAKU application in the process of population and civil registration services at the Cianjur Regency Population and Civil Registration Office, starting from support, capacity, and value. This research will also refer to previous studies on the implementation of e-Government in other regions as well as supporting regulations such as Law Number 25 of 2009 on Public Services, Presidential Instruction Number 6 of 2001 on Telematics (Telecommunications, Media, and Informatics), Presidential Instruction Number 3 of 2003 on the National Policy and Strategy for e-Government Development, Presidential Regulation Number 95 of 2018 on the Electronic-Based Government System (SPBE), Minister of Home Affairs Regulation Number 7 of 2019 on Online Population Administration Services, Decree of the Minister for Administrative Reform and Bureaucratic Reform No: 63/KEP/M.PAN/7/2003, Cianjur Regent Regulation Number 48 of 2020 Article 27 on the Implementation of the Electronic-Based Government System (SPBE), and Cianjur Regency Regional Regulation Number 6 of 2013 Article 45 on Public Services.

Method

This research uses a qualitative method with a descriptive approach, compiling various sources of literature from various journals and government data sources. The qualitative approach was chosen because this research aims to deeply understand, describe, and analyze the implementation of e-

Government through the SIMPELAKU application in the process of population and civil registration services in Cianjur Regency.

The unit of analysis in this study is the Population and Civil Registration Office of Cianjur Regency. Meanwhile, the informants interviewed include the Head of the Data Utilization and Service Innovation Division, Staff of Population Administration Information Management, Service Innovation Staff (SIMPELAKU), and the General Public.

The data collection techniques in this study include literature review and field study, which encompass observation, interviews, and documentation. The data analysis techniques in this study involve data reduction, data presentation, and conclusion drawing.

This research will be conducted in Cianjur Regency, focusing on the implementation of e-Government through the SIMPELAKU Application. The research period will be conducted from preparation, initial observation, data collection, data analysis to the writing of the research report.

This research discusses the implementation of e-Government through the SIMPELAKU Application in the process of population and civil registration services in Cianjur Regency. With a focus on support, capacity, and value, the following conclusions can be drawn:

Results and Discussion

Support

In this dimension, the support in implementing e-Government through the SIMPELAKU Application in this aspect is quite good. This support can be evidenced by the indicator of political will, with the implementation of support from leaders who participate in the success of this e-Government application. This is also seen from the issuance of a decree in the distribution of the operator team, and the support from the head of the department itself. Seen from the socialization indicator, the Cianjur Regency Population and Civil Registration Office has also provided socialization to both its employees and the public, both online and offline, regarding the implementation of e-Government through the SIMPELAKU Application. Additionally, seen from the supporting regulatory indicators. In implementing the application of e-Government through the SIMPELAKU Application, it is also supported by existing regulations in accordance with the Decree. Regulatory support is not limited to internal regional policies but is also structured hierarchically from the national to the regional level. At the national level, these regulations are reflected in the form of Laws, Government Regulations, and Presidential Regulations, which generally govern the electronic-based governance system and technology-based public services. These regulations serve as the legal foundation that strengthens the legitimacy of e-Government implementation throughout Indonesia. There are also Minister of Home Affairs Regulations up to Regional Regulations of Cianjur Regency. The existence and support of comprehensive and structured regulations is a good thing, as the implementation of e-Government through SIMPELAKU is not done arbitrarily or without legal basis, but has been prepared and designed to be in accordance with the applicable laws. This shows that the Cianjur Regency Government, particularly the Population and Civil Registration Office, is committed to providing good and accountable services. However, socialization still needs to be improved because it is not yet optimal. Moreover, the socialization process was only conducted in the first year after the SIMPELAKU application was launched, and subsequently, it was only introduced on social media. This has resulted in some members of the community still being unaware of the application. The development and implementation of e-Government actually require socialization or introduction, as well as clear and precise information, so that the e-Government implementation process can run smoothly in its development planning.

Capacity

In this dimension, the capacity to implement e-Government through the SIMPELAKU Application is quite good. From the indicator of financial resource capacity or budget, starting from the application development, training, to socialization, everything has been well-prepared and quite good. From the indicator of human resource capacity at the Population and Civil Registration Office of Cianjur Regency, it is quite good and well-proven with employees who are mostly young and have at least a bachelor's degree, with a minimum understanding of PC/computer usage. However, the Human Resources at the Population and Civil Registration Office in Cianjur Regency change their service schedules every week. For example, the first week at the SIMPELAKU Application service, the next

week at the offline service desk, and the following week at the mobile service. This is done due to the limited Human Resources available at the Cianjur Regency Population and Civil Registration Office. In terms of quantity, the staff prepared to provide online services through the SIMPELAKU Application amounts to 9 people. However, there needs to be a clearer scheduling of human resources to make the service more effective and efficient, and to avoid confusion and adaptation issues for the concerned individuals each week. Furthermore, the Civil Registration and Population Control Office in Cianjur Regency needs to add personnel, especially in each service field, starting from the service officers who check applications and document requirements, data entry officers, data entry result verification officers, document validation officers, document printing officers, document arrangement officers, service result document delivery officers, information technology support officers, and information and complaint service officers to create effective and efficient services. In addition, based on the indicators of infrastructure availability, the facilities and infrastructure are quite good and complete, as evidenced by the availability of computers/PCs for work units and supported by an internet network (wifi) as well as printers and other equipment. However, there is an important warning regarding the condition of the devices being used. It is necessary to reconsider the use of old computers/PCs that have not been updated. This creates a potential vulnerability to damage, especially when used with high intensity without adequate technical specifications. Dependence on old devices is feared to impact the performance of services, both in terms of the speed of administrative population services and civil registration processes, as well as the stability of the system. If not addressed promptly, this could become an obstacle in maintaining the consistency of online services provided to the public. In addition, other supporting facilities such as printers, scanners, air conditioning, and official vehicles are also available and can support operational needs. The availability of these facilities demonstrates attention to the technical needs and work comfort of the staff, which indirectly contributes to the effectiveness of service delivery to the community.

Value

In this dimension, the benefits of implementing e-Government through the SIMPELAKU Application in this regard are quite good. It is proven by the indicators of this application that the benefits from the government's side, namely the Population and Civil Registration Office, can address issues such as reducing offline services and facilitating document searches. Additionally, from the indicators of benefits from the community's side, it makes services effective in terms of service and efficient in terms of financing, transparent in all administrative services, quite open, and accessible anywhere and anytime. However, in its implementation in the field, it still encounters several challenges and faces pros and cons within the community. Not all groups feel comfortable or are able to adapt to this digital system. Some segments of society, especially the elderly and those with limited digital literacy, experience difficulties in using the application. Many of them are not yet accustomed to using smartphones or even do not have adequate Android/iOS devices to access services online. There are also obstacles, especially for the people living in the southern Cianjur area, which is known to still have low and poor internet network quality. This condition explains that online services have not yet been fully implemented effectively, and the local government needs to anticipate this by combining online systems and manual services for communities that are not yet able to optimally access technology. In addition, more intensive socialization and assistance for vulnerable groups such as the elderly and communities in remote areas need to be increased so that the benefits of e-Government implementation can be felt evenly.

Conclusion

Based on the research and discussion conducted by the researcher by collecting data in the form of observations, interviews, and documentation, and then analyzing the data according to the previously determined activities related to "The Implementation of e-Government through the SIMPELAKU Application in the process of population and civil registration services in Cianjur Regency." This research shows that the implementation of e-Government through the SIMPELAKU Application in the process of population and civil registration services in Cianjur Regency has been progressing quite well when viewed from three main dimensions: support, capacity, and value.

From the support side, backing from both internal and external parties such as political will, regulations, and socialization is already available and quite good, but socialization still needs to be improved to be more optimal and equitable, especially for communities that have not yet been reached by digital information.

In the dimension of capacity, starting from budget readiness, the quality of human resources, and the infrastructure facilities and infrastructure, they have supported the implementation of this application. However, there is still a need for better scheduling of human resources, as well as adding personnel and updating hardware such as old computers/PCs that are prone to damage to maintain smooth service delivery.

Meanwhile, in terms of value, the benefits of implementing the SIMPELAKU Application have been well felt by both the government and the community, especially in terms of effectiveness, efficiency, and transparency of services. However, there are still challenges, especially from the community that is not yet ready in terms of digital literacy, limited devices, and internet network constraints in certain areas such as South Cianjur.

Overall, the SIMPELAKU Application has had a positive impact on the digitalization of public services; however, continuous improvements are still needed, especially in the aspects of socialization, equitable digital access, and the enhancement of supporting infrastructure.

Based on the explanation above, it can be concluded that the implementation of e-Government through the SIMPELAKU Application in the process of population and civil registration services in Cianjur Regency has been quite good so far.

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