# PUBLIC SERVICE INNOVATION THROUGH DUKCAPIL SERVICES GO DIGITAL BY DISDUKCAPIL PROBOLINGGO REGENCY

Vira Nur Wahyuni[1], Verto Septiandika[2]

[1,2] Program Studi Administrasi Publik, Universitas Panca Marga, Probolinggo-Indonesia
Corresponding Author : viranurwahyuni04@gmail.com

## ABSTRACT

Currently, innovation occupies a very strategic position in the public sector. This success attracts the public sector to continue to develop various types of innovations to improve public services. The development of the public sector shows that innovation cannot be separated from the rapid progress in technology, information and communication, so the term innovation is closely related to the term e-government. In order to realize a higher quality public service, the Disdukcapil of Probolinggo Regency released a new service in the field of population administration through an online service called Dukcapil Go Digital. This Go Digital Dukcapil is one of the ways taken by the Probolinggo Regency Disdukcapil to make it easier for the community to obtain administrative needs. The type of research used by the author is a qualitative approach with data collection in the form of a literature study with the aim of knowing more about the innovations implemented by the Disdukcapil Probolinggo Regency. The results showed that the innovations released and implemented by the Disdukcapil Probolinggo Regency were innovations that really helped the community to get services and population administration needs that were effective, efficient, fast and safe. This innovation is also expected to provide significant changes to population administration services at the Population and Civil Registry Office of Probolinggo Regency.

*Keywords: Innovation, Public Service, Dukcapil Go Digital, Population And Civil Registration Service*

## ABSTRAK

Saat ini inovasi menempati posisi yang sangat strategis di sektor publik. Keberhasilan ini menarik sektor publik untuk terus mengembangkan beragam jenis inovasi untuk meningkatkan pelayanan publik. Perkembangan sektor publik menunjukkan bahwa inovasi tidak dapat dipisahkan dari kepesatan kemajuan di bidang teknologi, informasi dan komunikasi, sehingga istilah inovasi erat hubungannya dengan istilah e-government. Dalam rangka mewujudkan pelayanan publik yang lebih berkualitas, Disdukcapil Kabupaten Probolinggo merilis pelayanan baru di bidang administrasi kependudukan melalui layanan online bernama Dukcapil Go Digital. Dukcapil Go Digital ini merupakan salah satu cara yang diambil oleh Disdukcapil Kabupaten Probolinggo guna mempermudah masyarakat dalam memperoleh kebutuhan administrasi. Jenis penelitian yang digunakan penulis adalah pendekatan kualitatif dengan pengumpulan data berupa studi pustaka dengan tujuan untuk mengetahui lebih dalam mengenai inovasi yang diterapkan oleh Disdukcapil Kabupaten Probolinggo. Hasil penelitian menunjukkan bahwa inovasi yang dirilis dan diterapkan oleh Disdukcapil Kabupaten Probolinggo merupakan inovasi yang sangat membantu masyarakat untuk mendapat pelayanan dan kebutuhan administrasi kependudukan yang efektif, efisien, cepat dan aman. Dengan adanya inovasi ini juga diharapkan memberikan perubahan yang signifikan terhadap pelayanan administrasi kependudukan di Dinas Kependudukan dan Catatan Sipil Kabupaten Probolinggo.

*Keywords: Inovasi, Pelayanan Publik, Dukcapil Go Digital, Dinas Kependudukan Dan Catatan Sipil*

## PRELIMINARY

In late 2019 and early 2020, the whole world was shocked by the outbreak of a new pneumonia which was first reported from the Wuhan area, Hubei Province, China. This disease can be transmitted from human to human through the respiratory tract which has spread widely in all provinces in China and spread rapidly throughout the world in almost 190 countries and territories. This outbreak was named coronavirus disease 2019 (Covid-19) caused by Severe Acute Respiratory Syndrome Coronavirus-2 (SARS-CoV-2) (Mona, 2020). The spread of this disease has a very broad impact both socially and economically throughout the world. There is still a lot of controversy with this disease, both in diagnosis, treatment, prevention to health protocols that must be adhered to (Kannan et al., 2020). Indonesia is one of the countries affected by the Covid-19 outbreak. Therefore, it is necessary to take government action and full awareness of the community so that the number of the spread of this virus can be suppressed. According to data (Idhom, n.d.) released by Indonesia, as of April 13, 2020, there were 4,557 positive cases and it was also reported that 380 people had recovered and 399 others had died. According to this data, it means that there are still 3,778 positive Covid-19 patients or around 82.9%, and the percentage of Case Fatality Rate (CFR) or the death rate reaches 8.75%. The Covid-19 pandemic requires people to really maintain personal and environmental hygiene so that they are sterile and reduce the spread of the Covid-19 virus. As social beings, society cannot avoid physical contact with each other, but during a pandemic, physical contact with other people can pose a danger in the form of invisible transmission of the COVID-19 virus.

Digital transformation Through the use of information technology to improve work efficiency and effectiveness, thereby changing the way work is handled. Education and e-learning, business and e-commerce, banking and e-banking, government and e-government, and many other fields have undergone this transformation. The focus is on improving the efficiency and effectiveness of work and supporting documents using databases. Paperless is the main goal, all transaction evidence in the form of documents is replaced by a database so that it is simpler, more flexible, and can be accessed at any time. These changes have both positive and negative impacts on individuals and companies related to business processes. In companies undergoing digital transformation, customers can easily and cheaply order products or order various other goods. There is no need to make transactions directly, but can use various information technology media to complete online transactions, from ordering, paying, confirming to checking the delivery of goods, all done digitally. The impact will continue until the price of the product becomes cheaper, because the marketing and management process does not require a lot of

money. In the end, when customers switch to simple, cheap, fast and efficient digital transactions (Danuri, 2019).

In simple terms, the public sector is a sector that is relatively independent of relationships and innovation compared to the business sector. The inability of the public sector to take advantage of innovation is related to the history and characteristics that tend to be stagnant, legal and not easy to change. In fact, not only in the organization, he is personally reluctant to innovate in his daily work. Globally, personnel working in the public sector in carrying out their main duties and functions are only mediocre. However, in its development, institutional science is more inclined and developing towards a business discipline. The disciplines of public institutions that were initially only pioneers have now become many examples in raising various designs of business sector institutions. In the development of public sector organizations, innovation and policy are two complementary terms, innovation innovation appears as a new product and its essence can replace the old way. Similarly, there is a strategy that replaces the old strategy, meaning that every policy principle must lead to new innovations, but a policy that does not contain new content or does not replace old content will be a policy that does not work.

In this era that can be said to be very modern, the sophistication of information and communication technology that is currently developing can do everything in an easier way. Information and communication technology is something that can be utilized in helping and simplifying all aspects of human life. As in the case of communication technology with smartphones and internet networks, making humans compete in improving the way they communicate. Many circulating various types of social media that are used to communicate in helping humans interact. In line with the times, internet network technology has become a necessity for the general public, it encourages the creation of various types of social media (Saefullah, 2020). With the rapid advancement of information and communication technology in the current era, it has succeeded in encouraging the public sector to take advantage of these opportunities (Kannan et al., 2020). Advances in communication technology have changed the view of communication which initially only took place in one direction between the government and the community, now expanding its opportunities to make two-way communication between the government and the community and vice versa. This is a transformation in the mechanism of government programs that are oriented towards managing information and communication strategies such as e-government.

E-government is the utilization of the internet network in providing information and government services to the public (Dra. Ihsanira Dhevina E & Negara), 2018). No exception in

public services, currently competing to release innovations in advancing the quality of service. Innovation is a series of factors that play an important role in dealing with and being a solution to various problems involving society, organizations and government. Within the scope of government and community relations, the government acts as a person who provides facilities and regulators of public regulations and innovation becomes a strategic key if the results of regulations cannot meet the needs and movements of an increasingly global society (Elkesaki et al., 2021).

Public service innovation is an obligation for the central government or local government to implement decentralization practices, namely seeking the development of welfare, prosperity and freedom for the community and its territory. The existence of Law No. 23 of 2014 concerning Regional Government which has been amended several times, which explains that in governance management is directed at accelerating the implementation of welfare for the community in a way to develop services, so that all local governments in Indonesia try to make innovations in delivering services. which is easy, fast, and safe (Dahlila & Frinaldi, 2020). Technological developments have contributed to the modernization of public services, including advancements in the utilization of technology, information and communication in today's changing times, including in the Probolinggo Regency government, more precisely at the Population and Civil Registry Office. The Department of Population and Civil Registration is a government institution that is engaged in public services. Public services carried out include the management of Identity Cards (KTP), Family Cards (KK), Birth Certificates to Death Certificates. Good public services can certainly be coveted for the community, even though the urge is in fact often not in sync with what is desired. In this study the author will discuss the innovation of the population administration public service called "Dukcapil Go Digital" which was successfully issued by the Probolinggo Regency Population and Civil Registry Office.

**RESEARCH METHODS**

The type of research used by the author is qualitative research. Qualitative research is a research method that aims to find out what phenomena experienced by writers such as behavior, perceptions, motivations, actions and others holistically and use the description in the form of words and language. The data source used is secondary data. Secondary data is data collected by researchers from existing sources. In this study, the data collection techniques carried out by the author were in the form of library research activities or library studies. Literature study is a series of activities on how to collect library data, read, take notes and adapt research materials. The

object of research taken by the author is the Department of Population and Civil Registry of Probolinggo Regency.

**RESULTS AND DISCUSSION**

The COVID-19 pandemic was an unexpected situation which then forced people, especially Indonesia to limit their activities outside the room, also forced people to carry out online activities both in terms of work, education and even administrative matters had to be done online in order to prevent the transmission of the covid 19 virus. on a large scale which, if ignored, will cause chaos in various fields of education, services, government and health. This then prompted the government to immediately provide solutions for unexpected circumstances like this. New innovations and old innovations that are updated to be adapted to current conditions.

In this increasingly advanced era, digital transformation is growing more rapidly, there are so many changes, both in terms of management systems to service systems in the public sector, which are also increasing after digital transformation.Innovation is not always new, in terms of form or function that will be added later. Innovation can also occur due to a process known as re-invention. This reinvention process is not an original innovation discovery process, but is more cosmetically polished or also known as pseudo-innovation. An example of this reinvention process is the development of administrative service digital innovations that introduce services into local programs such as Go Digital Probolinggo and other cities or regencies that have the same program but have different names or in principle the same can be said. In the midst of an increasingly advanced civilization, the Probolinggo district government continues to try to develop new innovations in order to increase community satisfaction in getting public services, this is reflected in the go digital innovation, namely technology-based population administration service innovations that provide a new innovation that makes it easier to community to take care of population administration and provide efficiency during management.

**Population Administration Service Innovation "Dukcapil Go Digital"**

To advance services to the community, the Population and Civil Registration Office of Probolinggo Regency launched a new innovation, namely an online population document service called "Dukcapil Go Digital". This service aims to support the central government's plans for the Indonesian Awareness Adminduk Movement (GISA) as well as programs for residents of Probolinggo Regency to be orderly and orderly in population administration. Munaris as Head of the Population and Civil Registration Office of Probolinggo Regency said Go Digital is the latest online service after several other innovations from the Probolinggo Regency Dispendukcapil were successfully launched. With this go digital innovation, it is an increase in the effectiveness

and efficiency of the performance of population administration employees in providing excellent service to the wider community, of course, by following the existing standard operating procedures. In the midst of public complaints regarding troublesome administrative services because it requires the public to be present or come to the office to take care of it while there are many jobs or community affairs that cannot be left behind, go digital is here as a solution.

**Go Digital Service System**

The go digital dukcapil system is a system of all types of services which include recording, recording, updating data that can be carried out online so that the service is more practical, efficient, and relatively fast. Go Digital is a breakthrough or initial transformation in the field of population administration, namely with the issuance of family cards and birth certificates which were initially signed and wet stamped by the Head of Service, currently signatures can be done electronically (TTE), so it can be done anywhere and anytime by online. Dispendukcapil Probolinggo Regency is also undeniable that everyone understands the existence of IT. Therefore, once Go Digital is accessible, all parties will be socialized simultaneously. Previously, for online population administration services, the Dispendukcapil had carried out ball pick-up services, namely services in villages with jebol paku desa, jebol lapas, jebol kawin si inem, jebol disko dan pak Rama.

The Population Administration Service (Adminduk) has several priority services, such as recording and recording of electronic KTP programs, recording and printing birth certificates, improving service quality, optimizing population data, publication and use of Child Identity Cards (KIA), operation of adminduk management systems and successful innovations. Dukcapil Go Digital. Meanwhile, the Go Digital Dukcapil service was explained in more detail by Wiwik Nursaidah as Head of PIAK and Data Utilization at the Probolinggo Regency Dispendukcapil that services at Dispendukcapil such as KTP-EL, KIA, birth certificate services, death certificates, transfer and arrival letters were originally via Whatsapp, now available online through the website address godigital.dispendukcapil.probolinggokab.go.id

**Go Digital Administration Service Requirements**

Several services that can be accessed through Go Digital's online service include KTP-EL, KIA (Children's Identity Card), Birth Certificate, Death Certificate, SKPWNI (Certificate for Moving Indonesian Citizens), and SKDWNI (Certificate of Arrival for Indonesian Citizens). There are several requirements needed to submit administrative service documents as described above.

   **1. KTP -EL (Electronic Identity Card) service**

Electronic Identity Card (KTP-EL) is a resident identity card that is printed electronically as in terms of its form and use, it functions computerized and is equipped with a chip that is proof of the official identity of the population issued by the local Regency/City Population and Civil Registration Office. The requirements needed in submitting this service document are:

a. KK (Family Card)

b. Certificate of Loss (if the KTP is lost)/original KTP (if the KTP is damaged or there is a change in data elements)

**2. CIC Services (Child Identity Card)**

Child Identity Card (CIC) is a child's official identity card as evidence of a child who is less than 17 years old and unmarried, issued by the local Regency/City Population and Civil Registration Office. The requirements needed in submitting this service document are:

a. birth certificate

b. Family card

c. Children's Photo (for ages 5 and up)

d. ID card of both parents

**3. Birth Certificate Service**

A birth certificate or birth certificate is a very important and necessary proof of statement that is needed to regulate and store birth information for a baby from a married couple issued by the local Regency/City Population and Civil Registration Service. The requirements needed in submitting this service document are:

a. Birth Certificate

b. Parent's Marriage Book

c. Family card

d. ID card of both parents

e. Registration form

**4. Death Certificate Service**

A death certificate is a deed or proof of a person's death made and issued by the local Regency/City Population and Civil Registration Office. The requirements needed in submitting this service document are:

a. Death Certificate from the village

b. Original Family Card (owned by the deceased)

c. Original KTP (owned by the corpse)

d. Original Birth Certificate (owned by the deceased)

e. Original KTP of 2 witnesses

f. Original Reporting Identity Card

g. Death Certificate Registration Form

**5. Certificate of Moving Indonesian Citizens Services**

Indonesian Citizens Transfer Certificate is a population document that explains that the population has moved to a new domicile area for less than one year issued by the local Regency/City Population and Civil Registration Office. The requirements needed in submitting this service document are:

a. Original ID card

b. Original Family Card

c. Registration form

d. SPTJM (Statement of Mutlat Liability) if the resident who moves is 17 years of age and under

**6. Certificate of Coming Indonesian Citizen Service**

Certificate of Arrival of Indonesian Citizens is a document issued by the implementing agency of the local Regency/City Population and Civil Registration Office for Indonesian citizens notifying their arrival to become residents. The requirements needed in submitting this service document are:

a. Original ID card

b. Transfer Letter

c. Original Family Card

d. Active email address

**Go Digital Administration Service Usage Flow**

1. Access the website address for the Population and Civil Registry online service through the https://godigital.dispendukcapil.probolinggokab.go.id/ website (*GODiGi Kab Probolinggo*, n.d.)

2. Select the service you want to use

3. After that, pay attention to the files that need to be prepared and input the data correctly according to the type of service required

4. In the process of uploading files, make sure all the photos (original documents) have been selected and match, then click register

5. To see the status of the submission, you can select check status and enter the NIK and cellphone numbers that have been registered previously

6. Then the Department of Population and Civil Registry will process the files submitted in the type of service required

7. After the submission process is complete, the website will have a notification when the applicant can take administrative needs.

8. Tickets for taking residence documents can only be printed if the status of the application is printed

After the status of the submission is printed, the applicant can come to the local Population and Civil Registry Office to collect the required documents. Go Digital services are intended for applicants who do not have data collection problems. Applicants can also come directly to the Disdukcapil office to ensure the validity of the data. With Go Digital, you don't necessarily have to leave population management services manually (Pasolong, 2011). From the results of the research that has been done, it can be said that the Go digital online service can provide convenience to the people of Probolinggo Regency. Especially during the current COVID-19 pandemic, people no longer need to queue up for population management, seeing that the population of Probolinggo Regency is widespread in 24 sub-districts (Subandi, 2020) . With this innovation, it is hoped that it can provide significant changes to the population administration service at the Probolinggo Regency Population and Civil Registry Service which is faster, easier, efficient, effective, and safe.

**CONCLUSION**

From late 2019 to early 2020, the whole world was shocked by the outbreak of a new pneumonia that was first reported from the Wuhan area in Hubei Province, China. This disease can be passed from person to person through the respiratory tract. The airways are widespread in all states of China and quickly spread to about 190 countries and regions around the world. This outbreak is known as Coronavirus Disease 2019, which is caused by Severe Acute Respiratory Syndrome Coronavirus 2. The epidemic of this disease has far-reaching social and economic implications worldwide. There is still a lot of controversy surrounding this disease, both in terms of diagnosis, treatment, prevention, and health protocols that must be followed. Indonesia is one of the countries affected by the Covid-19 outbreak. Therefore, there is a need for government action and full awareness of the community so that the number of the spread of this virus can be suppressed.

With this go digital innovation, it is an increase in the effectiveness and efficiency of the performance of population administration employees in providing excellent service to the wider

community, of course, by following the existing standard operating procedures. In the midst of public complaints regarding troublesome administrative services because it requires the public to be present or come to the office to take care of it while there are many jobs or community affairs that cannot be left behind, go digital is here as a solution. The go digital dukcapil system is a system of all types of services which include recording, recording, updating data that can be carried out online so that the service is more practical, efficient, and relatively fast. Go Digital is a breakthrough or initial transformation in the field of population administration, namely with the issuance of family cards and birth certificates which were initially signed and wet stamped by the Head of the Service, currently signatures can be done electronically, so it can be done anywhere and anytime online. Meanwhile, the Go Digital Dukcapil service was explained in more detail by Wiwik Nursaidah as Head of PIAK and Data Utilization at the Probolinggo Regency Dispendukcapil that services at Dispendukcapil such as KTP-EL, KIA, birth certificate services, death certificates, transfer and arrival letters were originally via Whatsapp, now available online through the website address godigital.dispendukcapil.probolinggokab.go.id.

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