Application of Information Technology in Administrative Services at the Population and Civil Registration Office of Badung Regency

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Article Info	ABSTRACT
	The application of information technology in population administration services is one of the strategic efforts to improve the quality, efficiency, and effectiveness of public services. This study aims to examine the implementation of information technology at the Population and Civil Registration Office of Badung Regency, especially in the use of the online application "Aku Dicari" and other digital systems that support the acceleration of the processing of population documents such as electronic ID cards, family cards, and civil registration certificates. The research method used is a descriptive study with a qualitative approach, including interviews, observations, and document analysis. The results of the study show that the application of information technology has had a positive impact in the form of accelerating administrative processes, increasing service accessibility, and increasing public satisfaction, especially during the Covid-19 pandemic. However, challenges such as the limitations of technology infrastructure and people's digital literacy still need attention. This study recommends strengthening human resources and intensive socialization so that information technology innovations in population administration can run optimally. Thus, the application of information technology in the Badung Regency Disdukcapil can become a modern, responsive, and community-oriented public service model.
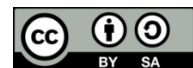
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1. INTRODUCTION

The development of information technology (IT) has brought significant changes in various aspects of life, including in public services. The use of IT in population administration is one of the strategic solutions to improve service quality, speed up processes, and facilitate access for the community. According to Sutaryo (2020), "the implementation of information technology in public services not only increases bureaucratic efficiency, but also strengthens transparency and accountability in the administration of government" (p. 45). Therefore, government agencies such as the Population and Civil Registration Office (Disdukcapil) are required to adopt information technology as an effort to modernize administrative services

Badung Regency as one of the fastest-growing areas in Bali Province, has challenges

and opportunities in providing population administration services that are fast, accurate, and easily accessible to the public. The Badung Regency Disdukcapil has made various innovations in the application of information technology, such as the development of the "Aku Dicari" application and an online service system for the management of population documents, including electronic ID cards, family cards, and birth certificates. Based on official local government data, "as much as 25% of the increase in the management of population administration documents during the Covid-19 pandemic occurred after the implementation of online service applications" (Badung Regency Communication and Information Office, 2023). This shows that the use of IT is able to answer the needs of the community in emergency conditions while simplifying the administrative process.

In addition, research by Wulandari and Saputra (2021) states that "digitization of population services plays an important role in realizing an efficient and responsive government to the times, while supporting the strengthening of accurate and integrated population data" (p. 78). The implementation of the digital system in the Badung Regency Disdukcapil is also supported by national regulations such as Permendagri No. 72 of 2022 concerning Electronic ID Cards, as well as Badung Regency Regional Regulation No. 78 of 2016 which regulates the implementation of regional apparatus duties in public services. This regulation provides a strong legal basis for the application of information technology in population administration.

The use of information technology in administrative services not only has an impact on accelerating services, but also increases public satisfaction. According to Prasetyo (2019), "the level of public satisfaction with public services is greatly influenced by the ease of access, speed of service, and transparency of the process" (p. 103). The application of digital technology by the Badung Regency Disdukcapil seeks to meet these three aspects through the provision of online services that can be accessed via mobile devices and computers, thereby reducing face-to-face encounters that have the potential to cause long queues and complicated bureaucracy.

On the other hand, digital transformation in population administration also faces a number of challenges, such as limited technological infrastructure, lack of digital literacy in the community, and resistance to changes in work culture in the government environment (Santoso, 2022). Therefore, in addition to technology updates, it is also necessary to increase the capacity of human resources, intensive socialization to the community, and develop a user-friendly system to ensure the successful implementation of information technology in the Badung Regency Disdukcapil.

By referring to the importance of information technology as the backbone of improving the quality of public services, this study aims to examine in depth the application of information technology in administrative services at the Population and Civil Registration Office of Badung Regency. It is hoped that the results of this study can provide academic contributions as well as practical recommendations for the development of population administration services that are more effective, efficient, and oriented to the needs of the community.

2. METHODS

This study uses a descriptive qualitative research method, which is a method that aims to describe and examine in depth the application of information technology in population administration services at the Population and Civil Registration Office of Badung Regency. A qualitative approach was chosen in order to comprehensively understand the phenomena, processes, and obstacles that arise in the implementation of information technology innovations.

3. RESULTS AND DISCUSSION

The application of information technology in population administration

services in Badung Regency has become part of efforts to modernize public services which is a demand in the current digital era. The Badung Regency Disdukcapil pays serious attention to digital transformation by developing information technology-based service systems, one of which is the online application "Aku Dicari". This application allows the public to take care of population documents online from the application for creation to verification and printing of documents such as electronic ID cards (KTP-el), birth certificates, family cards, and death certificates.

According to data obtained from the Badung Regency Communication and Information Office (2023), since the implementation of the application, there has been a significant increase in administrative services, especially during the Covid-19 pandemic period. The increase in administrative services by 25% indicates that information technology is able to be an effective solution to face the limitations of face-to-face services in the midst of a pandemic. This is in line with Sutaryo's (2020) research which states that "the use of information technology in public services increases efficiency and accessibility so that it can bridge physical and time limitations in administrative services" (p. 45).

The application of this application not only helps the community in document management but also provides convenience for Disdukcapil officers in integrated data management. This system provides a real-time population database that can be accessed at any time, which supports the accuracy and validity of data as the foundation of higher quality administrative services.

The application of information technology has been proven to increase the effectiveness of the population administration service process in Badung Regency. Based on an interview with the head of the service unit at Disdukcapil, the process that previously took days can now be completed in a matter of hours due to the automation and data integration process. This has led to a decrease in public complaints about slow services and protracted bureaucracy.

Not only speed, but transparency is also guaranteed with a digital system. The public can independently track the status of their document application without having to come directly to the office. This transparency encourages accountability and reduces the potential for unhealthy bureaucratic practices. Prasetyo (2019) revealed that "transparency in the service process is the main factor that increases public satisfaction and trust in public services" (p. 103).

Data from a public satisfaction survey conducted by the Badung Regency Disdukcapil in early 2024 shows that 80% of respondents are satisfied with information technology-based administrative services. Respondents consider the process of document processing to be faster, easier, and flexible because it can be done without having to leave home. This satisfaction is an important indicator of the success of the application of information technology as part of public services.

Challenges in the Application of Information Technology

Although it brings many benefits, the application of information technology in the Badung Regency Disdukcapil is inseparable from a number of obstacles that require further attention.

Infrastructure Limitations

One of the main challenges is the availability and equitable distribution of information technology infrastructure in the Badung Regency area, especially in rural and remote areas. Uneven internet connections cause some people to be constrained in accessing online applications. In an interview with field officers, it was explained that "some residents still have to rely on manual services because it is difficult to access online applications due to a weak internet network" (Disdukcapil Internal Discussion, 2024).

Low Digital Literacy of the Community

In addition to infrastructure problems, low digital literacy skills are also the main obstacles. People who are elderly or who have limited digital education experience difficulties in using online service applications. This condition causes them to still rely on direct assistance from officers or

families to take advantage of digital services. Santoso (2022) emphasizes that "digital literacy is a crucial aspect in the success of digital transformation in the public service sector" (p. 48).

Changes in Work Culture in the Internal Organization

Digital transformation also requires a change in work culture within the Badung Regency Disdukcapil. Officers who were previously accustomed to manual processes had to adapt to new technology and change their work patterns significantly. It takes time and intensive training so that all staff can master the system and optimize its utilization. This is in accordance with the findings of Wulandari and Saputra (2021) who stated that digital transformation in administration is not only about technology, but also about human resource development and organizational management changes (p. 79).

4. CONCLUSION

The application of information technology in the Badung Regency Disdukcapil has brought significant positive changes to the quality and effectiveness of population administration services. Digital application innovation improves service accessibility, process acceleration, and transparency with a high level of public satisfaction. However, there are still challenges in the aspects of infrastructure, digital literacy, and work culture adaptation that must be the focus of continuous improvement. Strong policy support and planned development strategies are the key to the successful digital transformation of population services in Badung Regency in the future.

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