

# Effectiveness of Population Registration, Management and Document Services (POEDAK) Dpendukcapil in Improving the Quality of Population Administration Services in Sekapuk Village, Ujung Pangkah Gresik

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## ABSTRACT

**Objective:** This study aims to analyze the effectiveness of implementing e-government through the Population Registration, Management, and Document Service (POEDAK) application developed by the Dpendukcapil in Sekapuk Ujung Pangkah Gresik Village. **Method:** A qualitative descriptive approach was employed, with data collected through interviews, observations, and documentation, and analyzed using Miles and Huberman's interactive model. **Results:** The findings reveal that POEDAK has improved the efficiency of population administration services by reducing queues, accelerating the issuance of documents, and enhancing transparency and accountability in public services. Nevertheless, challenges remain, including low levels of digital literacy among residents, limited internet access, and technical difficulties in application usage. Efforts by the village government in conducting outreach and training have contributed to better community understanding and gradual adoption of digital services. **Novelty:** This research highlights how a village-level digital application can serve as a practical model for inclusive e-government implementation in rural contexts, emphasizing the interplay between technological infrastructure, community digital education, and responsive system management as critical factors for sustainable success.

## INTRODUCTION

Technological developments have had a significant impact in various sectors, one of which is the government sector. Digital technology enables various business actors in an industry to work together to achieve common goals and objectives [1]. In Indonesia, digital transformation in public services is one of the government's efforts to improve the quality of services to the public, speed up administrative processes, and create a transparent and accountable government. This change is an opportunity to increase accessibility in various fields, including social, economic, health, education and government [2]. Digitalization of public services at the village level has become very relevant in line with the needs of society which increasingly depend on easy access to information and efficient services.

Village Ministerial Decree no. 2 of 2024 emphasizes the importance of using digital technology to speed up public services, increase connectivity between residents, and support the development of a digital-based village economy. In this regulation, village governments are encouraged to adopt various digital applications and platforms that can help manage village administration, health services, education, and online marketing of local products. Village Ministerial Decree no. 2 of 2024 emphasizes the important role of collaboration between the central government, regional governments, the private sector

and the community in realizing smart villages. It is hoped that this synergy can create an ecosystem that is conducive to the development of digital villages, while ensuring that the benefits of technology can be felt by all levels of village society. Through the implementation of this regulation, it is hoped that villages in Indonesia will not only become more technologically advanced, but also more inclusive, independent, and able to contribute significantly to national development, so that Indonesia moves towards a brighter and globally competitive future.

Regulation of the Minister of Communication and Information of the Republic of Indonesia Number 1 of 2023 concerning Data Interoperability in the Implementation of Electronic-Based Government Systems and One Indonesian Data is an important basis for realizing the integration of government information systems in Indonesia. This regulation is designed to ensure that data between government agencies can be interconnected and used effectively, with the main aim of creating a more transparent, efficient and accountable government system. In this context, data interoperability is the main key, which enables the exchange of information between various agencies without technical obstacles, and ensures that the data used in decision making and development planning is valid, accurate and accountable. One of the main initiatives of this regulation is the implementation of the POEDAK Dispendukcapil service in Gresik district.

POEDAK (Registration, Management and Population Documents) Dispendukcapil is a service provided by the Population and Civil Registration Service (Dispendukcapil) to simplify the population administration and civil registration process for the community. This service usually includes several types of processing and issuing official documents related to residency status and resident identity [3]. This application functions to simplify administrative processes and services in villages, including managing population data, submitting letters, requesting assistance, and other services that usually require quite a lot of time and energy. This really helps to improve the quality of public services. The quality of public services is a service provided by a country or government to all its citizens in carrying out their daily lives [2]. In maintaining the quality of service, this application comes with various conveniences. Even though this application offers various conveniences, its implementation in the field faces challenges that need to be taken into account, especially in the context of villages that have limited technological infrastructure and varying levels of digital literacy.

The POEDAK Dispendukcapil application policy in Gresik is motivated by the General Provisions for the Modernization of Public Services in the Gresik Regency Environment, Gresik Regency Regional Regulation Number 49 of 2020 [4]. This regional regulation is designed to improve the quality, efficiency and effectiveness of public services through technology-based modernization and transformation of services, as well as increasing transparency and accountability in the delivery of services to the community. Several factors behind this policy include: the need for digitalization of Village administration, increased transparency and accountability, efficient resource management, support for development, demands for government regulations and

policies, as well as improving the quality of public services. According to Kusroh Lailiyah (2022) quoted in [5] four digital village schemes starting in 2021 in Indonesia, first; village digitalization as a big data-based database process for the Ministry of Villages PDPTT which can be used for village planning and development, etc. Second; digitalization for the development of superior villages, related to data collection on superior village potential and e-commerce collaboration in villages. third; Digitalization to speed up village public services, and fourth; Digitalization to increase financial transparency and village development activities. Against this background, the POEDAK Dispendukcapil policy emerged as an effort to support villages in Indonesia in managing public administration and services better, more transparently and efficiently in supporting village development. Village development is important in this modern era, according to [6] digital public services lead to effective and efficient principles. Effective means carrying out something correctly, while efficient means carrying it out for anyone who needs access. By doing these things, it is hoped that good village government can be promoted again.

Village government is one aspect of life that has experienced major changes due to advances in information technology. This change was made to increase the effectiveness and openness of public services in the digital era. Village governments in Indonesia are starting to implement various technology-based applications. The POEDAK Dispendukcapil application is one of these innovations. According to Roblek, digital transformation, as quoted by [7], the application of digital transformation can open up new avenues for producing cutting-edge goods and services. This is intended to speed up community services, increase accountability and transparency of village government, and improve village government management. One of the villages that has used the POEDAK Dispendukcapil Application is Sekapuk Village which is located in Ujung Pangkah District, Gresik Regency. The implementation of this application is expected to help a number of village management functions, including controlling population administration services and civil registration. However, the application of this new technology certainly faces various challenges that need further research.

In Gresik district, East Java, digital service innovations have been carried out, various applications are available, such as: GresikPedia, Gresik Akas Call Center 112, Sipenced (Dahanrejo Village Fast service system), and POEDAK (Online Population Administration Registration Service). These initiatives show that the Gresik Regency Government is committed to utilizing digital technology to improve the quality of public services and realize the Smart City concept. Not only at the city level, the Gresik Regency Government has also shown its commitment to utilizing digital technology to improve the quality of public services at the village level, one of which is in Sekapuk Ujung Pangkah Gresik Village which is implementing the POEDAK Dispendukcapil Application. There is development of public services in villages with the creation of digital-based public service innovations, namely the "POEDAK" application. This system

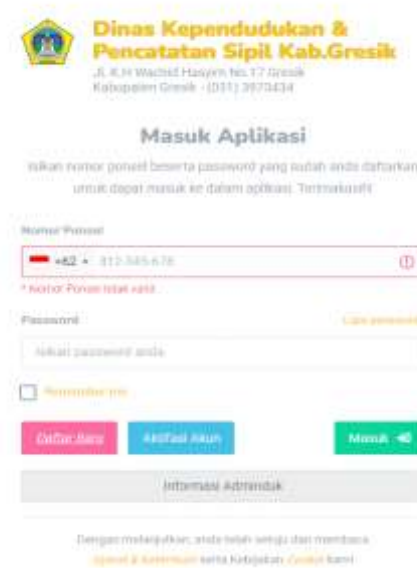
can be accessed via smartphone and has a web dashboard that functions as a digital public service system [8].

The research that will be carried out regarding "The Effectiveness of Population Registration, Management and Population Document Services (POEDAK) Dispendukcapil in Improving the Quality of Population Administration Services in Sekapuk Village, Ujung Pangkah Gresik is based on several previous studies. Firstly, researchers Ade Zaharil An Hasani, Afifuddin, and Khoiron examine the innovation of creating the POEDAK Application (Online Administrative/Civic Registration Services) at the District Population and Civil Registration Service Gresik and to find out the process of public service innovation from the POEDAK (Online Population Administration Registration Service) application at the Gresik Regency Population and Civil Registration Service. The research method used by researchers is a qualitative type with a descriptive approach. Based on the results of this research, it shows that public service innovations at the Gresik Regency Population and Civil Registration Service have been implemented. However, there are still several indicators in it that are not yet operational, including public awareness of the importance of managing population documents and civil registration in society, so that there are no delays in the service process, then in Human Resources, the need to increase the integrity of bureaucratic employees to be service-oriented [9].

The second is from researchers Arif Budy Santoso and Ahmad Riyadh entitled "Analyzing the Effectiveness of the POEDAK Application in Rural Population Administration". This research focuses on the effectiveness of the POEDAK application in the administration of service populations within Karangandong village, using a descriptive qualitative approach. The technique for determining informants uses purposive sampling, primary and secondary data are collected through observation, interviews and documents. The research results show that POEDAK's effectiveness is carried out through four key indicators: 1) accuracy in program objectives, 2) successful program dissemination, 3) alignment with program objectives, and 4) program monitoring. This finding states that the program has been implemented well although there are still several challenges, namely: problems with connectivity between residents and servers in Karangandong Village which hinders its smooth running. This research suggests the need to increase community and government awareness initiatives in Karangandong Village [3].

Third, from Titin Dwi Handayani and Isnaini Rodiyah's research, entitled "Analysis of the Quality of Population Administration Services: Application of Plavon Dukcapil in the Gempolsari Village Government", this journal discusses an overview of the analysis of the quality of population administration services in the application of plavon in Gempolsari. The method used is a type of qualitative research. Data were collected using direct observation and in-depth interviews with three informants involved in population services. The research results show that by using 5 indicators, namely first, tangibels, employees show good appearance and discipline as well as

adequate service facilities. The second indicator is reliability, this indicator shows that employees are skilled and competent in operating the system. Third, responsiveness, employees respond quickly to public complaints, fourth, assurance, services are provided free of charge. Lastly, this empathy indicator means that employees are known to be friendly and committed to meeting community needs. These findings suggest that the Gempolsari village government should add service flow information boards and improve document completion time management to improve service quality [10].



**Figure 1.** Web view of the POEDAK application, Gresik district, East Java  
Source: <https://dispendukcapil.gresikkab.go.id/disdukcapil-gresik-rilis-pelayanan-online-poedak/>

This image is the main display of the POEDAK application. Gresik residents can access POEDAK Dispendukcapil services through the official website. The first step the community must take is to register by entering personal data into the main menu page. This personal data includes NIK number, KK number, cellphone number, email address and password. Make sure the data entered is valid, so you can go to the next page. In the next page menu there are the following menus: biodata, family data, registration, activities, change password/email/tel no. If you want to take care of administrative services, you can press the registration page, there are various types of population administration and civil registration services available, including processing Electronic Identity Cards, Child Identity Cards, Family Cards, Birth Certificates, Death Certificates, Marriage Certificates, Divorce Certificates, and Indonesian Citizen Transfer Certificates [11].

The use of POEDAK Dispendukcapil services provides quite significant changes to the administrative process and village government services to the community in Sekapuk Village. Even so, there are still problems in practice, various existing problems hinder the achievement of the goals of implementing the POEDAK application properly.

The low level of digital literacy is one of the main obstacles in this regard. Especially among the elderly, who have difficulty understanding and using digital applications. Limited technological infrastructure, such as uneven and unstable internet networks, especially in rural areas, prevent people from accessing applications properly. The lack of socialization and education regarding how to use POEDAK Dispendukcapil is also quite an influential factor, because many residents are not yet familiar with POEDAK services and do not understand how to use them. Technical problems on the POEDAK Dispendukcapil website, such as server outages or features not functioning properly, often worsen the user experience. As a result of the above problems, the effectiveness of POEDAK Dispendukcapil services is low in achieving its goals. To overcome this challenge, steps are needed such as improving infrastructure, continuous training, and better technical support from village governments and application developers. Through this research, the effectiveness of POEDAK Dispendukcapil services can be evaluated based on the achievement of objectives, such as speed in the administrative process, ease of access and use, reducing bureaucracy which makes things difficult, community satisfaction surveys, increasing transparency and accountability, level of integration with other systems, impact on village fund management, and availability of technical support. In addition, it is important to carry out this research to ensure that investment in digital technology, such as POEDAK Dispendukcapil, really provides the expected benefits, as well as providing recommendations for improvement and development in the future. The results of this research can be a reference for other villages that plan to adopt similar applications, so that the implementation of information technology at the village level can be carried out more optimally and sustainably.

Based on these problems, research was conducted using the Harvard theory quoted by [12] to analyze the effectiveness of the POEDAK Dispendukcapil service as an electronic-based service. This theory has 3 indicators, namely: 1) Support, 2) Capacity, 3) Value. Seeing these problems, the formulation of the research problem is how effective the Population Registration, Management and Document Services (POEDAK) Dispendukcapil are in improving the quality of Population Administration Services in Sekapuk Village, Ujung Pangkah Gresik.

## **RESEARCH METHOD**

The type of research used is qualitative research, Creswell defines qualitative research as research that relies on the views of participants or informants [13]. The research method with a qualitative descriptive approach aims to reveal the phenomena that occur and relate them to an objective and accurate view regarding the effectiveness of the Population Registration, Management and Document Services (POEDAK) Dispendukcapil in improving the quality of population administration services in Sekapuk Village, Ujung Pangkah Gresik [10]. The location of this research was carried out in Sekapuk Village, Ujung Pangkah District, Gresik Regency. This research focuses on the effectiveness of implementing e-government through POEDAK Dispendukcapil

as an application for managing, registering and population documents in Sekapuk Village. The technique for determining informants uses purposive sampling. The types of data collected include primary data and secondary data. Data collection techniques in this research were interviews, observation and documentation. Data collection techniques are methods used to collect materials used in research [14]. The data analysis technique uses Miles and Huberman's interactive model, namely this process includes selecting, focusing attention, simplifying, abstracting and transforming data into field notes in a research into 4: 1) Data collection stage, namely the process or activity carried out to reveal and capture various phenomena, information or conditions of the research location in accordance with the scope of the research, 2) Data reduction by simplifying, focusing and selecting data that is in accordance with the research objectives. 3) Presenting data by systematically compiling and displaying results so that they are easy to understand in the form of tables, graphs or narratives. 4) Drawing conclusions by creating a descriptive narrative that describes the results of data analysis in detail and logically from the results of observations, interviews and documentation [15]

## RESULTS AND DISCUSSION

### *Results*

Harvard theory, related to interest-based negotiation, can be very relevant if we relate it to Dispendukcapil's Service Effectiveness (POEDAK) in Improving the Quality of Population Administration Services in Sekapuk Village, Ujung Pangkah, Gresik. When we discuss the effectiveness of this application in the context of Harvard Theory [16], it is applied with the following 3 indicators:

#### **1. Support (*dukungan*)**

The Support element is the most important element in E-Government development. Without support initiatives from the government, especially in terms of E-Government development, the development of E-Government itself will experience obstacles [12]. What is meant regarding support indicators is the desire (intent) or political will from public and political officials to actually implement the E-government concept [17]. POEDAK itself is here to provide population administration services that are more effective, efficient and transparent, as well as making it easier for people to process their important documents.

The implementation of POEDAK Dispedukcapil is a solution to answer the community's need for faster and more efficient population administration services. By digitizing the system, people no longer have to come directly to the Dispendukcapil office to process population documents, so they can overcome obstacles that are often faced by the community. The previous service process took a long time and went through various bureaucratic stages which were sometimes complicated. Now processing documents can be done more practically, just by submitting an application online and waiting for the verification process by an officer. This not only increases efficiency in public services but also reflects the government's commitment to supporting the digitalization of a more

transparent and accountable administration. However, the success of this system still depends on the readiness of the technological infrastructure and the public's understanding of accessing digital services, so ongoing outreach and technical support is needed to ensure the benefits can be felt by all levels of society. However, even though the aim of this system is clear, implementation in Sekapuk Village still faces several obstacles, such as sending document files from Dispendukcapil operators not on time, lack of understanding of technology among elderly residents and limited internet access for some rural communities. Therefore, there is a need for more assistance and socialization, so that the main objectives of this system are truly achieved.



**Figure 2.** POEDAK Application Socialization

Source: Informant Mrs. Kusnaini as head of general and administration

The effectiveness of POEDAK itself can be measured by looking at the quality of this service in achieving the target of providing convenience and acceleration of population administration services. If seen from the effectiveness indicator, POEDAK has accelerated the administrative process, where previously processing documents took up to several weeks, can now be completed in a matter of days. The implementation of POEDAK Dispendukcapil has made it easier for the public to process population documents, especially in terms of time efficiency. Previously, the process of manually making an ID card at the Dispendukcapil office often took weeks due to long queues and complex administrative procedures. However, with the POEDAK system, people only need to upload the required documents online, and in about 3 days, these documents can be accessed. This change shows that digitalization of population services can speed up the administrative process, reduce complicated bureaucracy, and increase public comfort. However, the effectiveness of this system still depends on the smoothness of the technological infrastructure and the responsiveness of officers in handling requests, so regular evaluations are needed to ensure services continue to run optimally. Several cases show that not all documents can be processed quickly, especially when there are data errors or technical problems in the system.

According to Harvard, effectiveness focuses on achieving organizational goals through good management of internal and external factors that influence the operations and results of the organization. In the context of effectiveness, the theory put forward by Harvard usually refers to the Organizational Effectiveness Model developed by Harvard Business School. This model is often used to assess how well an organization achieves its goals through various internal and external factors that influence its operations. If linked to POEDAK in Dispendukcapil, effectiveness in this context will focus on whether the existing system can provide fast, transparent and accurate services for the community. With an approach that focuses on clear strategy, structure, culture and systems, as well as competent human resources, POEDAK can create a system that supports the achievement of organizational goals, such as accurate population data management and more efficient services for the community.

Based on the analysis that has been carried out, the implementation of POEDAK Dispendukcapil in Sekapuk Village shows quite high effectiveness in speeding up and simplifying the population administration process. This system has succeeded in reducing queues, speeding up document completion times, and increasing the work efficiency of village officials. Apart from that, POEDAK also supports transparency in public services and is part of the government's efforts to digitalize population administration. However, although the aim of this system is clear and its implementation has had a positive impact, there are still several challenges that need to be overcome. There are still cases where document processing experiences delays due to data errors or technical problems with the system. So that POEDAK's effectiveness can continue to increase, more attention is needed to provide assistance and outreach to the community, increase human resource capacity in managing the system, and maintain better technological infrastructure. With regular evaluations and continuous system improvements, Plavon can be a more optimal solution in providing fast, transparent and accountable population administration services.

This is in line with the supports indicator in Harvard's Effectiveness Theory which focuses on achieving organizational goals through good management of internal and external factors that influence the operations and results of the organization. To be more specific, Harvard Business School (HBS) focuses a lot on organizational effectiveness in order to achieve strategic goals and improve performance, which can be applied to understand effectiveness in various systems, including public services such as those in Dispendukcapil. In the context of POEDAK in Sekapuk Village, the effectiveness of this system can be seen from its success in speeding up the population administration process, reducing the burden of manual bureaucracy, and increasing operator work efficiency. Indicators of support (support) in Harvard theory, Support is seen in the existence of cooperation/work contracts, between the Village Government and Dispendukcapil related to POEDAK, this support has already been written and there is a decree which is valid for 1 year, for the following year it is time to renew/extend the POEDAK service contract in Sekapuk Ujung Pangkah Gresik Village. Other support is

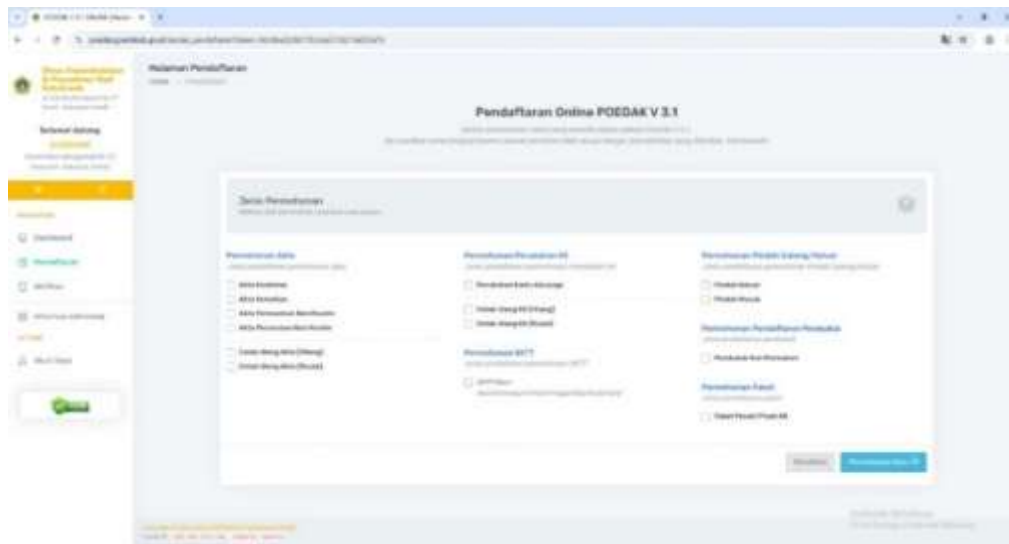
also proven by the existence of a register officer who is also a Village POEDAK operator in each village. If there is a problem with population services, complaints can be submitted via Whatsapp at the complaint number. The effectiveness of support from the government can also be seen by holding POEDAK Training and Socialization, which is held twice a year.

This support indicator is in line with previous research, namely research related to government support by providing access to technology, training, support and opportunities for digital inclusion, which shows that government support is very necessary to improve public services that are more effective, efficient and transparent. Research on this government support While the journey to bridge the digital divide is a noble and necessary endeavor, it is not without challenges. These difficulties include obtaining funding and sustainability, connecting with underserved areas, adapting to new technology, forming alliances, and recruiting volunteers. By understanding and learning from these challenges, we can refine our approach and maximize its impact [18].

## **2. Capability (*kapabilitas*)**

The Capacity element means that developing E Government also requires resources. Resources are needed to realize the concepts that have been determined in E-Government. The resources in question are Human Resources, Financial Resources, and the Availability of Adequate Infrastructure [12]. In this case, capability means the ability or empowerment of the local government in realizing e-government [17].

POEDAK Dispendukcapil plays a role in increasing community capabilities by providing services that are more accessible, fast, transparent and safe. With this system, people not only get better population services, but are also encouraged to be more active in using technology in their daily lives. The ease of access offered allows residents, especially those in remote areas or who have limited mobility, to process population documents without having to come directly to the Dispendukcapil office. In addition, the speed of processing documents through this digital system reduces waiting times which were previously the main obstacle in conventional administrative services. Transparency is also increasingly maintained because the public can directly monitor the process of submitting their documents in real-time, reducing the potential for brokering or illegal levies. From a security perspective, the digital system ensures that population data is stored properly and can only be accessed by authorized parties, so that the risk of data loss or misuse can be minimized.



**Figure 3.** POEDAK main menu

Source: Informant Mrs. Kusunaini as head of general and administration

The effectiveness of the implementation of the POEDAK Dispendukcapil application in Sekapuk Village is good, because it has had a significant positive impact in increasing the efficiency, transparency and accessibility of population services. However, there are several challenges that need to be considered so that this service can run more optimally. Based on the results of the interview with Mrs. Khusnaini, the implementation of the POEDAK Dispendukcapil application in Sekapuk Village is still experiencing difficulties related to dependence on Internet Infrastructure and Digitalization Systems. Population services through POEDAK are very dependent on two main factors, namely the availability of internet in the village and the stability of the system managed by Dispendukcapil. If these two factors work well, then service can run smoothly. However, if there is a disruption, such as an unstable internet network or technical problems with the POEDAK Dispendukcapil system, the service could be hampered. Processes and Procedures that Follow Standard Operating Procedures (SOP) Processing of population documents continues to follow established procedures. The public is required to bring original documents as a requirement for complete documents. This aims to ensure the validity of the data and avoid errors in population recording. Some of the main obstacles in POEDAK services are the insufficient completeness of the applicant's files and the incompatibility of the data submitted with the data in the system. If the applicant does not meet the administrative requirements or there are discrepancies in the population data, the document processing process may be delayed.

From the results of the analysis, the implementation of POEDAK in Sekapuk Village in terms of this capability indicator has been effective because it has had a positive impact, especially in increasing the accessibility, efficiency and transparency of population services. With this digital-based service, residents of Sekapuk Village have a greater opportunity to obtain population documents without having to experience geographic or administrative barriers which were previously the main obstacles. However, there are still obstacles in implementation, such as data discrepancies between

documents held by citizens and those stored in the system. This shows that digitalization of services has not completely eliminated obstacles in administrative services. From a digital capability perspective, POEDAK also contributes to increasing society's digital literacy. By getting used to using online-based services, Sekapuk Village residents are encouraged to better understand the use of technology in everyday life. However, there are still challenges in adapting technology for people who are not used to using digital services, especially the older generation. Therefore, more intensive assistance and socialization is needed so that people can be more independent in utilizing this service. Apart from that, transparency and accountability in population administration services has increased with POEDAK. The public can directly monitor the process of submitting their documents in real-time, thereby reducing the potential for abuse of authority or brokering practices. This is in line with the principles of capability theory which emphasizes the need for fair and equitable access to public services so that people have greater freedom to develop their potential.

Overall, the implementation of POEDAK in Sekapuk Village has had a positive impact in increasing the community's capability in accessing population services. However, so that this system can run more optimally, there needs to be an increase in digital infrastructure, strengthening the SIAK system, as well as wider outreach to the community. In this way, POEDAK not only functions as a tool for digitizing population services, but also as a means of improving people's welfare by increasing their capabilities in utilizing technology effectively.

If it is related to Effectiveness Theory according to Harvard which focuses on achieving organizational goals through good management of internal and external factors that influence the operations and results of the organization. The implementation of POEDAK has helped reduce waiting times in processing population documents. If previously people had to queue for hours at the Dispendukcapil office, now the process can be done online, making it faster and more efficient. In one of the indicators related to the capability of the Poedak Dispendukcapil application in the context of population services, the application of POEDAK can be considered as a form of increasing the capability of the community and village officials in accessing their administrative rights more easily and quickly. POEDAK increases the accessibility of population services by enabling people to submit documents online, either via personal devices or facilities provided at the village office. This reduces physical barriers for society, especially for groups who have limited mobility, such as the elderly and people with disabilities. However, the effectiveness of this application still depends on the internet infrastructure in the village, which if unstable can hamper the smooth running of services. Apart from that, people still need to bring physical documents for verification, which shows that the digitization of services still requires strengthening to provide maximum convenience for users.

This is in line with previous research regarding the importance of strengthening the capacity of village officials to provide good public services. In this research,

Tulusbesar Village, Tumpang District, Malang Regency faced challenges in managing correspondence administration which was not yet optimal, especially in terms of the availability of an efficient system and the ability of village officials to manage correspondence. This has an impact on the effectiveness of services to the community which are often slow and less organized. This service activity aims to improve the quality of village correspondence administration through socialization and training on the use of Digital-Based Information Systems (SIMBEROD) as well as strengthening the capacity of village officials [19].

### 3. Value (*nilai*)

The amount of benefit value received from the use of E-Government in public services. The benefit value in this case is obtained by the community as users of the service and also the government which acts as a public service provider [12]. In this case, the benefit value indicator means aspects that are viewed from the demand side. Various e-government initiatives will be useless if no party feels that they will benefit from the implementation of the concept [17].

The benefits of POEDAK Dispendukcapil are very significant in increasing efficiency, accessibility, transparency, digital literacy, and the effectiveness of population data management. Although there are still several challenges, such as dependence on internet infrastructure and society's readiness to adopt technology, the benefits resulting from implementing this system far outweigh the existing obstacles. By improving digital infrastructure and public education, POEDAK can become a sustainable, innovative solution in population administration services.

**Table 1.** Number of POEDAK users in Sekapuk village in 2024 and 2025

No	Type of service	Number of Uses	
		2024	2025
1	Birth certificate	45	26
2	Death Certificate	25	15
3	Reprint Kk (Barcode)	167	25
4	Reprint changes	35	20
5	Electronic KTP	203	56
6	Child Identity Card (KIA)	25	12
7	Movements in and out of Indonesian citizens	25	7
8	Broken Family Card	35	23
9	Marriage	25	24
10	Divorce	18	5
Amount		603	213

Source: Informant Mrs. Kusnaini as head of general and administration

The implementation of POEDAK in Sekapuk Village, Ujung Pangkah, Gresik brings many benefits that can be measured through useful value indicators, such as efficiency, accessibility, transparency, community satisfaction, and effectiveness of data

management. This can be seen from the data on service users by the Sekapuk Village community in the table above. Even though there are still obstacles in sending documents, overall this application has a positive impact in improving population administration services. By improving infrastructure and optimizing systems, POEDAK can be a better solution in providing fast, easy and transparent public services for the community.

### *Discussion*

Based on the results of the interview, there are several main points that can be interpreted regarding the benefits, impacts and obstacles in implementing POEDAK Dispendukcapil in Sekapuk Village. POEDAK provides enormous benefits to society. One of the main advantages presented is ease of access and efficiency in population services. Previously, people had to come directly to the Dispendukcapil office to process population documents, which took time and travel costs. With POEDAK at the village level, services become easier, faster, and without additional costs, thereby reducing the burden on the community, especially for those who live far from the service center. POEDAK speeds up the population administration process, which contributes to increasing community satisfaction. Fast and efficient service makes residents feel more helped and comfortable in processing population documents. This shows that the POEDAK system is able to improve the quality of public services by presenting digital solutions that are more practical than conventional methods. Even though POEDAK provides many benefits, there are still obstacles faced, especially in the timely delivery of document files from Dispendukcapil operators. This shows that there are still aspects of the system that need to be improved, especially in coordination between the village government and the Dispendukcapil. This obstacle can have an impact on delays in receiving documents for the community, which has the potential to reduce the effectiveness of POEDAK services if not addressed immediately.

If it is related to the theory of Effectiveness Theory according to Harvard which focuses on achieving organizational goals through good management of internal and external factors that influence the operations and results of the organization. The implementation of POEDAK has helped reduce waiting times in processing population documents. If previously people had to queue for hours at the Dispendukcapil office, now the process can be done online, making it faster and more efficient. In one of the indicators related to Value, the implementation of this application brings various benefits that can be measured from the aspects of efficiency, accessibility, transparency, community satisfaction and the effectiveness of population data management. One of the most obvious indicators of POEDAK's usefulness is time and cost efficiency. Before this application existed, people had to travel to the Dispendukcapil office which may take a long time and quite a lot of transportation costs, especially for residents who live in remote areas. With POEDAK, population services can be accessed directly from the village or even from home, so people don't need to waste a lot of time and energy in processing documents. Apart from that, this service is also provided free of charge, which

of course eases the economic burden on people in obtaining the official documents they need. From the perspective of community satisfaction, the interview results show that residents feel very helped by POEDAK because the service is faster and more practical. However, there are still problems in the timeliness of sending documents from Dispendukcapil operators, which need to be corrected so that the benefits of this application can be felt to the maximum. If these obstacles can be overcome, the level of public satisfaction with digital population services will increase. In terms of effectiveness in managing population data, POEDAK is integrated with SIAK (Population Administration Information System), which allows data updates quickly and accurately. With this digitalization, the possibility of data duplication or errors can be minimized, so that the government can have a more valid and accurate data base in population policy planning.

Overall, the implementation of the POEDAK application in Sekapuk Village provides very high usefulness for the community and government. With this digital service, people can access population services more efficiently, transparently and without additional costs. However, so that this system can run more optimally, improvements to internet infrastructure are needed as well as improvements to the document delivery system so that it is more timely. In this way, POEDAK can be an example of successful digital innovation in improving the quality of public services and community welfare.

This is in line with previous research regarding the usefulness of digital services for society. In this research, village digital services in the modern era are very important to implement. Digitizing data provides easy access to data for the community and also villages. Digitizing village data is very important to prepare for the technological era. It needs to be utilized to increase the flexibility of data storage as a basis for policy considerations for program planning and community service [20].

## CONCLUSION

**Fundamental Finding :** The implementation of the POEDAK Dispendukcapil system in Sekapuk Village has demonstrated a significant positive impact by reducing service queues, expediting document issuance, and enhancing transparency and accountability in population administration services. **Implication :** These outcomes suggest that digital-based systems, when supported by effective outreach and training, can strengthen public service delivery and serve as a strategic model for advancing e-government initiatives at the village level. **Limitation :** Despite these achievements, challenges such as limited internet access, low levels of public digital literacy, and technical difficulties in system operation remain as barriers to its optimal implementation. **Future Research :** Further studies should focus on evaluating the long-term sustainability of POEDAK, exploring strategies for improving digital inclusion, and comparing its effectiveness with similar digital governance applications in other rural contexts to generate broader policy recommendations.

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