

**Digitizing Population Services in the Digital Perspective of the Governance Era at the Population and Civil Registration Office of Pekanbaru City**

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*Received: November 07, 2022; In Revised: December 28, 2022; Accepted: January 25, 2023*

**Abstract**

The implementation of the digitization of population services at the Disdukcapil of Pekanbaru City has several types of services such as resident, waiting service, arrivals, SKP, smart and synopsis. This study aims to analyze the digitization of population services and aims to identify the inhibiting factors for digitizing population services in the digital perspective of the governance era in the Disdukcapil of Pekanbaru City. The study used a qualitative method with a phenomenological approach. Data collection techniques are observation, interviews and documentation. The results of the study indicate that in implementing the digitization of population services in the digital perspective of the governance era, the Pekanbaru City Civil Registration Office has implemented or implemented an online population service process. In implementation, it was found that there were 3 inhibiting factors in the digitization of population services, namely the existence of unstable networks and servers, the ability of the community, and the availability of blank ID cards.

**Keywords:** Digitization, Public Services, Digital Era Governance.

**Introduction**

One of the sectors most highlighted by the public when talking about information technology or digital technology is government bureaucratic services. Precisely because the public has seen that many regions have successfully carried out a service “revolution” through the use of information and communication technology (ICT), currently all sectors in government are required to be able to implement the same efficiency and effectiveness. The existence of information and communication technology in the implementation of public services makes the service process more efficient and effective both in terms of costs and in terms of the process.

Related to the use of information and communication technology, many institutions, agencies or companies have used and utilized information and communication technology in the form of a website-based system to carry out public services with the aim of making it easier for employees or employees to manage user data for various matters of public service delivery. . One of them is the Department of Population and Civil Registration (Disdukcapil) intensively making population documents and civil records to meet the needs of the community, where the population documents consist of family cards, ID cards, KIA, certificates (birth, death, and divorce), name changes , moving certificates and so on.

One of the innovations that has been developed by the Pekanbaru Disdukcapil in providing convenience and relief as well as accurate information regarding population administration and civil registration is by creating a website that can be accessed by the public anywhere and anytime by using a gadget or smartphone or computer connected to the network. internet, then the public can access it through the website <https://disdukcapil.pekanbaru.go.id/>.

Currently, Pekanbaru Disdukcapil is open to queues for taking 250 ID cards every day. This 250 queue includes online and offline. If there is a quota for processing, there is a quota of 300 receipts per day, of which 300 receipts can be around 500-600 printed ID cards. In practice, the researcher shows a list of the number of residents of Pekanbaru who are required to have an

ID card and print an ID card. From the table, it can be concluded that the percentage of Pekanbaru people, both male and female, is almost balanced and touches the figure of 97.43% which indicates that the people of Pekanbaru are so enthusiastic and orderly in population administration in using the resident's website, as evidenced by the large number of achievements in printing ID cards per year 2021.

Along with the increasing number of people who use online population services through the Sipenresiden website, there are several problems encountered when implementing online system services at the Pekanbaru Disdukcapil, namely:

1. Often the completion time of service products is not in accordance with standard operating procedures due to unstable network disturbances. (Abid Arrijal & Dadang Mashur, 2021).
2. Disdukcapil does not have a private server and only relies on servers at Diskominfo, so when a problem occurs Disdukcapil only waits for confirmation from Diskominfo and the public cannot access the website until the server can be accessed again. (Siti Khoirunisa, 2021).
3. There are frequent interruptions in the use of online services experienced by Android users, resulting in maintenance that causes the use of online services to be hampered. (Abid Arrijal & Dadang Mashur, 2021).
4. Disdukcapil online services are still complained about by the public. Despite receiving an award from the KemenPAN-RB, Pekanbaru Disdukcapil still needs to evaluate the existing online system. The reason is that people complain about the online system that they have been proud of. ([www.halloriau.com/read-pekanbaru](http://www.halloriau.com/read-pekanbaru), access date 25 June 2022).
5. Disdukcapil Pekanbaru requires a larger server capacity. A large server capacity is needed by Disdukcapil because the resident's application or website serves 14 services. Now the server quota at Diskominfotiksan is limited in capacity which causes the server to often go down or bug. (<https://m.riau1.com/berita/pekanbaru>, access date 25 June 2022).

From the description of the background, the researcher is interested in conducting a study with the title: "Digitalization of Population Services in the Digital Perspective of the Governance Era at the Department of Population and Civil Registration of Pekanbaru City". Where theoretically this research is significant to do because it promotes a different approach from previous studies. Where this study aims to examine how the process of implementing the digitization of population services in the new normal era by using a digital era governance (DEG) perspective so that later in this study the inhibiting factors will be found in it. It is hoped that this research will contribute in terms of recommendations and become considerations for policy makers in the Disdukcapil Pekanbaru City.

Parasuraman in Yudhiantara (2019), states that the support of information technology for public services is very important because speed in service is one dimension of service quality. The shift in communication models as a result of advances in ICT has not only innovated in the private sector but has now penetrated the public sector. In this case, the real manifestation of the government itself is the existence of e-government. The use of e-government changes the pattern of interaction between the community and the government. Services that initially operated manually (offline) turned into online-based services that could be accessed through the local government's official website.

From this explanation, it can be seen that e-government is present in the new public management (NPM) paradigm. According to Muluk in Yudhiantara (2019), new public management seeks to use a private sector and business approach in the public sector. In addition to being based on public choice theory, intellectual support in this review comes from the flow of public policy and the managerialism movement. The previous stream of public policy had strong roots in the field of economics, so that later policy analysts and experts who pursued policy assessment were trained on the concepts of market economics, costs and benefits, and rational models of choice. Furthermore, this line of thought began to shift its attention to the implementation of policies which they later referred to as public management.

The main role of information and communication technology in influencing services in the public sector has basically been estimated by Patrick Dunleavy, Helen Margetts, Simon Bostow & Jane Tinkler in a book entitled *Digital Era Governance: IT Corporations the state and E-Government*. Patrick et al. said that the digital era of governance is the future in public management, known as the function of information and communication technology in a business process with the aim of providing services in the public sector. The difference in the current era is the development of the internet, electronic mail, websites, and abstraction of information and communication technology systems that have an influence on the back office process with the aim of conditioning the interaction between government and society.

From the point of view of the public sector, digital era governance is governance based on ICT, electronics, or the internet. Public institutions continue to provide changes and developments in providing services to the community without having to come directly to the office face to face with officers. The application of DEG in several countries uses the public sector to then become government administrators and the private sector to later become its operations (Patrick Dunleavy, et al, 2006).

Researchers at the Institute on Governance (2017) also provide views related to the digital era of governance, saying that DEG is a new style in the era of digital governance. He said that the first era in the e-government strategy through the internet was able to provide information and make it easier to access government services provided to the community in an efficient and simpler way. However, the current initiative focuses more on processes that automatically switch services that were previously manual to online. In more specific terms, the practice of digital era governance is divided into three aspects, namely reintegration, needs-based holism, and digitization processes.

### **Research Methods**

In this study, the researcher used a descriptive qualitative research method, namely the data collected in the form of words and pictures, not numbers. Then the approach in this study uses a phenomenological approach. The phenomenon that will be studied in this study is related to the digitization of population services in the form of a resident's website in the e-KTP service at the Population and Civil Registration Service.

This research was conducted in Pekanbaru City. The reason for choosing Pekanbaru City as the research location is because Pekanbaru City as the capital city of Riau Province which has a very strategic geographical location, Pekanbaru has unique potential, because it is located right in the middle of Riau Province and in the heart of the island of Sumatra. Pekanbaru City is the center of community and regional activities that are experiencing rapid development. Another reason or consideration for determining Pekanbaru City to be the research location is because Pekanbaru City is still encountering many problems, both in services and governance that have not been well organized.

The technique of determining the informants in this study was purposive sampling with the criteria of informants being people who really knew and were directly involved. The informants in this study were: Head of Data Utilization and Service Innovation of the Pekanbaru City Disdukcapil, Head of the Pekanbaru City Disdukcapil Service Innovation Section, Pekanbaru City Disdukcapil IT staff, and people who had previously carried out online-based population service activities at Pekanbaru City Disdukcapil. In this study, the data collection techniques carried out by researchers were observation, interviews and documentation. In this study, the data analysis technique used qualitative data analysis techniques according to Miles and Huberman, where the analysis consisted of three activity lines, namely: data reduction, data presentation, conclusion drawing/verification.

### **Results and Discussion**

#### **A. Digitizing Population Services in the Digital Perspective of the Governance Era at the Disdukcapil Pekanbaru City**

##### **1. Electronic service delivery**

Electronic service delivery namely the delivery of electronic services from a paper-based population administration process (manual/offline) to an electronic-based population administration process (online). From the results of interviews and documentation, it can be concluded that Disdukcapil has appealed to Pekanbaru residents to carry out population service activities online or online which are delivered through various official Disdukcapil platforms such as the official website, twitter, facebook, Instagram, youtube, pamphlets, and others.

Then the Pekanbaru City Disdukcapil also carried out this online system service in accordance with Permendagri Number 2 of 2019 concerning online population administration services. Disdukcapil also provides encouragement to the public to then access and perform services online in the hope of being able to anticipate the spread of the Covid-19 outbreak in Disdukcapil. From the results of the interview, it can be concluded that the public knows about this online system service from their friends, not from the digital platform provided by Disdukcapil. This indicates that some people in Pekanbaru, if they want to provide services but do not know how to manage it, often ask other people who have experience using online services.

##### **2. A new form of ZTT technology automated process**

Namely new forms or ways of automated processes that include a "zero touch technology" approach. At ZTT there is no need for officers to intervene in the administrative operations process. The point is that the Disdukcapil organizes or creates new forms or ways of a system whose processes are designed automatically through technological developments.

To strengthen the results of the documentation, the researcher also attaches other documentation regarding a new way of a system designed to process automatically through technological developments. As one of the innovations of the Disdukcapil to provide access to population administration services for residents in order to provide convenience when submitting an application and then providing accurate information, a website that can be accessed from anywhere and anytime the public can provide services using a computer or smartphone connected to the internet network. through the site [disdukcapil.pekanbaru.go.id](http://disdukcapil.pekanbaru.go.id).

The purpose of this website is to provide convenience when performing services, organize applicant data, facilitate file archiving, and assist local government programs to realize Pekanbaru as a smart city or better known as a smart city. The access guide for using the Disdukcapil website is to open a browser application such as chrome, firefox, opera and so on on a computer or

smartphone. Then type the address: [disdukcapil.pekanbaru.go.id/](http://disdukcapil.pekanbaru.go.id/). on the search page, then click search or press enter. After that, the Disdukcapil homepage will appear. Then the next step is on the homepage there are several types of services that can be accessed by the public by clicking the menu with the type of service that the applicant wants to submit. On the Disdukcapil website there are several menu features such as homepage, profile, UPTD, integrity zone, facilities, public services, service innovation, publications, and user manuals, as well as news. In the Disdukcapil website, there is also a resident's website, which is expected by the public to have convenience and transparency so as to minimize the occurrence of problems in population data. As one of the innovations carried out by the Disdukcapil to assist the public in submitting applications and obtaining population documents and providing accurate information, the population is made which is a website-based application designed with various menu features that are simple and easy to access by users.

The purpose of the establishment of the resident website is to make it easier to manage documents, make applicant data more organized, provide convenience in archiving files, and help the government create a smart city or better known as a smart city. The guidelines for accessing the resident's website are opening browser sites such as chrome, mozilla firefox, opera, browsers, and so on. Then type [sipenresident.pekanbaru.go.id/](http://sipenresident.pekanbaru.go.id/). after that, register an account by clicking the registration menu and fill in your personal data according to the format listed in the formular. After filling in your personal data, a registration menu will appear, then click on the menu. The next step after registering an account is to log back in on the main page then enter the application with your personal data then enter your password and answer some questions and then click login. The system will verify the user account.

The last step is to submit an application by clicking on the menu in the form of the words "create a new application" and then selecting the type of service requirement that will be submitted. Then upload the file and fill in the formula according to the applicable format requirements. If the file is not complete, click "save as draft" but if it is complete, click the check box which will display a notification dialog box. After that click "agree and submit application". After everything is complete and successful, the system will return to the application page and then the receipt can be printed after the file is verified by the Disdukcapil.

Based on the results of the documentation, it can be concluded that the Disdukcapil has created, implemented a more automated system in order to provide convenience to the public when performing population services, as evidenced by the design of website-based applications such as the resident. Where in the case of users of this application, the community is facilitated in submitting applications that only rely on the online system without meeting face to face with Disdukcapil officers in order to provide population services.

Based on the results of the interview, we can draw the conclusion that the online system service at the Pekanbaru City Disdukcapil was maximized during the COVID-19 pandemic. This online system service also consists of 6 applications or websites consisting of resident, song (waiting service), newcomers, SKP, smart, and a synopsis of the website and android versions which are population documents and civil records. The new method created by Disdukcapil is a website-based system is designed where the system is designed to process automatically through technological developments where the public does not need to meet officers at the Disdukcapil service office, it is enough only through the website system so that the service can be submitted automatically by uploading the requirements specified on the website.

Based on the interviews, it was concluded that the community also felt the impact of the new form or method implemented by the Disdukcapil for the population service process. Where the impact felt by the community is a positive impact with changes for the better with more

efficient services and is felt to be more effective. In my opinion, this is very good to continue to do, besides making it easier for the community, it also makes it easier for officers because their duties are more coordinated. Then the Disdukcapil tries to continue to prioritize the needs of the community so that it is simpler to provide services by continuing to innovate according to the needs of the community.

### **3. Radical Disintermediation**

Radical disintermediation demonstrates the potential of web-based processes to allow citizens to connect directly to the government system without bypassing agency officials or employees. The point is that there is a web-based process system that makes the community directly connected to the Disdukcapil system with which the public can interact without meeting face to face with officers. For example, there is a website for taking online queuing systems or submitting applications for population services. In this case, the researcher attaches the results of the interview with the Head of the PDIP Division at the Disdukcapil Pekanbaru City.

Based on the results of the interview, it was concluded that if the community previously bothered to take queue numbers by jostling manually by meeting officers at the Disdukcapil, now it has been diverted and the community is facilitated by the implementation of the online queuing system. In connection with this study, the researcher attaches the results of the interview with the Head of the Service Innovation Section. Based on the interview, it was concluded that radical disintermediation has begun but has not been officially launched but can be used by the public. When this online queuing system is implemented and officially announced it will be very helpful and provide convenience to people who live far from the Disdukcapil, because there is no need to come early to take the queue,

The Queue and Complaints Information System (SIAP) is an application to make it easy for the public to access services in terms of taking queue numbers, submitting criticism, suggestions, and complaints online. Meanwhile, specifically for queuing for printing the e-KTP on the website [Sipenresident.pekanbaru.go.id](http://Sipenresident.pekanbaru.go.id), the public can take the queue online. Regarding the potential of a web-based process to allow the public to be directly connected to the government system without passing through officers or agency employees, the researchers conducted interviews with the community.

Based on the interview above, a conclusion was drawn that the mother felt the need to apply a lot of queues because the queue restrictions were felt to be detrimental to the community because not all people who came got queues. From the results of my analysis, the implementation of this online queuing system has just been implemented and has not been officially launched, but it can be used and accessed by the public, as said by the Head of the Service Innovation Section during the interview. With the online queuing system, people can take queues online and people can determine the time when they have to come to the Disdukcapil to collect documents or other needs related to population services.

### **4. Active channel streaming**

Utilization of information and communication technology through active channels by Disdukcapil in providing information related to the implementation of population services as well as appeals to the public related to the use of digitizing population services which will then be transferred to online services. In connection with the above, the following researchers attach the results of an interview with the Head of the Service Innovation Section of the Pekanbaru City Disdukcapil.

Based on the interview above, it was concluded that Disdukcapil in providing information, education related to digitizing population services and other socialization related to digitizing population services using the Youtube, Instagram, Facebook, Twitter, Videotron, pamphlet applications, as well as from the Disdukcapil official website are also available. The Pekanbaru City Disdukcapil also provides information related to procedures or steps in using an online-based application or website that can be downloaded or can see the video tutorial on YouTube which is intended so that people are not confused and easier when accessing the website to perform services. population.

In this case, the researcher will attach the results of the documentation obtained related to the Active streaming channel in the form of the official Youtube documentation of the Pekanbaru City Civil Registration Office. Based on the documentation, it is concluded that Disdukcapil has provided information to the public regarding instructions for using the [sipenresident.pekanbaru.go.id](http://sipenresident.pekanbaru.go.id) service application through the official Disdukcapil active youtube channel in facilitating the public regarding procedures for use in accessing services on the Sipenresident website so that people are no longer confused about how to use it. .

In this case, the researcher also attaches the results of the documentation obtained related to the Active channel streaming in the form of the official Instagram documentation of the Pekanbaru City Civil Registration Office. From the picture above, we can see that the Disdukcapil has provided information related to the development of online system services, if there are problems, it is informed through active social media, then if the funds can be accessed, they are also given a notification to the public. So that with this, the community can continue to be updated with developments and situations related to this digital-based population service. In connection with the above, the following researchers attach the results of interviews with the community.

From the results of the interviews, it can be concluded that the community wants a more specific notification to the community so that the public can immediately know that the submission of their application has been completed or has problems and so on. In my view as a Disdukcapil researcher, I have tried to inform the community to what extent the submission process is carried out by the public through digital platforms such as Instagram, websites and so on. It's just that some people sometimes forget to check it through the website and prefer a direct notification given by the officer to the community so that the community can immediately take action if indeed the submission of the community's application is problematic or is in the final stage.

### **5. Facilitating isocratic administration**

Facilitating isocratic administration, i.e. demonstrating a process that is centered on institutions/agencies to become community centered, where the community substantially carries out their own interactions with the government. Such as the facilities provided by Disdukcapil to the community so that they can interact directly with officers regarding population services. For example, a place for public complaints or direct consultation with agency employees is provided regarding the process of submitting an application for population services. In connection with the above, the researcher attaches the results of the interview with the Head of the PDIP Division.

Based on the interview above, it can be concluded that Disdukcapil has facilitated residents who want to interact with Disdukcapil officers or employees directly online with consultation via the WhatsApp call center, and other social media. The public can also provide an assessment of satisfaction with the services provided by the Disdukcapil through the website that has been provided on the Disdukcapil official website, namely the community satisfaction index (IKM) feature, then the community is also facilitated by a special website for complaints addressed

online to the Pekanbaru City Disdukcapil. In this case, the researcher will attach the results of documentation related to Facilitating isocratic administration in the form of a website related to the Community Satisfaction Index. Based on the documentation, it is concluded that Disdukcapil has provided facilities to the community to contribute in providing an assessment to Disdukcapil related to satisfaction in the administration of population services. Where the IKM in online services in the population received a very good rating (A) with a value of 96.72 out of a total of 226 respondents.

Regarding the facilities provided by Disdukcapil to the public so that they can interact directly with officers, Disdukcapil also provides facilities in the form of consulting room services and to people who want to consult directly with officers. Here, the researcher attaches the results of documentation related to facilities in the form of consulting room services provided by the Pekanbaru City Civil Registration Office. One of the facilities provided by Disdukcapil to the community is LAKON or consulting services.

Regarding the facilities provided by Disdukcapil to the public so that they can interact directly with the government regarding population services, Disdukcapil also provides facilities in the form of call center services or consultations and also complaints to the public who want to consult directly with officers but via online. Based on the documentation, it was concluded that the Pekanbaru City Disdukcapil provided facilities to the community in the form of call center services and whatsapp service complaints information. Where when people are confused or do not know about population services, they can contact the number that has been attached by the Pekanbaru City Disdukcapil. Where this information can be accessed by the Pekanbaru community on the official website of the Pekanbaru City Disdukcapil.

### **6. Moving toward open book government**

Namely the digital era governance process that adds a new impetus to a more agile and community-centered approach, opening up the prospect for the community to easily track and monitor their own application processing or application process for population services. In connection with the above, the following researchers attach the results of interviews with the IT staff of the Disdukcapil.

Based on the interview, it was concluded that Disdukcapil had planned a new push for a more agile and community-centered approach in the form of plans to further simplify the application and optimize the application to become more efficient and effective than before. Then in the future Disdukcapil also plans to hold its own server so that it is more independent and population services can also be carried out more efficiently. Then the researcher also conducted interviews with other IT staff related to Disdukcapil's encouragement to be more agile in dealing with the phenomena that were happening.

Based on the interview, it was concluded that the Disdukcapil had tried to be more agile in tackling and providing solutions to problems that suddenly emerged, such as the Bjorka case which has been widely discussed throughout Indonesia recently. Efforts made by Disdukcapil to anticipate data leaks are in the form of existing data, both databases and public application files, which are backed up every day. Everything is backed up, either online or on a device, for example to a hard disk or a flash drive.

Related to moving toward open-book government, namely moving to a more open government where people can easily track and monitor their own application processing or application process for population services, the researcher attaches the following documentation regarding this matter. From the results of the documentation above, it can be seen that the public can find out the printed ID card process through the Sipenresident website in 2021 / sub-district



which is clearly attached to the official website of the Pekanbaru Dsidukcapil.

Related to moving toward open-book government, namely moving to a more open government where people can easily track and monitor their own application processing or application process for population services, the researcher attaches the following documentation regarding this matter. Based on the documentation, it was concluded that the people of Pekanbaru could find out how many services each day, because the data on the number of services provided by the Pekanbaru City Disdukcapil was updated every day. So the number displayed on the official Disdukcapil website is the number of people who perform services per day where they access the website. Because on the website also listed the date per day.

Then from the observations, the researchers also found that the Disdukcapil provided information that the public could access through the Disdukcapil official website. Where as a researcher who is not a native of Pekanbaru can easily find information such as how to use the website, the number of people who have printed ID cards, printed KIA and so on. In fact, I can also see the number of available forms and how many people submit applications and collect documents on the day I access the website. This proves that the Disdukcapil has been transparent and open in providing services to the community.

### **B. Inhibiting Factors in Digitizing Population Services in the Digital Perspective of the Governance Era at Disdukcapil**

#### **1. Network and servers**

The network and server referred to here are the network and server requirements in providing the use of the website so that it is always stable and does not cause interference. If the network is disconnected then the server is down, the population service will not run and this will hinder the process of digitizing the population service. Related to this, the researcher attaches the results of interviews with the Head of the PDIP Headquarters, interviews with the Head of the Service Innovation Section, and interviews with IT staff at the Disdukcapil Pekanbaru City.

Based on some of the interviews, it was concluded that in order to achieve an effective process of digitizing population services, it must be supported by a stable network in the sense that the network is not interrupted or there is no maintenance and sufficient servers so that the server does not experience downtime. When the network is disconnected and the server is down, public access for submitting applications on the website is hampered and must be postponed until the server and network return to normal.

Regarding the server problem at the Pekanbaru City Disdukcapil, the researcher attached an article entitled "Server Relocated, Disdukcapil Online Service Disrupted" accessed on 18 October 2022 on the website <https://riaupos.jawapos.com/>. Where in the article it is said that the online service system at the Pekanbaru City Disdukcapil experienced disturbances affected by the server relocation carried out.

In this case, the server is very influential on the population service process which if there is a disturbance or problem it will have an impact on the service itself. For example, the waiting service for an electronic ID card that is lost and damaged is completely inaccessible to either the public or the Disdukcapil admin, which hinders the process of running population services.

### **2. Community capabilities**

The process of implementing the digitization of population services is expected to run optimally. For this reason, the community's capabilities in question are: First, public understanding related to the use of digital applications in the form of websites in carrying out population services. Second, the community's ability to have electronic devices in the form of smartphones / androids, laptops or computers, and internet packages that can be used to access websites when carrying out the online-based population service process. In this regard, the following researchers attach the results of interviews with IT staff.

Based on the results of these interviews, we can draw the conclusion that the community must be capable both in terms of facilities such as gadgets, mobile phones, computers or laptops and internet packages, as well as in terms of understanding related to the use of digital applications or websites provided by Disdukcapil for the process of digitizing population services. If the community is not able to both in terms of facilities and understanding, then the community will not be able to keep up with the changing times that are increasingly sophisticated and all-digital which later on the community will be left behind and unable to perform digital or online-based services which will hamper the process of digitizing services. population itself.

Based on the results of interviews with the community, it can be concluded that the population is considered effective and more flexible. But that applies to people who are able to use the resident's website, if the community is not able to use the resident's website then this becomes a question for the community. Where not all people are economically capable like other communities. This is a question of whether in the future the use of online system services, which will be implemented online entirely, will be effectively enforced or will create new problems for people who have a poor economy.

### **3. Availability of blank ID cards**

The availability of the e-KTP forms referred to here is that in the process of digitizing the population services in the form of e-KTPs, a fast and effective process will be achieved if in the management the e-KTP forms are always available. In this regard, the following researchers attach the results of an interview with the Head of the PDIP Headquarters. Based on the results of these interviews, we can draw the conclusion that the availability of blanks can also be an inhibiting factor in the process of digitizing population services. Because when the application for online services is made as early as possible, but the availability of the e-KTP form is insufficient, this can also hamper the population service process itself, resulting in the service being temporarily stopped until the e-KTP form is available again.

### **Conclusion**

Based on the results of the research and discussion above, it is concluded that based on the digital perspective of the governance era, the Department of Population and Civil Registration of Pekanbaru City has carried out the process of digitizing population services well. However, in the process of providing population services, several factors were found that became obstacles in the process of digitizing population services carried out by the Department of Population and Civil Registration of Pekanbaru City such as frequent network disturbances, downed applications and websites, and problematic servers. The ability of the community to understand the use of applications and websites and the absence of ownership of mobile phones or laptops. Then the last one is the availability of e-KTP forms.

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