



The Effectiveness of e-Government at the Population and Civil Registration Office of Gowa Regency

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ABSTRACT

Electronic government has been defined as the use of information and communication technologies in government settings. This article investigates the effectiveness of e-government initiatives at the Population and Civil Registration Office of Gowa Regency across five key indicators of effectiveness: program understanding, target accuracy, timeliness, goal achievement, and real change. The research findings demonstrate that while there is a strong understanding of the program among personnel, the community faces challenges in comprehending the online-based population services. Target accuracy is achieved through the implementation of Standard Operating Procedures (SOP), ensuring adherence to predetermined rules. The program's timeliness dimension is met by providing one-day service within specified working hours. Goal achievement is observed through increased community satisfaction due to improved convenience and reduced bureaucracy. Real change is evident in enhanced transparency, accountability, and efficiency of government services. However, challenges remain, including the need to improve community understanding, expand online services, and address under-registration. By addressing these challenges and sustaining efforts for innovation, e-government can further enhance service effectiveness at the Population and Civil Registration Office of the Gowa Regency.

ABSTRAK

Pemerintahan elektronik telah didefinisikan sebagai penggunaan teknologi informasi dan komunikasi dalam pengaturan pemerintahan. Artikel ini menyelidiki efektivitas e-government di Dinas Kependudukan dan Catatan Sipil Kabupaten Gowa dalam lima indikator efektivitas: pemahaman program, ketepatan sasaran, ketepatan waktu, pencapaian tujuan, dan perubahan nyata. Hasil penelitian menunjukkan bahwa meskipun ada pemahaman yang kuat tentang program di antara petugas, masyarakat menghadapi tantangan dalam memahami layanan kependudukan berbasis online. Ketepatan target dicapai melalui penerapan Standar Operasional Prosedur (SOP) yang memastikan kepatuhan terhadap aturan yang telah ditetapkan. Dimensi ketepatan waktu program dipenuhi dengan memberikan layanan satu hari dalam jam kerja yang ditentukan. Pencapaian tujuan diamati melalui peningkatan kepuasan masyarakat karena peningkatan kenyamanan dan pengurangan birokrasi. Perubahan nyata terbukti dalam peningkatan transparansi, akuntabilitas, dan efisiensi layanan pemerintah. Namun, tantangan tetap ada, termasuk kebutuhan untuk meningkatkan pemahaman masyarakat, memperluas layanan online, dan mengatasi kekurangan pendaftaran. Dengan mengatasi tantangan tersebut dan mempertahankan upaya inovasi, e-government dapat lebih meningkatkan efektivitas layanan di Dinas Kependudukan dan Catatan Sipil Kabupaten Gowa.

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I. INTRODUCTION

In today's era of rapid technological advancements, governments worldwide have embraced e-government initiatives to improve public administration. E-government involves leveraging digital solutions to enhance the efficiency, transparency, and accessibility of government activities, including internal processes, policy development, and citizen services. According to (Margetts & Dunleavy, 2002), e-government aims to make all government activities available electronically. This encompasses a wide range of functions, from internal processes to delivering information and services to citizens. (Sharma, 2015) further defines e-government as the utilization of Internet-based technologies to provide efficient and effective governance by offering information and services to users. These definitions highlight the transformative potential of e-government, which empowers governments to leverage digital platforms and tools for more streamlined and citizen-centric governance. E-government is considered to be an effective and efficient approach by governments to connect with users (Zhao et al., 2012). Effectiveness, which is synonymous with technical rationality, is often measured in terms of units of products or services or their monetary value (Dunn, 2013). Effectiveness is a measurement of an activity or program in achieving predetermined targets or goals through the efficient use of available resources. These measurements can be viewed from the program understanding, right on target, timeliness, goal achievements, and real changes (Sutrisno, 2019).

The government must deliver public service with a set of innovations by giving attention to public needs (Stewart & Clarke, 1987). It will encourage an effective role for the user to ensure good public service (Wright & Deakin, 1990). In Law Number 24 of 2013 concerning Population Administration, it is explained that in order to improve population administration services it must be in line with the demands for professional population administration services, meet information technology standards, be dynamic, orderly, and non-discriminatory in achieving minimum service standards towards public services comprehensive approach to solving population problems. Population administration services are carried out as a series of controlling population documents and data through population registration, civil registration, management of population administration information, and utilization of the results for public services and development of other sectors.

The Population and Civil Registry Office in Gowa Regency is one of the executors of public administration services. This population service includes population registration and civil registration. Resident registration includes making Family Cards (KK), Electronic Identity Cards (e-KTP), transfer documents, etc., while civil registration includes making birth certificate citations, death certificate citations, divorce certificate citations, recording child recognition and child validation, recording changes in name, and registration of change of citizenship.

The implementation of population services at the Gowa Regency Population and Civil Registry Service is part of E-government, in practice, there are several population administration services that can be accessed via the website/ application provided by Population and Civil Registration (DISDUKCAPIL), namely applications for printing Electronic Identity Cards (e-KTP), which include making new e-KTP, managing lost e-KTP, replacing old KTP with e-KTP, reprinting damaged e-KTP, and printing of e-KTP as a replacement for a Certificate; Child Identity Card; Birth certificate; Transfer Application; Death Certificate; administrative services related to Family Cards (KK) which include changing KK, making new KK, replacing lost KK, and separating new KK data.

In implementing population services through the application/website, there are several obstacles in its implementation. Among them is the lack of dissemination of the use of the Disdukcapil website to the public, so most people still come to the Disdukcapil office to arrange population documents. The lack of public knowledge about technology is also a major obstacle to the implementation of

online services, people who are directed to use the website to access services, often return to asking Disdukcapil employees for help. Problems that are often experienced are also found on service websites that have problems and errors. Therefore, people prefer to take care of their population data by coming directly to the office, even using the services of brokers because of the perception that population services are difficult and time-consuming.

The differentiation between previous research and the current research lies in their specific focus and context of study, as well as the unique contributions they make to the field of e-government implementation at the Population and Civil Registration Office of Gowa Regency. While previous research have explored broader aspects of e-government implementation in various contexts or different government agencies, the current research is specifically focused on e-government implementation at the Population and Civil Registration Office of Gowa Regency. It delves into the key factors of effectiveness namely programs understanding, target accuracy, timeliness, goal achievement, and real change. This focused and context-specific analysis allows for a comprehensive understanding of the factors that influence the success of e-government initiatives in this particular setting, offering valuable insights that were not previously explored in broader studies. By honing in on these key dimensions, the current research provides tailored recommendations and practical implications for improving e-government services in Gowa Regency and similar administrative contexts, further advancing the knowledge and understanding of effective e-government implementation.

II. RESEARCH METHOD

This study uses a qualitative research method with a descriptive approach. where Moleong (2008) explains that qualitative research is research that intends to understand phenomena about what is experienced by research subjects, for example, behavior, perceptions, motivations, and actions. In this study, researcher use primary and secondary data. The primary data is obtained from in-depth interviews with several key informants, both from public service providers namely the service planning section, the section for managing and presenting online service data, online service managers, and people who have handled online-based population administration, and public service recipients namely the citizen of gowa regency. While secondary data is obtained through document reports from the Population and Civil Registration Office of Gowa Regency. This study uses an interactive model from (Miles & Huberman, 1994) as a data analysis technique, the data analysis process is carried out through 4 stages namely Data Condensation, Data Display, and Conclusion.

III. RESULT AND DISCUSSION

The implementation of population services at the Gowa Regency Population and Civil Registry Service is part of E-government, in practice, there are several population administration services that can be accessed via the website or chat through the Whatsapp application provided by Population and Civil Registration (DISDUKCAPIL). E-government is used to improve the efficiency of government services delivery to citizens, employees, businesses, and agencies (Carter, 2005). Accurate population data is vital for effective governance and efficient provision of public services. In the case of Gowa Regency, the Central Bureau of Statistics reported that in 2020, the total population reached 785,836 people. However, a significant portion, approximately 27.98 percent or around 214 thousand individuals, were found to be residing without proper registration according to their family cards (KK). This statistic highlights the presence of individuals who face constraints or choose not to update their population data, posing challenges to the accuracy and completeness of population records.

In this study, the authors used the effectiveness indicators disclosed by Sutrisno (2019), where Effectiveness can be measured through program understanding, target accuracy, timeliness, goal achievements, and real changes. The effectiveness of the Population and Civil Registration Office of Gowa Regency can be seen through the following explanation:

1. Program Understanding

Understanding the program is how a program is realized so that it can be easily accepted and understood. (Fountain, 2004) discusses the concept of program understanding within the broader context of e-government reforms. He argues that effective program understanding requires clear communication, user-friendly interfaces, and training programs to empower individuals to fully grasp and utilize e-government services. While (Heeks, 2001) emphasizes the importance of program understanding among stakeholders involved in e-government initiatives. He argues that effective program understanding is critical for successful implementation, as it enables individuals to align their actions and decisions with the goals and objectives of the program (Sutrisno, 2019) describes that can be seen with an understanding of program objectives, understanding of program objectives, understanding of the Technical Guidelines

Table 1. Standard Operating Procedures (SOP) for online population administration services

No	Activity	Executor
1	contact the WA service number, fill out the form via the link sent by the officer, and upload the files and files needed according to the type of service	Applicant
2	Check the data and completeness of the application that has been slent	Service counter clerk
3	Check data validation and completeness of the application	Document verification officer
4	Input application data into the Population Administration Information System (SIAK)	SIAK operators
5	Check the quality of service and apply for issuance approval	Validator Data
6	Electronic signing of documents	Head of the Population and Civil Registration Office

The research findings indicate that the implementation of online services for population administration in the Gowa Regency has been regulated in the Standard Operating Procedures (SOP) by the Population and Civil Registration Office. Within the implementation process, it was observed that the personnel responsible for executing the program have a clear understanding of their roles and responsibilities. However, the research also revealed that the beneficiaries of the service, namely the community, encounter difficulties in understanding the program. A significant number of individuals lack awareness of the online-based population administration service and are unfamiliar with the flow and processes involved.

To address this issue, enhancing awareness and promoting a better understanding of the program in the community is crucial. Implementing targeted awareness campaigns and outreach activities can play a pivotal role in reaching out to the community and informing them about the online

services available. These initiatives can utilize various channels, such as public announcements, social media, local community centers, and collaboration with local leaders, to disseminate information and educate the community about the program's features and benefits.

2. Target Accuracy

In the context of reviewing the target accuracy dimension, the focus is on evaluating whether the program's design aligns with the predetermined target rules. This involves assessing whether the program has been implemented in accordance with the specific goals and objectives set by the authorities (Sutrisno, 2019). (Sharma & Gupta, 2003) discuss target accuracy in e-government as the alignment between the intended program targets and the actual outcomes achieved. They emphasize the need for clearly defined and measurable targets that can be effectively monitored and evaluated to ensure accuracy in program implementation. (Layne & Lee, 2001) explore target accuracy in e-government from the perspective of goal alignment. They emphasize the need for e-government projects to establish clear goals and objectives that are aligned with the broader strategic vision of the government. Target accuracy ensures that e-government initiatives are effective in achieving the desired outcomes and contributing to government priorities

The implementation of online-based population data services through the WhatsApp platform in Gowa Regency has achieved significant improvements in accuracy. The accuracy of information and records has been enhanced by digitizing certain population data services, such as new publishing services, data changes/replacements, and lost document management. The types of services that can be accessed online based on program design, can be seen in the following table:

Table 1. Types of Online-Based Services

No	Types of Online-Based Services
1	Family Card
2	Certificate of Change of Domicile (SKPWNI)
3	Birth Certificates
4	Death Certificates
5	Marriage Certificates
6	Divorce Certificates
7	Electronic Residential Identity Card (e-KTP)

Residents can now directly submit their requests and provide the necessary documentation, reducing the chances of manual data entry errors or misinterpretation of handwritten documents. However, in the process of implementing online-based services, there are still several types of services that cannot be accessed online. in order to fully address the target accuracy dimension, further improvements are required, especially for services related to death certificates, marriage certificates, and divorce certificates. These services currently remain outside the scope of online accessibility, posing challenges to ensuring accurate and up-to-date records in these areas. By expanding the online platform to include these services, the potential for errors and discrepancies arising from manual processing can be significantly reduced.

3. Timeliness

On-time is the accuracy of the implementation of activities/programs in accordance with the time regulations consisting of sub-indicators of the program duration and the suitability of the program implementation time with the established program/plan operational standards (Sutrisno, 2019). (Moon, 2002) defines timeliness in e-government as the ability to provide citizens with real-time access to government information and services. It emphasizes the importance of delivering up-to-date and accurate information promptly. To maintain the timeliness dimension, it is important for the Population and Civil Registration Service to continuously monitor and evaluate their processes. This includes periodically reviewing the efficiency of service delivery, identifying any bottlenecks or delays, and implementing corrective measures as necessary. It is also crucial to have clear

communication channels and mechanisms in place to inform residents about any changes or disruptions in service timings to manage expectations effectively.

The research findings reveal that the online population data service program in Gowa Regency is designed to ensure the timely completion of services within one working day, following a one-day service approach. The service process is available from Monday to Friday, specifically from 08:00 to 14:00. In terms of the management of population data at the Gowa Regency Population and Civil Registration Service, the research indicates that it adheres to the stipulated timeframe rules.

4. Goal Achievement

Outputs and goal accomplishment are probably the most widely used criteria of effectiveness (Etzioni, 1964; Georgopoulos & Tannenbaum, 1957; Hall, 1989; Price, 1972). The important goals to consider are operative goals, because official goals (mission) tend to be abstract and difficult to measure (Daft, 2015). Goal achievement is the achievement of program objectives that have been set or previously formulated (Sutrisno, 2019).

The existence of innovation in the implementation of online population data services in the Gowa Regency has the aim of facilitating the community in managing population data and improving the quality of government services to become more efficient and effective. This objective has been achieved through increasing community satisfaction. With online-based services through the WhatsApp application, people are no longer burdened with the processing process which tends to take a long time and is a complicated process. Digitizing government administration through the creation of these services also allows for better transparency and accountability. The objectives of this program have been achieved effectively and have had a very significant impact on both the community and the government.

5. Real Change

(West, 2004) describes real change in e-government as the ability of digital technologies to facilitate citizen engagement and empowerment, resulting in improved democratic governance. He argues that e-government initiatives should aim to foster meaningful participation and inclusivity, leading to positive social and political transformations. While (Heeks, 2003) discusses the concept of real change in e-government as the transformational impact of digital technologies on government processes, structures, and relationships with citizens. He emphasizes that real change goes beyond mere technology adoption and involves fundamental shifts in the way government operates and engages with stakeholders. Real change refers to the tangible effects and impacts that a program brings about in society. It involves assessing the conditions before and after the program to gauge the extent of transformation. While the implementation of e-government, including online services, is expected to improve the quality and effectiveness of public service provision, it may not automatically change the serving culture of public institutions.

However, according to the research results, the online services provided by the Gowa Regency Population and Civil Registration Service have indeed produced significant impacts on both the community and the government. The community has experienced tangible benefits as a result of the online services. Improved convenience, reduced bureaucracy, and faster access to population data have significantly enhanced the community's experience and satisfaction. With online services, individuals no longer have to endure lengthy and complicated processes, allowing for more efficient and streamlined service delivery. This has increased overall satisfaction levels among the community members.

These real changes demonstrate the transformative power of the online services implemented by the Gowa Regency Population and Civil Registration Service. The community's experience has improved, resulting in greater satisfaction, while the government has benefited from enhanced

operational efficiency and improved service quality. By leveraging technology and implementing e-government initiatives, the program has successfully brought about tangible impacts that contribute to positive changes in both the community and the government.

IV. CONCLUSION

The implementation of e-government initiatives at the Population and Civil Registration Office of Gowa Regency has proven to be effective in transforming the delivery of population administration services. Through the integration of online platforms, digital forms, and streamlined processes, the office has achieved significant improvements in efficiency, accessibility, and citizen satisfaction. However, the research also highlights areas for further improvement. It is crucial to address challenges such as under-registration, limited awareness among the community, and the need for expanded online services for documents such as death certificates, marriage certificates, and divorce certificates. These areas require attention to ensure comprehensive and inclusive access to online-based population administration services. To sustain and enhance the effectiveness of e-government, ongoing efforts are needed. These efforts should focus on continuous innovation, awareness campaigns, improved user experience, and addressing any remaining challenges. By doing so, the Population and Civil Registration Office of Gowa Regency can further optimize the benefits of e-government, ensuring efficient and citizen-centric population administration services for the community.

The research implications of this study are significant for both academia and practitioners in the field of e-government. Academically, the findings contribute to the existing body of knowledge by providing a comprehensive understanding of the key factors influencing the effectiveness of e-government at the Population and Civil Registration Office of Gowa Regency. The dimensions of program understanding, target accuracy, timeliness, goal achievement, and real change have been elucidated, offering valuable insights into the complexities and interdependencies of successful e-government implementation. These insights can serve as a foundation for further research and discussions on improving public service delivery through digital transformation. Practically, the research implications offer valuable guidance to the office in optimizing their e-government initiatives. By addressing the challenges identified in under-registration, limited community awareness, and the expansion of online services for critical documents, the office can enhance the accessibility and efficiency of population administration services. The study also emphasizes the importance of continuous innovation, awareness campaigns, and improved user experience to sustain and enhance the effectiveness of e-government. By applying these implications, the Population and Civil Registration Office of Gowa Regency can reinforce their commitment to citizen-centric service delivery and stay at the forefront of modern governance practices.

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