

OPERATIONALIZATION OF THE E-PAK LADI KIOSK FOR DIRECT ELECTRONIC POPULATION SERVICES IN KEJAPANAN VILLAGE, PASURUAN REGENCY

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Abstract. Kios E-Pak Ladi (Electronic Direct Population Administration Services) in Kejapanan Village, Pasuruan Regency in its implementation has various problems, namely non-conformity to the established SOP, lack of community participation as well as lack of coordination between Kejapanan village hall and Dispendukcapil Pasuruan Regency. The purpose of this study is to describe the implementation Kios (E-Pak Ladi) in Kejapanan Village, Pasuruan Regency. The research method uses qualitative case studies. Data analysis techniques use data collection (interviews, observations, and documentation), data condensation, data presentation, and conclusion drawing. Focusing on the success factors of policy implementation according to Warwick 1979 which includes organizational capabilities, information, support and potential sharing. The results showed that the E-Pak Ladi Kiosk in Kejapanan Village, Pasuruan Regency was successful in its implementation. However, the organizational capacity in carrying out the SOP is still not optimal, the information provided makes it easier for the community to make requests, the support provided to the facilities is not adequate but if there are maintenance constraints it will be repaired immediately, the division of potential between operators and verifiers is clear and structured.

Keywords: : E-Government; Implementation; Public Policy; E-Pak Ladi Kiosk.

I. INTRODUCTION

This document is a template. An electronic copy can be downloaded from the conference website. For questions on paper guidelines, please contact the conference publications committee as indicated on the conference website. Information about final paper submission is available from the conference website. Every country has an obligation to fulfill the rights and needs of citizens in the aspect of public services. Public services are based on Law No. 25 of 2009 concerning Public Services which contains that the government has a responsibility in the implementation of better public services through state institutions that have the authority to supervise the implementation of public services, namely the Ombudsman. In its supervision, there were 758 reports in the second quarter of 2024 related to maladministration, the top three were not providing services amounting to 48%, protracted delays of 23% and procedural irregularities of 11% which are presented in figure 1.

Not only that, based on the substance of public complaints, the substance of population administration ranks third. This indicates that population administration services are not yet effective and accountable and there are still problems so attention from the government is needed. Public service is to serve all aspects of services to meet the needs of the community. In fact, population administration has a crucial role in collecting

population data to obtain legal power in obtaining public services. (Rachman [1]) (Yunita [2]) This indicates that population administration services still have problems so that the government's attention is needed. This complaint is caused by public disappointment with public services carried out by government agencies (Primari [3])

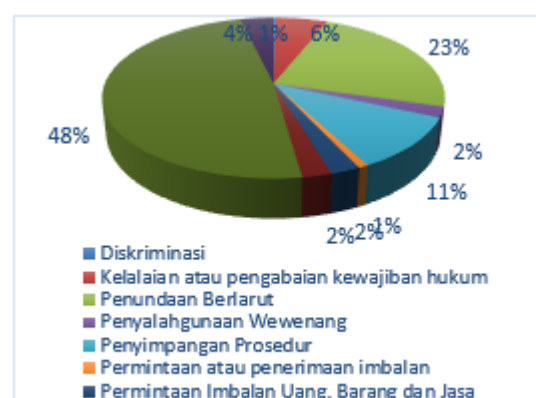


Figure 1 Allegations of Maladministration of the Ombudsman of the Republic of Indonesia 2024

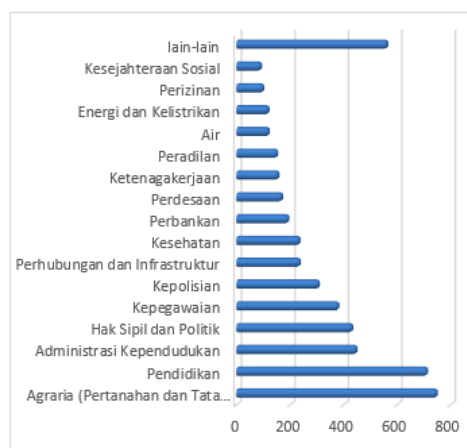


Figure 2 Community Report by Substance in 2024

Problems in various regions related to the implementation of policies, especially public services, are Jombang district, one of which has administrative services, the Rural Data News Administration System and Online Services or Sabdopakn which provides services on online administrative letters. However, in its implementation, only 2,283 of the total population of Jombang regency itself, which is 1,318,061 or only 0.17 percent who use the service. This is because there is still a lack of socialization and also an uneven internet network, thus hampering the administrative process (Dewi [4]). This problem is certainly not a problem that can be underestimated, so it is necessary to regulate administrative documents owned by the community. (Auliak [5])

The implementation of public services by the central and regional governments certainly needs to take strategic steps to overcome existing challenges. The implementation of public services can help modernize and optimize bureaucratic performance in improving community welfare so that it needs to be done by each public service provider in each region. As East Java Province continues to try to make new ideas regarding public service innovations, since 2016, many innovations have emerged from the district/city government in East Java. Pasuruan Regency strives to meet the needs of public services regarding (Styareni [6]) regarding Online Population Administration Services, it is determined that produces an Electronic Direct Population Administration Service Kiosk (E-Pak Ladi) which uses an approach in accessing population administration services to the community simply from the village of domicile, without having to come to the Pasuruan Regency Population and Civil Registration Office. So as to provide easy access to the public in the management of population documents. It is enough to bring the requirements file to the local village office, then the community just has to wait for the documents to be printed at the village hall office.

The E Pak Ladi kiosk has been spread across 335 out of 365 villages in Pasuruan Regency. In this Village has a lot of population. It can see Kejapanan Village is characterized by a wide and expansive land area, making it one of the geographically larger villages in the region. This extensive land coverage not only shapes the physical landscape of the village

but also contributes significantly to the size and distribution of its population. The availability of a larger land area tends to support more residential settlements and agricultural activities, which in turn can lead to an increase in the number of inhabitants residing in the village. These E-Pak Ladi kiosks are spread across various villages in each sub-district. The sub-district with the most population is Gempol District. Gempol District with the highest population is 133,197. Gempol District consists of 15 villages with the highest population, namely Kejapanan Village and Kejapanan Village have the highest number of E-Pak Ladi Kiosk applicants in Gempol District. The E-Pak Ladi kiosk is present in Kejapanan Village in 2021 with the largest population in Gempol District. Of course, the large population will require complex administration. (Yunita [15])

Table 1. Number Of Residents And Applicants For E-Pak Ladi Kiosk In Gempol District 2024

Nama Desa	Penduduk	Pemohon
Wonosunyo	4.667	315
Sumbersuko	7.377	562
Wonosari	4.085	298
Kepulungan	10.366	686
Randupitu	7.013	661
Ngerong	10.969	319
Karangrejo	10.853	748
Bulusari	9.364	857
Jeruk Purut	5091	523
Watukosek	4.185	481
Carat	6.045	489
Kejapanan	21.828	1222
Winong	7.804	579
Legok	9.307	432
Gempol	12.160	338

From the table above, it can be concluded that the highest number of applicants is Kejapanan Village. The application is an application for a KK, Birth Certificate, Death Certificate, Moving in and Moving out through E-Pak Ladi. Of course, the large population is related to the successful implementation of the E-Pak Ladi Kiosk program in Kejapanan Village. Although the number of applicants can be done at the Village Hall, there are still more that are recorded at the Pasuruan Regency Dispendukcapil as follows, for example is the birth certificate.

Table 2. Number Of Prints Of Kejapanan Village Birth Certificate 2024

Month	Dispendukcapil	Village
January	20	14
February	27	4
March	2	2
April	12	9
May	15	10
June	9	4
July	25	12
August	15	6

The lack of Community Participation at the E-Pak Ladi Kiosk in Kejawanan Village is due to a discrepancy in the SOP which explains that the management of this E-Pak Ladi should be completed 1x24 hours according to the printed kitir, but in reality there are still solutions that are not in accordance with Kitir.

Figure 3. E-Pak Ladi Kitir

As shown in the picture above, which explains that the date of receipt of the Family Card application letter is January 7, 2025 and the completion date is January 8, 2025. The E-Pak Ladi kiosk was completed 1x24 hours for paper documents, but in the pre-research, the Service Staff explained that in taking the application was not always on time according to the completion date. This is due to the large number of applicants in all villages in Pasuruan Regency in E-Pak Ladi so they have to wait for the verification and printing process of the application. Of course, this is related to servers that get a lot of applicants and cause trouble so that the application may not be in accordance with the completion date. However, sometimes this process doesn't always match the scheduled date. Therefore, the public to come more than that date. If anyone wants to speed up the process, they will direct it directly to the Disdukcapil to get an application faster.

Based on the background explanation that has been explained and described above, the researcher carried out research in describing and analyzing the extent of the implementation of the E-Pak Ladi Kiosk in Kejawanan Village, Pasuruan Regency. So in this case the author raised the title "Implementation of Electronic Direct Population Administration Service Kiosk (E-Pak Ladi) in Kejawanan Village, Pasuruan Regency"

II. RESEARCH METHODS

The research method uses a case study research method with a qualitative approach to explain and understand the meaning of social problems. In relation to the implementation of the E-Pak Ladi Kiosk in Kejawanan Village, the case study was chosen because it focused on one locus, namely the Kejawanan Village Hall, in order to describe in depth the implementation of the E-Pak Ladi Kiosk. (Creswell [7]) The data analysis technique uses the Huberman miles model using data collection (interviews, observations, and documentation), data condensation, data presentation, and drawing conclusions (Saleh [8]) using purposive which involves informants explaining the stages of research carried out to achieve the research objectives, namely Pasuruan Regency Disdukcapil

Employees who are on duty in the E-Pak Ladi Kiosk, E-Pak Ladi kiosk operators in Kejawanan Village and the community that make an application through the E-Pak Ladi Kiosk. Focusing on the factors of successful implementation of policies according to Warwick 1979 which include organizational capabilities, information, support and sharing of potential

III. RESULTS AND DISCUSSION

1. Organizational Capabilities

Policy implementation depends on the organization's capacity to carry out tasks according to what has been determined. This capacity is not only in the form of resources owned, but also the ability of the organization to carry out the necessary functions efficiently and effectively. This capability includes three aspects, namely technical capabilities, the ability to establish relationships with other organizations and the existence of SOPs in its implementation. This technical ability is a basic understanding of the operator's understanding of the tools, technology and also the process of the E-Pak Ladi Kiosk in Kejawanan Village. operators in carrying out the task of inputting community applications which will later be verified by the E-Pak Ladi verifier (Subianto [9])



Figure 4 Guidance for E-Pak Ladi Kiosk Operators

at the Pasuruan Regency Disdukcapil. In the input there are no obstacles by the operator, this is because when the E-Pak Ladi is present, the operator is directed about how to input the application file. The ability to establish relationships with other organizations in the same field. The coordination in question is coordination between the Kejawanan Village Operator and the Pasuruan Regency Disdukcapil. Coordination is carried out through Whatsapp Groups to coordinate with each other if there are problems ranging from the trouble network and the community who have problems in their applications. Then it will be completed immediately and informed as soon as possible so as not to hinder the E-Pak Ladi application process. However, in coordination related to the number of E-Pak Ladi applicants in Kejawanan Village, the Pasuruan Regency Disdukcapil did not provide information related to the community that took care of it directly to the Disdukcapil Office to the Kejawanan Village, this resulted in the number of residents recorded by Kejawanan Village different from those in the Disdukcapil.

There is an inconsistency in the SOP in its implementation. This is evidenced by the settlement of the application with the one written on the kitir is different. (Meiliani et al [10])

The E-Pak Ladi kiosk on the kit is recorded 1x24 hours or a day after the application is completed, but there are still many that have not been completed according to the printed kitir. This is due to the lack of the applicant's file that is entered or the existence of an unverified signature so that the file cannot be continued or returned to the applicant to be completed again. Not only that, there are several applications that need to be checked repeatedly and in detail, namely the application for a Birth Certificate, so the completion process takes three days to complete. This delay also occurs due to people who are dishonest in their status, this also results in delays in printing documents. As with the Family Card, because the children who enter the KK are out of wedlock, so the file is incomplete, this causes delays in printing applications.

2. Information

The need for information from implementers regarding the policy object or the need to strengthen communication between the implementing organization and the target party of the policy, because effective communication can build trust, ensure that the target understands the objectives and benefits of the policy, and reduce the uncertainty that may be felt. (Irawan [11]). Thus, strengthening this communication for them, the implementing organization will know what the community needs and the expectations of the community, thereby increasing the chances of successful implementation of the policy as a whole. In the information provided by the Kejapanan Village Hall on the Information of the E-Pak Ladi Kiosk, it has been disseminated regularly through RW meetings every month to discuss innovations and updates on the requirements for the Population administration application. Which will later be disseminated to the community. This is so that the community is not confused about the requirements that must be brought to the Kejapanan Village Hall. (Hayat [12])



Figure 5 A neighborhood association meeting was held to discuss local development plans

The community also received detailed information by their respective RTs in Kejapanan Village. The community feels that it is not complicated in its management because the information provided is clear. So if the community wants to submit a population administration, go to the RT to find out the requirements that must be completed to minimize the shortage of application files and slow down the printing of applications. However, there are some communities that have problems in the management of population administration such as KIA because the children of the result of serial marriages so that

there is no name on the Family Card, this results in needing more detailed information because it is not a common problem, so the community comes to the Kejapanan Village Hall to get a solution. Of course, the Village provided information related to the problem to the Pasuruan Regency Dispendukcapil to solve the problem. So that the information provided provides solutions to every problem of the Kejapanan Village Population Administration through the E-Pak Ladi Kiosk.

3. Backing

Support for the policy implemented depends heavily on the extent to which the policy is in line with the interests and decisions of the policy object, When the policy object which can be an individual, group, or Society, feels that the policy implemented is in accordance with their needs and expectations, then their level of compliance with the policy tends to increase. This is due to the sense of mutual benefit that arises when policies are considered relevant and beneficial to them. In this case, the community is helped a lot about the existence of the E-Pak Ladi Kiosk, because it can shorten the time and energy in getting the administration of the Population. The distance is 33 KM from Dispendukcapil to Kejapanan Village (Kadji [13]), the participation of the community in the applicant for the direct population administration service kiosk, or better known as the E-Pak Ladi Kiosk, shows very positive support. This simpler and faster process clearly provides convenience for villagers, especially for those who have limited time or access to transportation. The people of Kejapanan Village welcome the existence of the E-Pak Ladi Kiosk because the services carried out at the village hall allow them to obtain population documents more efficiently. The high participation can be seen from the number of applicants in Kejapanan Village is the highest in Pasuruan Regency. This not only reflects the need for fast service, but also shows the community's trust in the system that has been implemented.

Table 3. Bugdet Table

Information	Budget
Built-in computers and devices	IDR 35,000,000
Device care	Rp. 4,000,000/Year
Folder	Rp. 25,000/Month
Paper	Rp. 45.000/Month
Wifi	Rp. 400.000/Month

In the support of the Pasuruan Regency Dispendukcapil facilities for the E-Pak Ladi Kiosk in Kejapanan Village, namely in the form of assistance if there is a problem in the network connecting operators and Verifiers, the Dispendukcapil will immediately fix the problem, but for the support of facilities such as computers, papers, folders and equipment maintenance is borne by the Kejapanan Village Hall itself using the village budget. So it can be concluded that the support of this facility is still lacking because all are borne by the village budget.

4. Potential Distribution

Potential sharing in the context of policy implementation refers to the definite division of authority and responsibility among various parties involved in policy implementation. This is very important because clarity in the division of tasks can help each individual or work unit understand their respective roles, thereby reducing confusion and overlap in implementation. The existence of strict restrictions on the division of authority also contributes to the implementation of policies. These restrictions ensure that each party knows the limits of their power, so that there is no conflict or abuse of authority. (Alhasni [14])

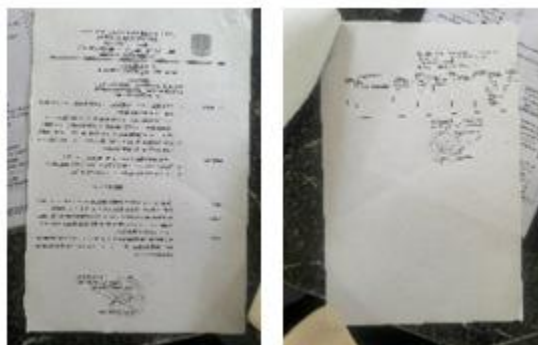


Figure 6 Assignment Letter

The pads for the distribution of the potential of the E-Pak Ladi Kiosk in Kejapanan Village were given to the Kejapanan Village operator officer, Mrs. Iin Susantiningsih as the Head of Kejapanan Village Service, who is in charge of inputting the Adminduk application file on E-Pak Ladi which will later be verified by the Pasuruan Regency Disdukcapil. However, before verification, documents will be checked by PIAK outsourcing staff to check their completeness, which will later be verified by Civil Servants in charge of PIAK and submitted with an electronic signature by the head of the agency. So that the distribution of potential is clear and there is no overlap of tupoxy.

IV. CONCLUSIONS

Based on the results of research and discussions that have been carried out regarding the Implementation of Electronic Direct Population Administration Service Kiosks (E-Pak Ladi) in Kejapanan Village, Pasuruan Regency using the theory of Policy Implementation according to Warwick (1979), the first is the organizational ability to include aspects of the operator's technical ability in the ease of operating E-Pak Ladi, the relationship between agencies, namely between the Pasuruan Regency Dispendukcapil as verifiers and operators of the E-Pak Ladi Kiosk in Kejapanan Village related to network problems that can be solved through coordination, but in coordination related to data on the number of applicants between Dispendukcapil and Kejapanan Village, there is a difference or no coordination in data collection. The SOPs set in supporting public services have run accordingly, but there are obstacles in the community who do not complete the file and there are errors in the applicant's file so that there is a delay in its completion

which causes a difference between the completion date set on the file and the printing of the file. Second, information to the public has also been fulfilled in detail and responsive to problems that arise, so as not to hinder the service process. Third, support from various parties, such as Dispendukcapil in the form of guidance to the operator and installation of the E-Pak Ladi network, village governments that provide facilities in the form of computer devices and other administrative needs, and positive community participation as evidenced by the village with the largest number of applicants in Pasuruan Regency. Finally, the sharing of potential and responsibility between implementers, namely between Verifiers and operators, also runs clearly without conflict, which further strengthens the success of the implementation of this program. According to the success factors of the implementation of Warwick (1979), the implementation of the E-Pak Ladi Kiosk in Kejapanan Village, Pasuruan Regency has been successful in accordance with four factors of successful implementation, namely the organization's ability in technicalities, relations between related organizations, and existing SOPs, information about the E-Pak Ladi Kiosk, support provided by the Dispendukcapil, Kejapanan Village Hall and the community that is positive and the distribution of potential is quite clear.

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