



INNOVATION OF DIGITAL IDENTITY APPLICATION (IKD) IN IMPROVING PUBLIC SERVICES IN GUNUNG ANYAR URBAN VILLAGE

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ABSTRACT

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ABSTRACT

Layanan KTP adalah bagian penting dalam layanan kependudukan. Tetapi masih terdapat beberapa kendala dalam proses pembuatan KTP dan dibutuhkan anggaran yang cukup besar dalam proses pencetakan KTP. Sehingga Ditjen Dukcapil Kemendagri menciptakan inovasi baru yaitu aplikasi Identitas Kependudukan Digital (IKD). Penelitian ini bertujuan untuk menganalisis dan mendeskripsikan inovasi aplikasi Identitas Kependudukan Digital (IKD) dalam meningkatkan pelayanan publik di Kelurahan Gunung Anyar Kota Surabaya. Pendekatan penelitian menggunakan metode deskriptif kualitatif. Data dikumpulkan melalui wawancara dengan informan yang dipilih secara purposive sampling, observasi lapangan, dan dokumentasi. Hasil penelitian menunjukkan bahwa ini adalah 1) Keunggulan relative, dalam hal ini IKD mempunyai keunggulan yaitu proses dalam pengaktifan IKD yang tidak membutuhkan waktu lama, keamanan biodata yang terjaga serta tidak perlu fotocopy KTP di Kelurahan Gunung Anyar. 2) Kompatibilitas, IKD di Kelurahan Gunung Anyar sesuai dengan regulasi serta terdapat kesesuaian dengan inovasi sebelumnya yaitu transformasi dari KTP fisik menjadi KTP digital. Secara umum dapat disimpulkan bahwa Identitas Kependudukan Digital (IKD) diterima dengan baik oleh warga Kelurahan Gunung Anyar. Identitas Kependudukan Digital (IKD) hadir dengan berbagai manfaat dan keunggulan yang membuat warga merasa pelayanan publik lebih efisien sesuai dengan perkembangan teknologi sehingga dapat meningkatkan pelayanan publik di kelurahan Gunung anyar.

KTP services are an important part of population services. However, there are still some obstacles in the process of making KTPs, and a large budget is needed for the KTP printing process. Thus the Directorate General of Dukcapil Kemendagri created an innovation, namely the Digital Population Identity (IKD) application. This study aims to analyze and describe the innovation of the Digital Population Identity (IKD) application in improving public services in Gunung Anyar Urban Village, Surabaya City. The research approach used a qualitative descriptive method. Data were collected through interviews with informants selected by purposive sampling, field observations, and documentation. The results of this study are 1) Relative advantages, in this case, IKD has advantages, namely the process of activating IKD which does not take long, the security of biodata is maintained and there is no need to photocopy KTP in Gunung Anyar Village. 2) Compatibility, IKD in Gunung Anyar Village is by regulations and there is compatibility with previous innovations, namely the transformation from physical KTP to digital KTP. IKD has several benefits, namely facilitating, accelerating public services, and preventing data falsification so that it is by the needs of the people of Gunung Anyar Village. In general, it can be concluded that the Digital Population Identity (IKD) is well-received by residents of Gunung Anyar Village. Digital Population Identity (IKD) comes with various benefits and advantages that make residents feel that public services are more efficient through technological developments so that they can improve public services in Gunung Anyar Village.

INTRODUCTION

In the scope of government, the adoption of public service innovation is an important tool for the government to improve public services. With the development of technology, government productivity is greatly influenced by technological innovation (Putri & Mutiarin 2018). Government productivity will increase if the technological innovation has been implemented and the benefits are felt by the community. Therefore, in responding to the adoption of technological innovation, it is necessary to understand the determinants of technological innovation and the theoretical models that have emerged. Various levels of government in both developed and developing countries have adopted E-Government but have not shown maximum results.

According to the general explanation of the Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services Article 1, public services are activities or series of activities to fulfill service needs by laws and regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers. In realizing this, the government has an important role in providing public services per the law. By these statutory regulations, the role of the service is the government apparatus, where the government has a role to serve citizens to achieve all forms of community access comfortably.

To realize public services by statutory regulations, this refers to the 1945 Constitution in the fourth paragraph covering 4 (four) aspects of the apparatus' main services to the community, namely protecting the entire Indonesian nation and all Indonesian blood spills, advancing public welfare, educating the nation's life and implementing world order based on independence, eternal peace, and social justice. This basic law means that every citizen has a dream to get safe and comfortable services by applicable procedures, because getting services is the right of every citizen. In line with this, the government, as a public service actor, must provide optimal service in the applicable procedures.

One of the public services in Indonesia is population administration services, namely KTP. An identity card is an official identity card that contains personal data information, signature, photo, and Population Identification Number (NIK) as proof of self-issued by the relevant implementing institution and valid throughout the territory of the Unitary State of the Republic of Indonesia (Aprillia, S., Halimah, M., & Sumadinata, W. S. 2021). Previously, the electronic KTP was a card that could be held and needed to be printed by the Population and Civil Registry Office after being submitted by the population, and the population recorded their identity.

Currently, the existence of KTP is quite dominant in public services. Every Indonesian must have a KTP because it is very important. KTP functions as a person's identity or identification that is recognized nationally. In addition, identity can be useful for banking, tax, and health insurance services. It acts as an effort to accelerate and support the accuracy of the population database in the Regency / City, province, and nation. This was also revealed by the Minister of Home Affairs Tjahjo Kumolo at kominfo.go.id below:

Kominfo.go.id - "... This is so important because, in the future, all public services will be based on NIK and KTP-el. KTP is like the 'life' of a resident because everything from making a driver's license, BPJS, and taking care of a marriage certificate all require KTP-el data." Source: https://www.kominfo.go.id/content/detail/7997/segera-rekam-ktp-elektronik-untuk-kemudahan-pelayanan-publik/0/artikel_gpr, accessed on November 01, 2023

ID cards have an important role in the Indonesian state. Apart from providing access to public services, population identity also functions to advance the population administration service system, support the orderly administration of population, orderly administration of public services, the implementation of elections and the implementation of Regional Head elections, and in the long term, it is used as basic data in the context of National Population Database Development.

Minister of PANRB Regulation No.91 of 2021 concerning fostering public service innovation within Ministries or Institutions, Regional Governments, State-Owned Enterprises and Regional-Owned Enterprises. This is what makes the state continue to intensify innovations related to digital-based electronic ID cards or what is often referred to as Digital Population Identity (IKD), which is an innovation of the Directorate General of Dukcapil of the Ministry of Home Affairs of Indonesia, which will be implemented in early 2023. IKD involves the transformation of the scattered Population Administration Information System (SIAK) into a centralized SIAK, starting in 2020. This change process is being carried out in stages. Implementing a centralized SIAK is crucial because one of the main requirements for implementing IKD is the implementation of this system at the Population and Civil Registration Office at the District/City level.

IKD aims to follow the application of information and communication technology regarding population digitization, increase the utilization of population digitization for residents, facilitate and accelerate public or private service transactions in digital form, and secure IKD ownership through an authentication system to prevent falsification and data leakage as stated in Permendagri No. 72 of 2022 Article 14. Achievements related to the use of IKD will continue to be improved by the Ministry of Home Affairs RI by holding mass and scheduled activations in public spaces. This is by the news below :

Disdukcapil. Surabaya.go.id - "With a total population in Indonesia of 270.7 million as of the end of semester 2022, the national IKD achievement as of June 25, 2023 has reached 3,177,786 active accounts, while the IKD achievement in East Java reached 550,009 thousand. Achievements will continue to be improved using strategies implemented by the Ministry of Home Affairs of the Republic of Indonesia, including holding mass and scheduled activations in public spaces such as schools (for students aged 17 years), campuses, OPD, companies, malls, factories, indigenous communities, exhibition/bazaar events, weekly events such as Car Free Day, and other events " Source: <https://disdukcapil.surabaya.go.id/2023/06/27/adendum-kerja-sama-ikd-dengan-bank-jatim-diresmikan-kini-ikd4banking-dapat-diterapkan/>, processed by the author on December 4, 2023)

The Ministry of Home Affairs continues to encourage the community to activate IKD. East Java is one of the provinces that has implemented IKD, where it has an IKD achievement of 550,009 thousand. Whereas East Java has a population of 41,416,407 people with 38 cities or districts, Surabaya is the only city that has the highest number of IKD activations in East Java. This is evidenced by the news below :

Jawapos.com - "...Surabaya is the city with the most digital KTP users in East Java, reaching 139,970 users as of October 2023. More than 17 thousand residents have activated digital ID cards as of January 3, and the number continues to grow daily. Source: <https://www.jawapos.com/surabaya-raya/01428445/segera-aktivasi-surabaya-jadi-pengguna-ktp-digital-paling-banyak>, accessed on December 4, 2023

Along with the increasing demand for electronic KTP printing, it is inseparable from the problems often complained about by the community, namely the length of printing Electronic KTP. The long process of printing Electronic KTPs is due to several obstacles, such as the need for a printer with a ribbon, the procurement of electronic KTPs, which requires a large enough Dispendukcapil budget, and other obstacles, such as internet network constraints in the regions which result in the delivery of imperfect Electronic KTP recording results. Moreover, some people have smartphones but prefer to have only physical ID cards rather than IKD. This is supported by the news below :

Kompas.com - "...Procuring KTP blanks takes a large budget; printing is not simple because it requires ribbon printers, cleaning kits, and films. In addition, some areas have poor internet networks, and still, people are more comfortable using physical ID cards and are reluctant to have IKD..."

Source : <https://nasional.kompas.com/read/2023/02/09/15474461/penerbitan-ktp-elektronik-terkendala-pemerintah-siapkan-ktp-digital-via>, accessed on December 4, 2023

From the news above, it can be seen that the electronic KTP still has several problems. IKD activation can be done at 31 sub-district offices, Public Service Malls, and 49 urban village offices in Surabaya City. Gunung Anyar Urban Village is one of the urban villages in Surabaya City. According to urban village data, Gunung Anyar urban village has a total population of 21,880 people. Gunung Anyar has the largest population in the Gunung Anyar Sub-district, so the need for population administration documents increases with population growth. Many population administration documents are processed in Gunung Anyar Village, such as processing changes in KK biodata, making death certificates, making birth certificates, moving out letters moving in letters, and making e-KTP. One of the highlights of population administration is the making of e-KTP. Kelurahan Gunung Anyar serves citizen requests regarding making new e-KTPs due to loss, damage, and element changes. Of course, the more days the making of e-KTP is unstoppable, causing the blank of the e-KTP itself to be limited. Thus causing the emergence of innovations to overcome these problems. The innovation in question is Digital Population Identity, where the original physical e-KTP becomes a digital KTP integrated with the user's smartphone. The following is the number of IKD activations at the Gunung Anyar Village Office below :

Table 1. Recapitulation of IKD activation request data at Gunung Anyar Urban Village Office

Bulan	Jumlah Permohonan Aktivasi IKD
Januari	49
Februari	56
Maret	73
April	39
Mei	64
Juni	61
Juli	49
Agustus	59
September	75
Oktober	62
November	55
Desember	32
Total	704

Sumber: Kelurahan Gunung Anyar 2023

From the table above, it can be seen that applicants for IKD activation from January to December totaled 704 applicants for IKD activation. With the existence of this IKD, the community can immediately access digital KTP when the electronic KTP is lost, and residents not wait for the Electronic KTP printing process. However, based on the results of researcher observations in the process of applying for IKD activation in Gunung Anyar Village, there are still several obstacles, such as many public services carried out by the government and the private sector that have not utilized IKD and the lack of understanding of residents who are stuttering technology feels complicated to activate IKD.

IKD aims to follow the application of information and communication technology regarding population digitization, increase the utilization of population digitization for residents, facilitate and accelerate public or private service transactions in digital form, and secure IKD ownership through an authentication system to prevent falsification and data leakage (Ali et al., 2023). Therefore, it is necessary to know the extent to which IKD application innovation has been carried out because the fast or slow acceptance of an innovation depends on the characteristics of the innovation itself. This research focuses on analyzing and describing the innovation of the digital population identity (IKD) application in improving public services in Gunung Anyar Village, which refers to the characteristics of innovation put forward by Rippetoe & Rogers in Prabowo et al. (2022: 42-43) which consists of relative advantage, compatibility, complexity, and trialability.

METHODS

This research method uses descriptive research with a qualitative approach. This research refers to the characteristics of innovation proposed by Rippetoe & Rogers in Prabowo et al. (2022: 42-43), namely 1) relative advantage, 2) compatibility, 3) complexity, 4) trialability, and 5) observability. The use of this theory is also supported by the suitability of defining innovation according to Rippetoe & Rogers in Prabowo et al. (2022), who argue that an innovation is called an innovation if it has relative advantage, compatibility, complexity, trialability, and observability. This study aims to analyze and describe the innovation of the digital population identity (IKD) application in improving public services in Gunung Anyar Village. Data collection was conducted through interviews with informants determined by purposive sampling. The key informant is the Head of the Government and Public Service Section of Gunung Anyar Urban Village because he has an in-depth understanding of the IKD service. The informants consist of 2 service staff because they are officers in the IKD activation service so they understand the IKD service process, and 5 people who have activated IKD in Gunung Anyar Urban Village. In addition, observation was also carried out to directly observe and record events in the field. Documentation was also one of the data collection techniques. Data analysis in this study used an interactive model developed by (Miles et al., 2014). This model involves the process of collecting data through various collection techniques that support the research, then condensing the data to select and abstract information obtained from the field. The data is presented in a narrative form that allows conclusions to be drawn. The final stage of data analysis is conclusion drawing or verification, which aims to find meaning from the data collected. The interactive data analysis model was chosen because it can summarize and simplify data effectively and efficiently during the research. This will produce research findings that are objective, valid, and accurate.

RESULTS AND DISCUSSIONS

Innovation is a concept or thing that has novelty in its development and application, which can provide benefits for individuals, groups, and organizations in general (Sururi, A. 2016). An innovation, will certainly not be separated from new knowledge, new ways, new objects, new inventions, and new technologies developed and applied at the national and regional scopes (Akbhari & Prathama, 2023). The following is a description of the discussion using the characteristics of innovation put forward by Rippetoe & Rogers in Prabowo et al. (2022: 42-43) :

Relative Advantage

The relative advantage of an innovation can be measured by how useful it is to the recipient. Innovations need to have profit value and novelty value as innovations so that they can create a sense of pleasure and satisfaction, which are factors that cause the rapid spread of innovation. The IKD Application Innovation has a novelty value, where the application is considered more innovative because it utilizes the development of digital technology. With the creation of the application, it can save time to want the latest KTP and KK documents. IKD can facilitate and accelerate public and private service transactions. Unlike the physical Electronic KTP and Family Card, with IKD citizens can immediately see the updated biodata. The estimated time for reprinting Electronic KTP in Gunung Anyar Village is 1 month, both reprinting Electronic KTP due to changes in biodata and reprinting electronic KTP due to loss. The existence of IKD can fulfill the wishes of Gunung Anyar Village residents who want the latest KTP after successful IKD activation. Likewise, in the activation of IKD in Gunung Anyar Village, the process does not take a long time. So that the application of the IKD Application innovation can be felt by all residents of Gunung Anyar Village. In addition to the value of novelty, an innovation should have superiority value where the IKD Application innovation can maintain security. In terms of security, the Digital Population Identity application is equipped with a screen response prevention feature, thus minimizing misuse of information. This is by research by Agustana (2023) which states that having IKD can prevent misuse of information or data falsification. In addition, the QR code that is shared is always changing so that security is better maintained. Before entering the IKD application, users must enter the password that was previously sent via email at the time of activation of the IKD Application in Gunung Anyar Village. Through the IKD Application innovation, users get faster and more effective service certainty. By using IKD, there is no need to photocopy Electronic KTP when you want to access public services that require document verification from Dispendukcapil. In addition, the existence of IKD can cut the government budget for printing Electronic KTP.

Figure 1. IKD Activation Service in Gunung Anyar Village



Source: Gunung Anyar Urban Village.

Compatibility

Compatibility refers to the extent to which an innovation fits in with the values and needs of society, and is in line with previous innovations. Innovations that do not meet these criteria are believed not to be accepted as quickly as innovations that have compatibility with these elements. An innovation that is created must also be by existing values, the intended values are regulations and community needs, applicable regulations, or laws. The basis for implementing the IKD application innovation is Permendagri Number 72 of 2022 concerning Standards and Specifications for Hardware, Software, KTP-el Stamps, and Implementation of Digital Population Identity. The suitability of the IKD application innovation for this regulation is that the Surabaya City government through the Surabaya City Population and Civil Registration Office has made an innovation, namely the Digital Population Identity (IKD) application to increase the utilization of population digitization for residents, facilitate and accelerate public or private service transactions in digital form, and secure IKD ownership through an authentication system to prevent falsification and data leakage. In addition, IKD has the following functions: as identity proofing which involves verification of identity data to prove ownership of IKD, as identity authentication carried out through biometric verification, identity data, verification codes, and QR codes to prove the owner of IKD, and as identity authorization which gives the owner of IKD the right to access IKD data by data users. This is by research by Bella (2023) which states that IKD has a function as proof of identity, identity authentication, and identity authorization. With several functions and objectives in the IKD application, it can be said that the IKD application is by the needs of the Gunung Anyar Village community, which can facilitate, speed up public services, and can prevent data forgery. Conformity with previous innovations is shown by the creation of an innovation that is also a continuation of previous innovations, this is by the application of the IKD application innovation which is the result of the transformation of the physical KTP into a digital KTP or what is often called a Digital Population Identity (IKD). There are differences from the application of previous innovations, such as initially a physical KTP in the form of a population data card that is printed and can be stored, but is vulnerable to damage, loss and in its management can be fairly long due to the scarcity of KTP stamp stocks. Meanwhile, a digital KTP is population data in the form of a KTP image in a cellphone application as a resident identity that can facilitate and accelerate public or private service transactions in digital form, and secure IKD ownership through an authentication system to prevent falsification and data leakage. On the other hand, the IKD activation process can be done easily, and quickly within 1 day.

Complexity

Complexity refers to the level of difficulty faced by recipients in understanding and using an innovation. Innovations that are easy for recipients to understand and use will spread quickly, while innovations that are difficult to understand or use will experience slow spread. However, innovations with novelty value that provide new and better solutions will automatically have a higher level of complexity. The application of the IKD application innovation has been created to be operated as easily as possible for the community, so the complexity is more directed at the time of IKD activation in Gunung Anyar Village, where people in Gunung Anyar Village must flock to the Gunung Anyar Village Office with various requirements. In the activation process, several data must be filled in such as NIK, email, and cellphone number. Then verify with a selfie, then have to scan the QR code which must be scanned by the Gunung Anyar Village officer After activating, the applicant can use IKD. However, in the activation process, there are still some people in Gunung Anyar Village who do not understand email, do not memorize phone numbers and there are literate people.

Innovation will go through an acceptance process, as well as the community will go through an acceptance process in implementing the IKD application innovation which can be done through socialization. In implementing the IKD application innovation, it has been made as easy as possible to operate, but there are still people in Gunung Anyar Village who are unfamiliar with the use of the IKD application, this is supported by their age which is no longer young. So that there is still an adaptation process carried out by the Surabaya City Dispendukcapil by conducting online socialization, namely through the social media of the Surabaya City Dispendukcapil, Gunung Anyar Village, Head of RT, RW, and several people who are aware of the importance of the IKD application. On the other hand, Gunung Anyar Urban Village also conducts offline socialization when the applicant comes to the kelurahan, Gunung Anyar Urban Village officers provide some information regarding the importance of IKD activation and several requirements in the activation process. This is by research by Widiyarta & Humaidah (2023) which states that the Surabaya City Population and Civil Registration Office is together with all agencies to provide an understanding of Digital Population Identity (IKD) so that it has conducted socialization to the community.

Figure 2. Socialization to the Applicant When the Applicant Comes to the Village



Source: Gunung Anyar Urban Village.

Testability

For innovations to be accepted quickly, they must be able to demonstrate their superiority. Therefore, innovations need to be tested and proven to have advantages or more value than previous innovations. In the trial process, the IKD Application Innovation is the responsibility of the Ministry of Home Affairs as the maker of the application. The IKD Application Innovation was tested in Gunung Anyar Village starting in February 2023. The first trial process was with ASN Dispendukcapil in Gunung Anyar Village. At that time, ASN Dispendukcapil Kelurahan Gunung Anyar received training for IKD activation, and ASN Dispendukcapil was required to have IKD. The trial process with the Dispendukcapil ASN took some time. After the trial process for ASN Gunung Anyar Village, it was then tested on all employees or staff of Gunung Anyar Village for IKD activation with the requirement that they have recorded biometric ktp-el or already have ktp-el. The results obtained from the trial process on ASN Dispendukcapil and Kelurahan employees one of them is Gunung Anyar Village, namely the IKD application is by the initial design of the application and is ready to be implemented. So that the IKD application can be used for the Gunung Anyar Village community. The trial process for residents is carried out during socialization and when there is a request to reprint the KTP. So residents who want to apply for reprints of citizen ID cards are required to activate IKD except for elderly residents and unsupported Android phones. In the framework of the trial process, of course, some obstacles are passed, namely related to the fact that there are still many agencies that have not received IKD and still need Electronic KTPs. This is because

there are still many agency employees who do not understand IKD and have not made an MCC with the Ministry of Home Affairs. Several residents were greatly helped by the existence of IKD during the trial process. Residents who lost their KTP need an Electronic KTP for other public service needs, one of which is by making a passport. IKD means citizens do not need to wait for an electronic KTP from the Dispenduk because they have activated IKD and can be used immediately. This is by research by Firmansyah (2023) which states that the existence of IKD can accelerate public service transactions because it is digital.

Figure 3. Trial of IKD Activation to Gunung Anyar Village Community



Source: Gunung Anyar Urban Village.

Observability

Observability refers to how easy it is to observe the results of an innovation. An innovation must be observable from the perspective of how it is implemented and the results obtained. Innovations whose results are easy to observe will be more quickly accepted by society, while innovations whose results are difficult to observe will take longer to be accepted by society. An innovation must be observable from how it works and produces something of good value. The ability to be observed means that this IKD application innovation has the convenience to be observed and seen by various target groups, namely the IKD user community, State Civil Apparatus (ASN) and Regional Apparatus Organizations (OPD) as consumers, and Dispendukcakil Surabaya City as the implementing agency. It can be seen from the number of IKD users in Gunung Anyar Village which is quite a lot and every month it always increases. The implementation of the Digital Identity Card (IKD) began for the general public at the beginning of the year. The advantages of digital ID cards, such as bureaucratic simplification, reduced risk of personal data falsification, and flexibility of use, are the main factors driving increased use. However, caution is needed regarding potential system weaknesses and data misuse, as well as dependence on internet access for its use. While the Surabaya City Government set a high target for Digital Identity Card (ID card) users in early August 2023, the Ministry of Home Affairs (MoHA) expects 25 percent or a quarter of Surabaya's population aged 17 years and over to register for a Digital Population Identity (ID card) by the end of that year. However, by early August, only five percent of the target had been achieved. As of October 2023, Surabaya's Dispendukcakil recorded that 139,970 Surabaya residents had activated their Digital Population Identity (IKD) or digital ID card. Even so, the achievement of the target is still not optimal due to several obstacles passed by the community in Gunung Anyar Village, such as the continued use of physical ID cards by the community and the lack of utilization of digital ID cards in public services, both from the government and the private sector. This is by research by Hasanah (2023) which states that in using the IKD application, there are still people who are comfortable with physical KTP and are reluctant to have IKD due to difficulties in operating technology. To achieve the target, Dispendukcakil Surabaya will continue to make efforts, including increasing

the socialization of IKD on social media and working with other agencies, including the police and private companies.

CONCLUSION

Based on the discussion, the innovation of digital population identity applications (IKD) can improve public services in Gunung Anyar Village. The characteristics, namely the relative advantage indicator, show that IKD has the advantage of utilizing technological developments to greatly benefit the time efficiency in managing Digital KTP to create a sense of satisfaction in the public. Has offered novelty value by utilizing digital technology, time efficiency in obtaining the latest KTP and KK documents, and ease of access without the need to photocopy Electronic KTP. The security of this application is also maintained through the screen response prevention feature and dynamic QR codes. Then the compatibility indicator shows that IKD is by applicable regulations and laws, and this innovation is compatible with the previous innovation, namely the transformation from physical KTP to digital KTP, which shows that digital KTP is more efficient, safe, and can be activated quickly. The complexity indicator shows that the level of complexity in accepting the IKD application innovation in Gunung Anyar Village is challenging. Although the application is designed to be easy to operate, the activation process still requires adaptation from some people, especially those who need to become more familiar with the technology. The piloted capability indicators show that IKD in Gunung Anyar Village has yielded positive results. The trial was carried out in stages, starting from ASN Dispendukcapil to all Gunung Anyar Village employees and residents who applied for KTP reprints. The trial process involved IKD activation training for ASN, and the results showed that the application was by the initial design and ready to be implemented. Then, the observability indicator shows that the ease of use and the benefits generated can be seen from the increase in the number of IKD users in Gunung Anyar Urban Village. Although the government set a high target for using IKD, the realization until early January 2023 has not reached its optimum, mainly due to several barriers, such as the public's comfort with physical KTPs and the lack of utilization of digital KTPs in public services. On the other hand, researchers also provide several suggestions, namely conducting regular monitoring and evaluation of the use of the IKD application by identifying user feedback, making application adjustments if necessary, and ensuring that IKD application innovations continue to meet the needs and expectations of the community.

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