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**OPTIMIZING THE IMPLEMENTATION OF THE ONLINE POPULATION
ADMINISTRATION INFORMATION SYSTEM (SIAK) IN BARRU REGENCY:
CHALLENGES AND SOLUTIONS**

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ABSTRACT

This study examines the implementation of the Online Population Administration Information System (SIAK) at the Population and Civil Registration Office of Barru Regency, in line with Minister of Home Affairs Regulation No. 7 of 2019. The research highlights the system's potential to streamline administrative processes, reduce costs, and enhance service delivery. However, challenges such as limited public awareness, inadequate workforce, and network instability hinder its full realization. This paper identifies these obstacles and explores the office's strategies to address them, including public education initiatives, infrastructure improvements, workforce capacity building, and system enhancements. The study concludes with actionable recommendations to optimize the SIAK system, ensuring efficient, accessible, and inclusive population administration services for the community.

Keywords: Population Administration, Online System, SIAK



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A.INTRODUCTION

Indonesia, as an archipelagic state, faces unique challenges stemming from uneven population distribution. This disparity often results in issues that compel the government to formulate strategic policies. Addressing such challenges demands that government institutions, from central to local levels, work intensively to collect documents and ensure the availability of

comprehensive and accurate demographic data. Such data is crucial for crafting informed policies related to population management.

Decentralization of authority from the central to local governments enables streamlined bureaucratic processes and creates opportunities to enhance the quality of public services, particularly in civil administration. Public service tasks in this domain include issuing vital documents such as identity cards (KTP), family cards (KK), birth certificates, death certificates, and managing population data and migration records. These responsibilities are part of local government mandates as outlined in Indonesia's administrative framework.

Law No. 23 of 2006, later updated by Law No. 24 of 2013 on Population Administration, provides a robust legal foundation for implementing reforms in population administration. This legislation underscores the need for a systematic approach to modernizing demographic services, ensuring accessibility, transparency, and accuracy in population-related processes.

In today's digital era, governments must adopt and adapt to technological advancements to enhance service delivery. Public administrative agencies, particularly those managing population records, are required to innovate continually, adopt new strategies, and update their tools and approaches to remain relevant and efficient. This modernization effort is especially vital in ensuring that civil administration aligns with the expectations of a tech-savvy populace.

The need for such innovations has become more evident, which has forced individuals and organizations to shift to online processes. Administrative services, including population administration, are increasingly relying on digital platforms to meet public needs. To support this transition, the Ministry of Home Affairs issued Regulation No. 7 of 2019, introducing online population administration services. This initiative is driven by three primary considerations:

1. The need to establish an efficient and effective governance system through innovative administrative services.
2. The necessity to simplify and expedite access to services by implementing online mechanisms.
3. The importance of formalizing these measures through a structured regulatory framework.

Online population administration services involve the use of web-based platforms, accessible only to authorized personnel, such as the Population Administration Information System (SIAK). SIAK, managed by local civil registration offices, exemplifies the government's commitment to providing comprehensive and user-friendly administrative services.

Despite these advancements, challenges persist. Initial observations at the Civil Registration Office in Barru Regency identified several obstacles to implementing online population administration. These include limited technological literacy among the population,

concerns about data authenticity, and the nascent state of the application, which hinders optimal user participation. Addressing these barriers is essential for the success and sustainability of digital public services in population administration.

This study aims to evaluate the implementation of online population administration services, identify existing challenges, and propose actionable solutions to enhance service delivery and user engagement. The findings are expected to contribute to the broader discourse on public administration reform and digital governance in Indonesia.

B.RESEARCH METHODOLOGY

This study employs a qualitative research method, deemed suitable for exploring and describing the implementation of online population administration services in Barru Regency. Qualitative research, as noted by Creswell and Poth (2018), provides an effective approach for understanding intricate processes and delivering detailed narratives within their natural settings. By adopting this method, the study seeks to uncover in-depth insights into the effectiveness and challenges associated with implementing online civil registration services in the region. The research was conducted at the Public Service Mall, specifically at the Civil Registration and Population Office in Barru Regency, South Sulawesi Province, Indonesia. This location was chosen due to its pivotal role in managing online population administration services and its accessibility for obtaining primary data.

The study spanned three months, from September 2024 to November 2024, a duration that allowed comprehensive data collection through various techniques such as interviews, observations, and document analysis. Semi-structured interviews with stakeholders, including public officials, system administrators, and users, provided perspectives on implementation processes and challenges. On-site observations offered valuable insights into service delivery mechanisms, user interactions, and the functionality of the online system in real-time. Additionally, document analysis was employed to examine relevant official documents, policies, and reports, enriching the understanding of the regulatory and procedural framework governing online population administration.

The collected data were analyzed using thematic analysis, as described by Braun and Clarke (2019). This method enabled the researcher to identify, analyze, and report patterns within the qualitative data systematically, yielding insights that aligned with the study's objectives. Ethical considerations were rigorously adhered to throughout the research, including securing ethical approval, ensuring participant confidentiality, obtaining informed consent, and maintaining voluntary participation. Participants were informed about the study's objectives, and their anonymity was preserved to uphold ethical integrity.

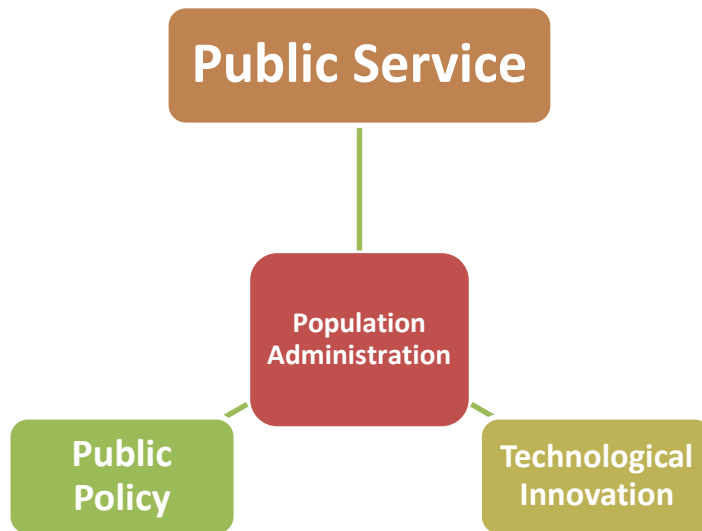


Figure 1 Conceptual Framework Diagram

D. RESEARCH RESULTS AND DISCUSSION

Analysis of Policy Implementation: The Case of Ministerial Regulation No. 7/2019 on Online Population Administration Services

According to Edward's theory in Budi Winarno (2013), four key indicators significantly influence the successful implementation of a policy. In this study, these indicators are used to observe the implementation of Ministerial Regulation No. 7/2019 regarding Online Population Administration Services. These indicators include:

1. Communication

Effective policy implementation requires implementers to clearly understand their tasks, objectives, and the target audience. Observations revealed that staff at the Public Service Mall's Population Administration Office in Barru provided clear and easily comprehensible information to the public.

2. Resources

Resources encompass human resources, budgets, facilities, information, and authority. Despite a lack of sufficient human resources, the Population Administration Office staff managed

to deliver services effectively. Adequate facilities such as comfortable waiting areas also contributed to better service delivery.

3. Disposition of Implementers

The implementers' attitudes, including commitment, honesty, and democratic behavior, are critical for successful policy execution. Observations showed that staff were polite, approachable, and committed to providing excellent service to the public.

4. Bureaucratic Structure

The organizational structure significantly impacts policy implementation. Observations confirmed that the division of tasks and responsibilities at the Population Administration Office adhered to Standard Operating Procedures (SOPs), ensuring smooth operations.

Data Collection and Interviews

The data collection involved interviews with ten key informants, including government officials and members of the public. Below is a summary of the key findings from the interviews:

a) Implementation Status

The online population administration system has been implemented following Ministerial Regulation No. 7/2019. This system aims to streamline administrative processes and enhance public convenience.

b) Implementation Timeline

The regulation was enacted after its issuance but gained momentum during the pandemic in early 2020 to reduce physical visits and support public health.

c) Work Distribution Mechanism

The division of tasks is well-structured, with specific roles for staff handling online applications, vital records, and financial management. This ensures each department's responsibilities are clear and efficient.

d) Procedures for Online Administration

Residents submit documents to their local village office, which forwards them online to the Population Administration Office for processing. Urgent cases, such as issuing ID cards, require in-person visits for biometric data collection.

e) Human Resource Adequacy

There is a shortage of staff due to limited recruitment opportunities. However, the quality of existing staff and the support of contract workers help maintain service delivery. Nevertheless, challenges persist with employee retention and workload management.

f) Facilities and Infrastructure

Facilities at the Public Service Mall, including computers and air-conditioned waiting areas, are deemed sufficient. However, perceptions of adequacy vary among users.

g) Interagency Communication

Communication between the Population Administration Office and local village offices is effective, facilitated through frequent training and problem-solving initiatives.

h) Staff Attitudes

Staff demonstrate responsiveness and problem-solving skills, ensuring a high level of public satisfaction despite operational challenges.

i) Implementation Challenges

Key obstacles include:

- **Network issues**, which delay data processing.
- **Public awareness**, as some residents only handle documentation during urgent situations.
- **Staff shortages**, particularly technical personnel trained in system operations.
- **Infrastructure reliability**, with frequent power outages affecting system functionality.

➤ DISCUSSION

1. Implementation of the Online Population Administration Information System (SIAK) at the Population and Civil Registration Office of Barru Regency

Implementation refers to the process of executing policies and programs by an organization or institution, particularly government entities, involving infrastructure and resources to support

these programs. In this context, the Online Population Administration Information System (SIAK) in Barru Regency has been implemented based on Minister of Home Affairs Regulation No. 7 of 2019, which governs online population administration services. This system leverages information and communication technology to enhance the efficiency of population administration in Indonesia.

The implementation of SIAK is expected to save time, reduce costs, and address issues in managing population data. The online data management system minimizes the shortcomings of conventional methods. Research conducted at the Population and Civil Registration Office of Barru Regency revealed that the implementation of online services has generally met expectations. Interviews indicated that the facilities, infrastructure, and service processes are adequate and comply with established procedures. This is evidenced by the comfort experienced by both employees and the public, who find the online service helpful.

However, some members of the public expressed dissatisfaction with the speed of services, which did not meet their expectations. These issues were primarily due to network connectivity problems and a lack of skilled human resources in information technology. Such challenges hinder the smooth execution of administrative processes, despite the availability of sufficient computer facilities.

2. Factors Hindering the Implementation of Minister of Home Affairs Regulation No. 7 of 2019 on Online Population Administration Services in Barru Regency

The success of public policy implementation relies heavily on achieving collective agreement to realize shared goals. Field findings identified several factors impeding the implementation of this policy, including:

- a. **Limited public understanding** of the importance of population administration,
- b. **Frequent network connectivity issues**,
- c. **Insufficient workforce** at the Population and Civil Registration Office, and
- d. **Limited public access** to carry out administrative processes from home.

Nonetheless, the Population and Civil Registration Office has taken various measures to address these challenges, such as:

- **Direct community outreach in villages**, where staff provide information about the importance of population administration.
- **Regular maintenance of internet networks** and updates to the system to ensure the smooth operation of SIAK.

- **Recruiting additional staff**, particularly young graduates skilled in information systems, and offering training to enhance workforce capabilities.
- **Training the public** to independently process administrative tasks online without relying on village officials. This includes training sessions and mentoring to facilitate the use of government-provided online applications.

D.CONCLUSION AND RECOMMENDATIONS

- **Conclusion**

The implementation of the **Online Population Administration Information System (SIAK)** at the Population and Civil Registration Office of Barru Regency has generally aligned with the goals outlined in **Minister of Home Affairs Regulation No. 7 of 2019**. This system aims to enhance efficiency, reduce costs, and address challenges in traditional administrative processes through the use of information technology. Despite the significant progress, several challenges persist, including network issues, insufficient human resources, and limited public understanding of the system. However, the office has taken proactive steps such as outreach, system upgrades, and workforce development to address these challenges and improve service delivery.

- **Recommendations**

To further optimize the implementation and impact of the SIAK system, the following recommendations are proposed:

1. **Enhanced Public Education:**

- Conduct regular and extensive socialization programs to raise awareness about the benefits and usage of online population administration systems.
- Partner with community leaders and local organizations to disseminate information effectively.

2. **Infrastructure Improvement:**

- Invest in stable and high-speed internet connectivity to minimize disruptions.
- Regularly upgrade hardware and software to ensure the reliability of the system.

3. **Capacity Building:**

- Recruit additional staff with expertise in information systems and technology to address the workforce shortage.
- Organize periodic training programs for current employees to enhance their technical skills and adapt to technological advancements.

4. **Community Access:**

- Develop user-friendly applications and provide step-by-step guidance to enable the public to independently utilize online services.
 - Establish support centers at the village level to assist those who lack internet access or technical skills.
- 5. Continuous Evaluation:**
- Regularly monitor and evaluate the system's performance to identify and address emerging issues promptly.
 - Gather feedback from service users to ensure that their needs and concerns are addressed effectively.

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