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Implementation of Digital Population Identity to Improve the Quality of Population Administration Services at the Serang City Population and Civil Registration Office (DISDUKCAPIL)

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ABSTRACT

The development of information technology has driven digital transformation in the provision of public services, including population administration services through the implementation of Digital Population Identity (IKD). However, the use of IKD still faces various obstacles, such as low digital literacy among the public, a lack of understanding of the benefits of IKD, and technical obstacles in the application activation process. This article aims to describe the implementation of IKD in improving the quality of population administration services at the Population and Civil Registration Office of Serang City, identify the obstacles encountered, and analyze its contribution to improving digital-based public services. Activities are carried out through an internship program using a community involvement, participatory, mentoring, and technology transfer approach. The main activities include population document verification, IKD activation assistance, resolving technical obstacles, document archiving, and service data recapitulation. Data were obtained through observation, informal interviews, documentation, field notes, and daily service recapitulation, then analyzed descriptively and qualitatively. The results of the activity demonstrated that direct mentoring improved public understanding of the IKD, facilitated successful application activation, reduced technical challenges, and supported more effective and efficient population administration services. This program contributed to strengthening the digital transformation of public services by increasing community engagement, utilizing digital technology, and continuously improving the quality of population administration services.

1. INTRODUCTION

The rapid development of information technology in the digital era has brought fundamental changes to various aspects of life, including governance and public services. Digitalization of public services is currently one of the government's primary strategies to improve the effectiveness, efficiency, transparency, and accountability of government administration. In the context of population administration services, digital transformation is crucial because these services are fundamental to accessing various administrative rights and other public services. In the context of population administration, the use of digital technology is an urgent need to address various service issues,

such as complicated procedures, lack of transparency, and disparities in public access to services (Ramadhani et al., 2026).

The Indonesian government has encouraged digital transformation through various strategic policies, including the implementation of the Electronic-Based Government System (SPBE) as stipulated in Presidential Regulation Number 95 of 2018, and the One Data Indonesia initiative. This policy requires all government agencies, both at the central and regional levels, to shift from conventional service systems to digital-based services. This effort is carried out in order to realize good governance and improve the quality of public services as a whole (Harmelita et al., 2025). According to Wahyudi et al., (2025), the application of good governance principles such as transparency, accountability, participation, and responsibility is a crucial step in

improving the quality of public services to make them more effective and efficient. By implementing these principles, it is hoped that public services will be more responsive to community needs and increase public trust in the government.

In line with this, the government introduced an innovation in population administration in the form of Digital Population Identity (IKD). IKD is a form of digitized population documents that can be accessed via Android-based devices. The launch of IKD in 2022 is a strategic step in supporting the transformation of population administration services. Through IKD, the public no longer needs to carry physical documents, as population data is integrated into a single application. Furthermore, IKD is equipped with security systems such as biometric verification (facial recognition) to maintain data accuracy and prevent misuse of personal information (Humdiah, 2025).

The policy regarding the IKD is regulated in Minister of Home Affairs Regulation Number 72 of 2022 concerning Standards and Specifications for Hardware, Software, and the Implementation of Digital Population Identity. This policy requires all Population and Civil Registration Services at the district/city level to implement the IKD and conduct outreach to the public. Therefore, the implementation of the IKD is a crucial part of efforts to modernize population administration services in Indonesia (Caisar Mahardika et al., 2024).

In general, the implementation of IKD offers various benefits, including increased service efficiency, accelerated administrative processes, and minimized errors in population data management. However, the success of IKD implementation is greatly influenced by various factors, such as the readiness of technological infrastructure, the quality of human resources, and the community's level of digital literacy (Syafitri et al., 2025).

In its implementation on the ground, various obstacles remain that impact the optimal use of IKD. These factors demonstrate that digital transformation depends not only on the availability of technology but also on user readiness to adopt it.

The Serang City Population and Civil Registration Office, as one of the agencies implementing population administration services, has implemented Digital Population Identity (IKD) in its public services. Based on observations during the internship, several issues were identified, including unequal public understanding of the benefits of IKD, low digital literacy among some, limited program outreach, and technical challenges such as forgetting PINs or difficulty using the IKD application. These conditions have resulted in low levels of IKD activation and utilization among the public.

This indicates a gap between the government's policy objectives, which envision optimal utilization of IKD to improve the quality of public services, and the actual situation on the ground, which indicates that IKD implementation has not been fully effective. This gap is caused not only by technological factors but also by social factors such as the public's digital literacy and the effectiveness of service providers' outreach strategies.

Based on these conditions, this article aims to describe the implementation of Digital Population Identity (IKD) in improving the quality of population administration services at the Population and Civil Registration Service of Serang City, identify

the obstacles faced in its implementation, and analyze the contribution of IKD to improving the quality of digital-based public services.

2. MATERIALS AND METHODS

2.1 Program Approach

This Internship Program utilizes a community engagement, participatory approach, training and mentoring, and technology transfer. These approaches were chosen because the program aims not only to transfer digital-based knowledge and technology such as the Digital Population Identity (IKD) application and the Population Administration Information System (SIAP), but also to strengthen practical skills and encourage active community participation as independent subjects of population administration services. The target community is directly involved starting from the process of identifying obstacles, installing the application, entering data, to the verification and activation stages of accounts, while also providing feedback and resolving technical obstacles during the mentoring and evaluation process.

2.2 Location, Time, and Partner

This internship activity was carried out at the Population and Civil Registration Service (DISDUKCAPIL) of Serang City, located at Jl. Jenderal Sudirman No. 5, Serang City, Banten, for one month or 30 working days in 2026 according to the schedule of the Serang City DISDUKCAPIL service agency. The partner in this activity is the Serang City DISDUKCAPIL in the Population Registration Service Sector (Yandafduk) with target participants including Serang City residents who carry out population administration services, applicants for electronic KTP services and other population documents, and residents who activate Digital Population Identity (IKD). The number of participants in this activity is dynamic, namely adjusting to the number of people who come every day to the service counter. This partner was chosen because they experienced challenges in the implementation of IKD, such as low digital literacy of the community, less than optimal activation of IKD, and the large number of people who still need direct assistance in the process of using digital population services.

2.3 Program Stages

The program is implemented systematically through several stages. Each stage is designed to support the implementation of Digital Population Identity (IKD) at the Serang City Population and Civil Registration Office (DISDUKCAPIL) to ensure its effective implementation and contribute to improving the quality of population administration services. These stages also serve as guidelines for students in carrying out internships, from identifying problems in the field, providing assistance to the community, to evaluating the implementation of digital-based services.

a. Problem Identification

This phase was conducted through direct observation during an internship at the Serang City Population and Civil Registration Office (Disdukcapil), specifically regarding the IKD and

population registration services. Issues identified included low public understanding of the IKD, technical difficulties in using the application, and the need for assistance in the IKD activation process.

b. Program Planning

The planning phase was carried out through coordination with Serang City's Population and Civil Registration Office (Disdukcapil), specifically those in the population registration service sector, to understand the IKD service flow. Preparation included studying SIAK and IKD procedures, understanding the document verification process, and adapting students' roles in direct service activities to the community.

c. Program Implementation

The program implementation phase consists of five main activities. First, officers and student interns verify applicants' population documents before further processing at the Serang City Population and Civil Registration Office (Disdukcapil) service counter. Second, the team provides direct assistance to the public in the installation and activation of the Digital Population Identity (IKD) application. Third, the team assists the public in entering data and resolving any technical issues that arise with the application. Fourth, population documents are systematically archived according to the type of service requested. Fifth, the team compiles a daily data summary of population administration services for periodic reporting and evaluation.

d. Monitoring and Evaluation

Monitoring and evaluation were conducted to assess the effectiveness of the Digital Population Identity (IKD) implementation assistance program. The evaluation focused on the success of IKD activation, community participation, understanding of application usage, and challenges encountered during service delivery. Instruments used included observation sheets, documentation, field notes, daily service recapitulations, and discussions with Disdukcapil (Civil Registry Office) officers.

e. Follow-Up

The follow-up phase involved ongoing mentoring and communication with Serang City Population and Civil Registration Office (Disdukcapil) officers to support the implementation of Digital Population Identity (IKD). Students also provided public education on the use of the IKD application and encouraged them to utilize digital-based population administration services independently.

2.4 Techniques of Program Implementation

This program is implemented through hands-on practice, mentoring, demonstrations, discussions, and technical assistance. The hands-on practice involves students in the population administration service process at the service counter. Mentoring and demonstrations are used to assist the public with the installation, data entry, and activation of the Digital Population Identity (IKD) application. In addition, discussions and Q&A sessions are conducted to provide an understanding of IKD usage, while technical assistance and the use of the Population Administration Information System (SIAK) are used to support

the data verification process and ensure smooth service delivery to the public.

2.5 Data Collection and Evaluation Instruments

Data were collected through observation, informal interviews, documentation, field notes, and daily service recapitulation. Observations were used to observe the implementation of population administration services and the Digital Population Identity (IKD) activation process. Informal interviews were conducted with Disdukcapil (Occupational Health and Civil Registration Agency) officers to obtain information on the implementation and obstacles to IKD implementation. Documentation and field notes were used to record each stage of the activity, while daily service recapitulation was used to support the evaluation of program implementation.

2.6 Data Analysis

Data were analyzed using descriptive qualitative methods. Data obtained from observations, informal interviews, documentation, field notes, and daily service recapitulations were analyzed by identifying themes related to the implementation of Digital Population Identity (IKD), public responses, supporting factors, and obstacles encountered during the service process. This analysis was used to evaluate the effectiveness of IKD implementation in improving the quality of population administration services at the Serang City Population and Civil Registration Office.

2.7 Indicators of Program Success

The program's success is measured using several indicators, namely increased public understanding of Digital Population Identity (IKD), the implementation of the IKD activation process, increased public participation in utilizing digital-based population administration services, reduced technical obstacles in using the application, and a positive response from the public to the services provided. These indicators are used to assess the effectiveness of IKD implementation in supporting improvements in the quality of population administration services at the Serang City Population and Civil Registration Office.

3. RESULT AND DISCUSSION

The internship program at the Serang City Population and Civil Registration Office (DISDUKCAPIL) was implemented to support the implementation of Digital Population Identity (IKD) to improve the quality of population administration services. During the program, students participated directly in the population administration service process, including document verification, assistance with IKD activation, document archiving, and daily service data recapitulation. The program aimed to facilitate smooth service delivery and increase public understanding of the use of digital-based population administration services.

The results of the activity demonstrated that the assistance provided was effective in assisting the community in activating the IKD and improving their understanding of the application's use. Furthermore, student involvement in the service process helped the Population and Civil Registration Agency (Disdukcapil) officers expedite the population administration

process. A summary of the activity results can be seen in the table below.

Table 1. Results of the Implementation of Digital Population Identity (IKD)

Indicator	Conditions Before Mentoring	Results After Mentoring
Public understanding of IKD	Some people do not yet understand the function and benefits of IKD.	The public gains an understanding of the function, benefits and how to use IKD.
IKD activation process	Some people experience difficulties in activating the application.	The community is able to complete the activation process with the assistance of officers and students.
Use of IKD application	People experience problems such as forgetting PINs, facial verification, and application logins.	Technical problems can be resolved through direct assistance.
Population administration services	The service process requires additional assistance in digital services.	Services become more effective with student support in the service process.
Utilization of digital services	The utilization of IKD is not optimal.	People are starting to use IKD as a digital population identity.

Based on the results in Table 1, the mentoring activities positively contributed to the implementation of Digital Population Identity at the Serang City Population and Civil Registration Office (Disdukcapil). Direct mentoring helped the public understand the application's steps, from installation and registration to identity verification and account activation. Furthermore, students assisted officers with document verification and administrative services, ensuring a more orderly and efficient service process.

However, the implementation of the IKD still faces several obstacles. Observations during the internship revealed that some residents still have low levels of digital literacy, making it difficult to operate the IKD application. Other obstacles encountered include forgetting PINs, failed biometric verification, and a lack of public understanding of the benefits of the IKD. These conditions indicate that IKD implementation requires ongoing outreach and support to enable the public to independently utilize digital-based population administration services.

The results of this activity demonstrate that the mentoring and community engagement approach is effective in supporting the implementation of IKD at the Serang City Population and Civil Registration Office (Disdukcapil). This finding aligns with the

concept of community engagement, which emphasizes the importance of collaboration between service providers and the community in improving the quality of public services. Direct mentoring not only helps the community resolve technical challenges but also increases public trust in utilizing digital services provided by the government.

Furthermore, the implementation of IKD is a form of public service innovation that supports the digital transformation of population administration. The results of this activity indicate that the use of digital technology can improve service efficiency, but its success is influenced by the readiness of human resources, the effectiveness of outreach, and the community's ability to use technology. Therefore, increasing digital literacy, ongoing outreach, and mentoring for the community are necessary to ensure optimal implementation of IKD and contribute significantly to improving the quality of population administration services at the Serang City Population and Civil Registration Office (Disdukcapil).

4. CONCLUSION

The implementation of Digital Population Identity (IKD) at the Population and Civil Registration Office of Serang City contributed to improving the quality of population administration services through the utilization of digital-based services. The mentoring approach taken during the internship program enabled the community to actively participate in the activation and use of the IKD application, thereby increasing their understanding and ability to utilize digital population administration services. The results of the activity showed that the implementation of IKD supports more effective and efficient services, although there are still obstacles such as low digital literacy among the community and limited understanding of application use. Therefore, increased socialization, ongoing mentoring, and collaboration between the DISDUKCAPIL, local governments, and the community are needed to ensure optimal implementation of IKD and support the realization of quality population administration services and sustainable digital transformation of government.

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