



## Analysis of The Success of Sipemuda Online E-Government

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### Abstract

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This study aims to analyze the success of the Sipemuda Online E-Government system implemented in the Kubu Raya District. As digital transformations continue to shape governance, the Sipemuda platform stands as a prominent example of utilizing technology to enhance public services and administrative efficiency. The research employs a mixed-methods approach, combining quantitative data analysis and qualitative assessments through surveys, interviews, and document analysis. The quantitative aspect of the analysis focuses on key performance indicators (KPIs) such as user adoption rates, transaction volumes, and system uptime. By examining these metrics, the study aims to measure the system's effectiveness in reaching and engaging the target audience. Additionally, data security and privacy concerns are assessed to ensure that citizens' information is adequately protected. On the qualitative front, the research delves into the user experience and satisfaction levels through surveys and interviews with both citizens and government officials. Understanding the perspectives of end-users and administrators provides valuable insights into the strengths and weaknesses of the Sipemuda system. This qualitative analysis also explores any challenges faced during the implementation process and ongoing operation, shedding light on potential areas for improvement. Furthermore, the study investigates the impact of Sipemuda on administrative processes, efficiency gains, and the overall transparency of governance in Kubu Raya District. By analyzing the integration of the e-government system with existing administrative structures, the research aims to identify best practices and areas where further enhancements can be made. The findings of this analysis contribute to the broader discourse on the effectiveness of e-government initiatives in enhancing public services and governance.

**Keywords:** Sipemuda, E-Government, Kubu Raya

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## INTRODUCTION

The use of information technology (IT) has become a necessity in organizations, both private and government. The government itself has implemented the development of information technology and information systems in various sectors which are usually called E-Government (Chainar et al, 2023).

E-government is a manifestation of the application of management information systems in the government sector which aims to improve the quality of public services (Yohanes et al, 2023). E-government has the aim of helping improve the quality of public services from the government (Andriani, Napitupulu, & Haryaningsih, 2017).

The implementation of e-government allows the public to obtain information easily and transparently so that it can create beneficial relationships for all parties related to the process being carried out (Elyta et al, 2023). A statement regarding the importance of implementing e-government is also contained in an article on the ombudsman website (Septiani, 2020). which states, that e-government must be supported by several things, namely first, leader commitment, this is very important to support every process and activity of electronic-based public services (e-service). The Ombudsman itself is an institution that regulates and supervises the implementation of public administration. In Indonesia, e-government is known as an Electronic Based Government System (SPBE) (Elyta et al, 2023).

Electronic-Based Government System, hereinafter abbreviated as SPBE, is a government administration that utilizes information and communication technology to provide services to SPBE Users (Peraturan Presiden, 2018). The Kubu Raya Population and Civil Registration Service implements e-government services in the form of a website called the Online Easy to Get Admin Service System (SIPEMUDA) (Islam et al, 2023).

SIPEMUDA Online was implemented as of October 1 2020 and contains various features consisting of e-KTP, Family Card, Child Identity Card (KIA), Migration, Birth, and Marriage. The application service menu, where all processes are carried out online, consists of the registration menu, inputting resident data, and uploading required documents until the application is approved and ready to be printed (Elyta & Kartikasari, 2021). SIPEMUDA users are the people of Kubu Raya Regency and DISDUKCAPIL employees such as; administrator, operator, and counter. Head of the Kubu Raya Regency Dukcapil Office, Nurmarini, said that the aim of launching the online Sipemuda service was to avoid crowds when people carry out services, while also avoiding direct contact (Tribune Kubu Raya, 2020).

The implementation of e-government cannot be separated from ready infrastructure, looking at the existing infrastructure in Kubu Raya Regency, there are still many areas that are not covered by home internet facilities (Aisyah et al, 2022). Some people can only access the internet from cell phones using simple and unstable cellphone providers (Supiandi & Elyta, 2023). This is reinforced by the statement by the Head of the Kubu Raya Regency Dukcapil Office, Nurmarini Mohtar, which can be accessed on the Kubu Raya Regency Government website (Elyta, 2018).

That "the SIPEMDUA application is not yet optimal, sometimes it experiences internet network problems." Using SIPEMUDA Online itself is still an



option between manual or online service (Disdukcapil Kabupaten Kubu Raya, 2020). It is hoped that this online function will make it easier for the public and employees in the service process, especially when facing life after the COVID-19 pandemic (Martoyo et al, 2021). The SIPEMUDA Online website is also used by various other programs, one of which is Done in a Day (SELEDRI) which supports services for mothers giving birth in regional health facilities in Kubu Raya Regency (Elyta et al, 2023).

This shows that this program has the potential to be integrated with various other government agencies to facilitate all government service activities in the Kubu Raya Regency area (Elyta & Darmawan, 2021). Seeing this potential, it is necessary to evaluate the level of readiness of the e-government information system (Rahmaniah et al, 2023). Apart from that, by focusing on online services you can also narrow down the existing workflow so that you can focus more on other work to achieve more effective and efficient service (Moleong, 2013).

## **METHODS**

In this research, the author used a descriptive qualitative research method with a qualitative approach. The reason that this research will be more focused according to research based on the concept proposed, than using a qualitative approach the researcher will look for data or information from statements or the reality/reality of the problem that has been revealed in the background to prove the concept or theory used (Elyta & Razak, 2019). This research aims to describe the services provided by the Kuburaya district government, especially Dukcapil, for the SIPEMUDA program (Elyta et al, 2021). In this research, the researcher obtained data in the form of writings as well as the results of interviews, observations, and documents so that the technique used to obtain data for the framework of thinking was induction, critical of the data obtained (Elyta et al, 2022).

According to Suardi (2019), in qualitative research approaches the data is in the form of sentences or narratives obtained through qualitative data collection techniques. with the reason that researchers obtain data in the form of writing and the results of conversations conducted through interviews and so on (Elyta et al, 2024). The technique of obtaining data is also carried out as a way for the author to think inductively and also remain critical of the data obtained (Elyta & Fuzy, 2021). Such as social phenomena that occur in the field which can then be analyzed and there are efforts to make theorization based on what has been obtained from data about e-government implementation (Nani et al, 2024). SIPEMUDA Online in Kubu Raya Regency (Jamaliah et al, 2022). The steps or stages taken in this research are: 1) Identify relevant problems so that researchers are sure that these problems are real (real problems). 2) Carrying out pre-research which is useful for obtaining data as initial research information. 3) Carry out research in the field. And search for information and interviews and collect documents relevant to the research objectives, as well as making research progress reports. 4) Analyze and make predictions regarding data in the context of data analysis so that the report is completed 5) Create reports for monitoring and evaluation. Complete the report from the monitoring and evaluation results and submit the report.

The research location is the place where research takes place, researchers can obtain the data and information needed for analysis (Elyta et al, 2021). This research will be carried out at the Kubu Raya Population and Civil Registry Office, Jalan Adi Sucipto Km. 14.5, Teluk Kapuas, Sungai Raya, Tlk. Kapuas, District. Sungai Raya, Kubu Raya Regency, West Kalimantan 78391. This is in line with the opinion of Nasution 1988 (in Sugiyono 2019) in terms of determining the subject which is considered adequate if it has reached the level of redundancy (data that is saturated, plus other informants do not provide new information).

The informants who were the subjects of this research were directly involved in the implementation of the SIPEMUDA Online innovation program. Meanwhile, for people who use coincidence, that is, they meet by chance. Once there is enough data, they stop (Aryanti et al, 2023). The object of this research is focused on the SIPEMUDA (Easy to Get Admin Service System) service program in the population administration process at the Kubu Raya Regency Population and Civil Registration Service. The research object is focused on the SIPEMUDA Online e-government implementation process in Kubu Raya Regency.

## **RESULT & DISCUSSION**

### **Information Technology**

Information Technology is a development in the field of information in carrying out daily tasks, both obtaining information and disseminating information (Taufik, Sudarsono, Budiyantera, Sudaryana, & Muryono, 2022). In his writing, Information Technology (IT) is a technology used to process and process data which will then produce information, which is used in decision-making (Elyta et al, 2021). The purpose of information technology is to make it easier for users to do their work, to be able to solve problems faced by users, and to open up creativity, effectiveness, and efficiency in doing their work (Taufik et al, 2023).

A new phrase known as "information systems" arose along with the times and the demand for information (Elyta, 2018). A group of linked components that work together as a single entity to process, store, and distribute information as well as integrate data is known as an information system (Hidayatullah, Prasetya, Purnomo, & Rachmawati, 2022). Information about a company and its surroundings can be found in an information system. Organizations require information produced by three fundamental processes: intake, processing, and output (Yohanes et al., 2023). Feedback is output that is sent back to the relevant individuals or tasks within the company for assessment and improvement. Customers, suppliers, rivals, stockholders, and regulatory bodies are examples of environmental actors that interact with a company and its information systems (Laudon & Laudon, 2014).

The statement above can be interpreted as Information systems containing information about the organization and its surrounding environment (Haryaningsih et al, 2023).

The three fundamental processes of input, processing, and output yield the information required by an organisation (Elyta & Herlan, 2021). According to Dukcapil Kalbar (2023), feedback is output that is sent back to the right person or activity inside the organisation for assessment and improvement (Elyta et al, 2018).

Customers, suppliers, rivals, shareholders, and regulatory bodies are examples of environmental actors that interact with an organisation and its information systems (Usmulyadi et al., 2023).

### **E-Government**

Three (three) components are necessary for a successful development of e-government, according to research and studies from the Harvard JFK School of Government published in the *Electronic Government Concept and Strategy Book* (Indrajit, 2016). These components are as follows: a. Assistance Various e-government development and development efforts cannot function properly without this component of political will (Olifiani et al., 2023). It is evident that top-level government officials must be the first to support the implementation of successful e-government initiatives, as bureaucratic cultures often operate on a top-down management paradigm (Elyta, 2012). Here, "support" refers to more than just words; also, the anticipated assistance takes the following forms:

1. Since additional keys to success are required, it is widely acknowledged that the e-government framework is one of the keys to success for the state or local government in accomplishing the vision and mission of the country or region. For this reason, it must be given top attention (Elyta et al, 2021).
2. Assign various resources (people, financial, energy, time, information, etc.) to this concept's development at every level of government in order to foster a cross-sectoral spirit (Elyta et al, 2020).
3. Constructing different superstructures and supporting infrastructure to foster the growth of e-government (such as transparent rules).
4. Use a variety of tactful campaign techniques to evenly, continuously, consistently, and thoroughly introduce the idea of e-government to all bureaucrats in particular and society at large.

**Capability** The ability or empowerment of the local government to realise the vision of e-government is the aim of this second factor (Elyta et al, 2021). The government has to know the following three things at the very least regarding this element:

1. The availability of enough funding to carry out different e-government projects, particularly those involving financial resources.
  2. The availability of a sufficient infrastructure for information technology, as this facility holds half the key to the government concept's successful implementation.
  3. The availability of human resources possessing the skills and knowledge required for the successful implementation of e-government based on predicted benefits.
- b. **Worth** From the government's perspective as the service provider, the first and second parts are two aspects (supply side). If no one believes they will gain from the concept's implementation, then all e-government initiatives will be pointless. In this situation, the community and interested parties—rather than the government—determine the extent of the benefits derived from e-government (Fathun & Elyta, 2023). Because of this, the government needs to exercise extreme caution when deciding which e-government application categories to give top priority throughout development in order to ensure that the end users derive substantial value from them (Elyta et al, 2020). It will be difficult for the

government to continue developing the e-government idea if it misjudges what society requires (Antir et al., 2024).

### **Easy Service System to Get Admin (SIPEMUDA) Online**

To facilitate the process of obtaining Admin Registration documents, the Online Service System for Easily Obtaining Admin Registration (SIPEMUDA) has been developed. Population administration, or *adminduk*, is the abbreviation for a number of organising and managing processes involved in the publication of population documents and data through civil registration, population registration, and information management. The outcomes are then used for government, development, and public services (Dukcapil Kalimantan Barat, 2023). With the existence of SIPEMUDA Online, it is hoped that we will be able to avoid playing with brokers or service bureaus in managing the population administration (Almuthahar et al, 2019).

## **DISCUSSION**

### **Observation result**

Based on the results of research conducted by researchers in the field, the researchers found several findings regarding the data that researchers needed. During the implementation of services using SIPEMUDA Online, residents still found who wanted to create more than one population document and needed to upload the requirements several times (Amalia et al, 2023).

It is also said that the population administration service processes and policies are still not integrated because one operator only handles one type of population document, which results in residents having to upload requirements several times to the online service (Martoyo et al, 2020). This can affect the achievement of the target for ownership of population documents given by the Director General of Population and Civil Registration, Ministry of Home Affairs (Abdullah et al, 2022). Based on data obtained from the Department of Population and Civil Registration of Kubu Raya Regency, due to the long distance to process community population data, it was also stated that as of May 2023, the KTP recording of the target set at 99.4% had only been realized at 97.63%, for Birth Certificates. Of the target set at 98%, only 92.60% was realized and for Children's Identity Cards, the target of 50% was only realized at 43.26%.

### **Evaluation of SIPEMUDA**

Advances in information technology can be an option for adopting it into service processes to provide convenience and solutions to problems and challenges in this era. The implementation of SIPEMUDA at the Population and Civil Registration Service of Kubu Raya Regency, which should be an investment that can help to achieve population administration service targets and improve public service performance, could boomerang for the implementer if it is not carried out with proper planning and understanding (Sundari et al, 2023). For this reason, it is necessary to evaluate the progress of using SIPEMUDA so that it can achieve its goal, namely providing increased satisfaction with public services (Elyta & Sahide, 2021).

### **Human Dimension**

The Human Dimension discusses the relationship between humans as users of technology applied to organizations (Rahman et al, 2021). This includes the process of using technology and user satisfaction in using the technology.

According to the results of observations, In the circumstances experienced by several communities, it can be seen that people's knowledge of technology is an obstacle to maximizing the use of SIPEMUDA. If the community cannot use SIPEMUDA then the purpose of establishing this system will be in vain (Elyta, 2020).

### **Organizational Dimensions**

In the organizational dimension, the focus is on how the functions involved are involved, how the recruitment process is, and whether the system is supported by stakeholders (Korlantas, 2023). The aim itself is to see the capabilities of all implementers involved and the extent to which this system is supported by the leadership and stakeholders involved (Aji et al, 2022).

From the statements obtained, it can also be seen that SIPEMUDA is making progress in internal communication through the WhatsApp communication media group.

### **Technology Dimension**

The Technology Dimension discusses the quality of information, services, and technology systems applied. At SIPEMUDA it can be measured by the ease of system display, fast access, information presented, and security (Elyta et al, 2023).

According to the observation results obtained, people who sometimes have low education, even those who are still illiterate, don't understand technology, so we still keep them and we ask for help from the people in the village to ensure security against storage, even the villages themselves sometimes still can't do online work for young people or employees. in the village, the village head entrusted him to deposit his account (Al Qadrie et al, 2023).

## **CONCLUSION**

In using SIPEMUDA, people still experience confusion, especially people whose education is still low, this is due to a lack of education in the application of SIPEMUDA, this will be different from people who already have insight or education so that they find it easier, less complicated and faster to provide services by DukCapil. Even though there are very different obstacles for locations that use waterways and land roads. Servicing has been arranged according to needs and according to each individual's field of work, but if there are still obstacles, this is because the budget is limited so that tools or market facilities cannot yet reach distant areas.

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