

IMPLEMENTATION OF E-GOVERNMENT IN THE POPULATION AND CIVIL REGISTRATION OFFICE OF TULUNGAGUNG DISTRICT

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Abstract: The aim of this research is to determine the application of e-gover case the PANDU CAKTI application at the Tulungagung Regency Popula Registry Service. The research method used by researchers is qualitative research design used is an analytical description research type, namely resear to describe in detail the research object and analyze social phenomena, in application of e-government at the Population and Civil Registry Service of Regency. Based on the results of research conducted by the author, in imp Government in the Tulungagung Regency Population and Civil Registry Se results were produced, including that the support provided by the Tulunga Population and Civil Registry Service regarding the implementation of E-G been said to be very good. , in this way the support provided includes p services in villages far from the Tulungagung district Population and Civil R conducting socialization about E-Government and providing facilities that su performance, Availability of resources to implement E-Government at tl Service and The civil record of Tulungagung Regency, both in terms of hu and financial resources, is quite good.

INTRODUCTION

Indonesia is an archipelagic country, which is classified as a developing country with a very large population. As an archipelagic country, Indonesia's population is unevenly distributed. Various problems which are the result of the uneven distribution of the population often arise and urge the government to act as soon as possible to adopt a policy.

Very large population growth with uneven distribution accompanied by the low quality of the population is also a source of problems related to population in Indonesia.

The development of information technology which is often referred to as e-Government as part of globalization cannot be separated from modern society, because today's society is more open to the needs of the government as a service provider, carries out government responsibilities more effectively and efficiently, and provides convenient access to information, especially information about the government.

E-Government in Indonesia it was introduced in 2001 through Presidential Instruction no. 6 concerning Telecommunications, Media and Informatics, which stipulates that government officials must use information technology to support good governance and accelerate the democratic process. Apart from that, regarding e-government, in 2003 the President issued

Presidential Instruction Number 3 of 2003 concerning National Policy and Strategy for E-Government Development. The Attorney General, Governor General and Mayor of the Regent of Indonesia and the Republic of Indonesia take the necessary actions in accordance with their respective duties, functions and authority to implement national e-Government development.

The enactment of Law Number 23 concerning Regional Autonomy of 2014 encourages each region to work hard to improve its image, the quality of government administration, and of course the quality of public services. It is believed that the application of e-Government in government administration can improve the performance of government agencies. Creating a local government website is the first step in developing the e-government concept. In this way, stakeholders can obtain information more quickly and provide good public services.

Encouraging the implementation of accountability and transparency in good government management, the use of information systems has found a harmonious place in government agency organizations. This accountability and transparency are prerequisites for public sector organizations to gain public trust, they must coordinate implementation and work processes by optimizing the relationship between the initiatives of each institution and strengthening the policy framework to ensure that they are integrated into the management system network. This method is needed to coordinate two interrelated interests. This interest can be realized through the use of information and communication technology. This interest can be realized through the application of e-government. government anytime and anywhere. Accessible e-Government can also achieve faster public services.

One of the government agencies that operates in the field of public services, namely the Population and Civil Registration Service of Tulungagung Regency, is responsible for providing services related to processing Resident Identity Cards (KTP), Family Cards (KK), Birth Certificates and so on to the public whose demand continues to increase every year. The public always asks bureaucrats to provide good public services, even though these needs often do not meet expectations, because the public services that occur in reality are still complicated, slow, expensive and tiring. The reason for this trend is that society is still positioned as the party serving rather than the party being served.

Therefore, it is fundamentally necessary to improve public services, through re-equipment of the service apparatus in its true sense. Services that should be oriented towards the public sometimes become public services for the state, even though the state actually exists for the benefit of society. One form of e-Government implementation is the management of population registration which is the responsibility of the city/district government. In the implementation process, the village/kelurahan is the leader of population registration until every citizen is

administratively registered as an Indonesian citizen. up to Law Number 23 of 2006 concerning Population Management.

The Covid-19 pandemic that has hit Indonesia since March 2020 has made conditions even worse and requires all people to minimize interactions between people and avoid crowds. This has accelerated the system digitalization process in all aspects of human life. The Tulungagung Regency Population and Civil Registration Service is a regional apparatus which every day is a gathering place for hundreds of people to obtain population services. This crowd is highly discouraged (even prohibited) during the Covid-19 pandemic. Information technology in bridging interactions between people is the right and urgent solution in order to cut the chain of spread of Covid-19. So, to anticipate this phenomenon, the Tulungagung Regency Population and Civil Registration Service presented an Adminduk innovation called Adminduk Clinic with the "PANDU CAKTI" Application (Fast Accurate and Integrated Population Administration Services). An Online Population Administration innovation developed by Department of Population and Civil Registration Tulungagung Regency in order to bring closer, speed up and provide easier services to the community. With Application "PANDU CAKTI" People can apply for population services without having to go to the Tulungagung Regency Population and Civil Registration Service, but simply go to the Village/Subdistrict Office in their respective areas.

Online Population Administration Service Innovation form Adminduk Clinic with the "PANDU CAKTI" Application is one of the alternative service models that fits the category of government governance, where one of the tasks of the government is to serve the community. The "PANDU CAKTI" application is a system that has the main function of bridging the community with the Population and Civil Registration Service in the context of the Population Administration service process. In serving the community through the "PANDU CAKTI" application, there are 2 Admins whose role is:

1. The Village Admin has the authority to help send the required files brought by applicants who come to the Village/Subdistrict Office. These files are sent online by scanning and uploading them to the "PANDU CAKTI" application.
2. The Admin of the Population and Civil Registration Service has the authority to control "PANDU CAKTI" starting from setting the type of service provided, verifying the requirements for each service that has been uploaded and entering according to the type of application submitted.

The focus and aim of this research is how to implement e-Government, namely the PANDU CAKTI application in the Tulungagung Regency Population and Civil Registration Service

RESEARCH METHODS

The object of this research is the application of e-Government, in this case the PANDU CAKTI application at the Population and Civil Registration Service of Tulungagung Regency.

The research method used by researchers, namely qualitative research, is a method or strategy for obtaining data and facts which are then processed for research purposes. The research design used is the analytical description research type, namely research that is used to describe in detail the research object and analyze social phenomena, in this case the application of e-government at the Population and Civil Registration Service of Tulungagung Regency, the descriptive research aims to describes, summarizes various conditions, various situations or various phenomena of reality that exist in society.

Data analysis in qualitative research is basically carried out from the beginning of research activities to the end of the research. In this research, the data obtained was analyzed using the flow of activities proposed by Miles and Huberman in Sugiyono (2010), namely: data reduction, data display and conclusion drawing verification

A way of analyzing data without using mathematical calculations which is data interpretation which is carried out by comparing the data obtained with existing theory.

RESULTS AND DISCUSSION

The Covid-19 pandemic that has hit Indonesia since March 2020 has required all people to minimize interactions between people and avoid crowds. This has accelerated the system digitalization process in all aspects of human life. The Population and Civil Registration Service (Dispendukcapil) of Tulungagung Regency is a regional apparatus that is a gathering place for hundreds of people every day to obtain population services. This crowd is highly discouraged (even prohibited) during the Covid-19 pandemic. Information technology in bridging interactions between people is the right and urgent solution in order to cut the chain of spread of Covid-19. So, to anticipate this phenomenon, the Tulungagung Regency Population and Civil Registration Department has presented an Adminduk innovation called Adminduk Clinic with the "PANDU CAKTI" Application (Fast Accurate and Integrated Population Administration Services). An Online Population Administration innovation developed by Dispendukcapil Tulungagung Regency in order to bring closer, speed up and provide easier services to the community. With the "PANDU CAKTI" application, people can apply for population services without having to come to the Tulungagung Regency Population and Civil Registration Department, but simply come to the Village/Subdistrict Office in their respective areas.

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1. The Village Admin has the authority to help send the required files brought by applicants who come to the Village/Subdistrict Office. These files are sent online by scanning and uploading them to the "PANDU CAKTI" application.
2. Dispendukcapil Admin has the authority to control "PANDU CAKTI" starting from setting the type of service provided, verifying the requirements for each service that has been uploaded and entering it according to the type of application submitted.

These services include::

1. Civil Registration Services
 - a. Birth certificate
 - b. Death Certificate
2. Population Registration Services
 - a. Family card
 - b. Move In Come Residents
 - c. Child Identity Card

The application of E-Government in this case is the "PANDU CAKTI" Application providing services to the community is a right that must be implemented by the government. With the application of E-government it can improve public services through fast, timely and equitable service to the entire community and the implementation E-government will reduce government operational costs so that the services provided are more effective and efficient, especially currently in the era of the Covid-19 pandemic.

The Tulungagung Regency Population and Civil Registration Service is realizing the implementation of E-government to make it easier for the public to receive services so that people no longer need to come all the way to the office to process population data which is done online. It is necessary to pay attention to several things to ensure that in implementing E-Government at the Population and Civil Registration Service of Tulungagung Regency it is

running as it should in accordance with the needs of the community, it is necessary to pay attention to the elements of implementing E-government.

There are 3 elements in implementing E-Government including:

1. Support Elements (Support)
2. Capacity Element (Resources)
3. Value Elements (Benefits)

The focus in this research are 3 elements in implementing E-Government, namely:

1. Support Elements (Support)

The support element is the most important element in this case of implementing E-Government, because it needs support from government agencies so that the E-Government concept, in this case the "PANDU CAKTI" application, can be implemented. Without the desire of government agencies, implementing E-Government is very difficult to implement.

- a. It was agreed that the E-government framework is one of the keys to the country's success in achieving the nation's vision and mission, so it must be given high priority as other keys to success are treated. By agreeing on the framework together, it is possible that the level of resistance will be small. Based on the results of the author's interview with the Head of the Tulungagung Regency Population and Civil Registration Service regarding the desire to implement E-Government, in this case the "PANDU CAKTI" Application as follows:

"The main idea of this program/application is to provide affordable, quality, equal and equal access to services for people who live in remote areas, have low income, are illiterate and are vulnerable to disease in order to obtain access and population administration services that are similar to those of people who live in at the district government center. If asked about the desire to implement E-Government, in this case the "PANDU CAKTI" application, we are very supportive in implementing it. The "PANDU CAKTI" application is a breakthrough from the Tulungagung Regency Population and Civil Registration Department in the context of the digitalization process of population administration services which has been implemented online in the Tulungagung area. "Previously, services were still offline, centered on the Tulungagung Regency Population and Civil Registration Department."

Based on the results of the author's interview with the application operator at the Population and Civil Registration Service of Tulungagung Regency regarding the desire to implement E-Government, in this case the "PANDU CAKTI" application as follows:

"Very supportive, even the Head of Service is the innovator of the service application in question."

Based on the results of the interview, the author concludes that the leadership of the Tulungagung Regency Population and Civil Registration Service has agreed to implement this application in order to make it easier for the community to obtain services and access the population administration.

- b. Allocate a number of resources (human, financial, energy, time, information, etc.) at each level of government to build this concept with a cross-sectoral spirit. The following are comments regarding the "PANDU CAKTI" application by the Tulungagung Regency Population and Civil Registration Service Operator.

"In terms of allocation of human and financial resources, the applicant's energy and time are very helpful. Where applicants who have limitations in terms of time, energy and finances can make it easier to process the files they need. Even though not all paperwork can be handled at PANDU CAKTI, at least through the PANDU CAKTI application the applicant does not need to come all the way to the Sependukcapil office. Information regarding the PANDU CAKTI application could possibly be further disseminated to the public, so that people are no longer lazy about managing documents. "However, the implementation is still less than optimal, due to limited operator personnel, limited infrastructure, limited information delivery."

The following are comments regarding the "PANDU CAKTI" application by village operators who serve the community directly.

"The Pandu Cakti application itself is very good, it helps both the village government and the community, but there are often miscommunications between the village government, the community and the Sependukcapil, due to limited communication which cannot be done directly, only via chat in the application. Meanwhile, for the community itself, we have tried to provide maximum service, but occasionally there are problems with connections, especially, and it seems that this is considered just an excuse. Sometimes people also don't believe that in the village they can manage population documents because errors are still found in making the KK, such as writing mistakes and also thinking that we as operators get a fee from the dukcapil because it seems like we are offering a service. Please, if there is uniformity in words or answers in the report menu."

The following are comments regarding the "PANDU CAKTI" application by people who use the application.

"Implementation has been very good, supported by adequate infrastructure and qualified village operators."

From the results of the author's interviews with the research informants above, it can be concluded that the allocation related to the budget and infrastructure needed in implementing the "PANDU CAKTI" application has gone well because there is an allocation of human resources or operators are already in the village so people no longer need to go to the city or to the dukcapil office because there are already operators who provide services in the village and of course this is very helpful. However, there are still several obstacles that need attention.

- c. There are regulations that support the implementation of E-Government in government agencies. Running a work system in a government requires rules that really support the implementation of that work system, in this case the implementation of E-Government. Therefore, the implementation of E-government in a government agency requires regulations that cover the implementation, so that the work system can run well with the applicable regulations. Based on the results of the author's interview with the Head of the Tulungagung Regency Population and Civil Registration Service regarding the applicable regulations:

“Following up on Minister of Home Affairs Regulation (Permendagri) no. 104 of 2019 concerning Population Administration Documentation. Article 19 paragraph (6) states that in the case of Population Documents that are in digital format and have been signed electronically and e-KTPs do not require legalization.

The legalization service in question is legalizing a photocopy of an excerpt from a civil registration deed, legalizing a photocopy of a population document signed by a Civil Registration official or the Head of the Division that handles Civil Registration at the Regency/City Dukcapil Office. "In the case of Population Documents that are in digital format and have been signed electronically and e-KTPs do not require legalization services."

Based on the results of interviews with the Head of the Tulungagung Regency Population and Civil Registration Service, it can be concluded that the regional government has implemented the rules and regulations issued by the government.

The support provided by the Tulungagung Regency Population and Civil Registration Service regarding the implementation of E-Government can be said to be very good, with the support provided such as placing several services in villages far from the Tulungagung Regency Population and Civil Registration Service office and conducting outreach about E -Government and provide facilities that support operator performance so that they can answer existing problems and make this program run well.

2. Capacity Element (Resources)

The implementation of E-Government in a government certainly requires sufficient resources to carry out this innovation. What is meant by resources in this case are financial resources, infrastructure resources and sufficient human resources. If these three resources have been met, it will really determine the progress of the implementation of E-Government in the Tulungagung Regency Population and Civil Registration Service so that providing services can make things easier for staff or service operators.

a. Infrastructure Resources

The existence of information technology infrastructure resources where the availability of this infrastructure is one of the keys to success in implementing E-Government, in this case the "PANDU CAKTI" application at the Population and Civil Registration Service of Tulungagung Regency. Resources needed in developing and implementing the "PANDU CAKTI" application so that the innovation that has been made becomes a reality. Based on the author's interview with one of the Tulungagung Regency Population and Civil Registration Service service operators regarding information technology infrastructure resources as follows:

"The infrastructure is sufficient to provide services to the community, such as the availability of sufficient computer equipment, adequate networks and internet connections. "The "PANDU CAKTI" application makes it very easy for us operators, because we just upload the files, we correct them if there is anything missing, we just report them, and we operators don't have to deal directly with the applicant, thereby minimizing arguments with the applicant."

The Head of the Tulungagung Regency Population and Civil Registration Service also expressed the same thing as follows:

"We have prepared a network to strengthen the implementation of online services by continuing to coordinate with Diskominfo as the network provider. "And we have also provided a website as a means of online service for Cakti guides."

Opinions from village operators also support the above opinion as follows:

"Resources and infrastructure are getting better, because village operators themselves continue to learn from fellow operators in other villages by sharing via the WA group that has been provided or from the report menu in the PANDU CAKTI application itself."

Based on the results of the researcher's interviews with the informants above regarding information technology infrastructure resources, it can be concluded that

information technology at the Tulungagung Regency Population and Civil Registration Service is very adequate for implementing E-Government or online services where the availability of technological infrastructure resources is part of the key to success. in implementing E-government or online services.

b. Financial Resources

The existence of financial resources that support the implementation of E-Government in this case is the PANDU CAKTI Application because financial factors are very supportive and determine the fulfillment of other resources to implement E-Government, which in its implementation certainly requires quite large financial funds because it determines the achievement of technological infrastructure better. Based on the results of my interview with the Head of the Tulungagung Regency Population and Civil Registration Service regarding financial resources as follows:

"We have allocated a budget from the APBD to provide the PANDU CAKTI application as well as operations to support the implementation of the online service."

Based on the results of the author's interview with the Head of the Tulungagung Regency Population and Civil Registration Service regarding the issue of financial resources, the author concludes that the financial resources come from the Regional Revenue and Expenditure Budget (APBD), and according to the Head of the Tulungagung Regency Population and Civil Registration Service to implement E -Government or online services do not require additional funds because they are the same as services as usual, infrastructure resources already exist.

c. Human Resources

The availability of human resources who have the competencies and expertise needed to implement E-Government. In implementing E-government, human resources are basically needed to use the information technology that has been provided. Based on the results of my interview with the Head of the Tulungagung Regency Population and Civil Registration Service regarding Human Resources for implementing E-Government or online services as follows:

"We have allocated competent human resources and issued a Pandu Cakti Implementation Decree specifically for Population and Civil Registry Service operators and in collaboration with the Village Government we also provide operator staff for villages/kelurahan"

Based on the results of the author's interview with the Head of the Tulungagung Regency Population and Civil Registration Service regarding human resources at the Tulungagung Regency Population and Civil Registration Service, the author concludes that human resources have been placed in their respective fields in accordance with their respective abilities and in improving This capability, the Tulungagung Regency Population and Civil Registration Service often carries out training related to the application of E-government in providing services. What the operator at the Tulungagung Regency Population and Civil Registration Service also said about the human resources at the Tulungagung Regency Population and Civil Registration Service is as follows:

"If I look at it, it is true that the employees or workers who work there do have the capacity or ability in their respective fields, so implementing E-Government or online services is very applicable because the people are already competent in their respective fields"

The same thing was also expressed by the people who use these services, as follows:

"Employees in the village operator village are adequate and understand the implementation of PANDU CAKTI, so that operations can be fast and there are no problems."

In accordance with the results of interviews with the two above, the author concludes that the Tulungagung Regency Population and Civil Registry Service already has competent human resource capabilities to implement E-Government or online services to the community.

Capacity or Resources: The availability of resources to implement E-Government at the Tulungagung Regency Population and Civil Registration Service, both in terms of human resources and financial resources, is quite good. Regarding human resources, namely staff or service operators have been equipped with abilities or skills from training carried out by the Tulungagung Regency Population and Civil Registration Service so that when providing services they no longer encounter problems regarding online services. Regarding the financial resources or budget provided, there is no need to worry anymore because the source is clear, namely from the Regional Revenue and Expenditure Budget.

3. Value Elements (Benefits)

The value or benefit element is the element that really determines the magnitude of the benefits for government agencies, in this case the Tulungagung Regency Population and Civil Registration Service itself as the provider or implementer of E-Government (PANDU CAKTI

Application) or online services to the community and the magnitude of the benefits provided felt by the community as recipients of these benefits in the implementation of E-Government (online services) at the Population and Civil Registration Service of Tulungagung Regency.

The benefits felt by the Tulungagung Regency Population and Civil Registration Service, which in this case implemented E-Government or online services. Based on the results of my interview with the Head of the Population and Civil Registration Service of Tulungagung Regency as follows:

"In my opinion, the benefits of implementing E-Government or online services are enormous, especially now in the modern era, because online services are not only an innovation in this service, they are also a strategy in the current era, especially during the pandemic. My opinion is that the implementation of E-Government or online services is very effective and efficient for the community in terms of service, people who want to process population data do not need to come to the Population and Civil Administration Service office, but just come to the Village/District office."

Likewise, the results of interviews with Tulungagung Regency Population and Civil Registration Service operators are as follows:

"The benefit is that we don't deal directly with the applicant. It will be easier for applicants to process documents, reducing brokers who are very detrimental to agencies and applicants. It is hoped that with this application there will be no accumulation of files."

Based on the results of the author's interviews with both the Head of Service and the operator of the Tulungagung Regency Population and Civil Registration Service regarding the benefits felt by the Tulungagung Regency Population and Civil Registration Service as providing online services to the community, namely this innovation in the form of online services has had a big impact on in terms of services to the community that are more effective and efficient. A work system that uses information technology or E-Government means that people no longer need to come to the office to carry out this service and can also reduce the spread of Covid-19 in the Tulungagung Regency Population and Civil Registration Service.

The benefits felt by the community as service recipients for implementing E-Government or online services. The results of the author's interview with the Community (AR) regarding the benefits received from implementing E-Government or online services at the Tulungagung Regency Civil Registry Population Service are as follows:

"The PANDU CAKTI application is very beneficial for population administration services, the community is really helped and there is no cost. We hope that this

application will continue to be supported and applied massively in society, so that people feel served by this application."

Based on the results of the author's interview with AR regarding the benefits of implementing E-Government or online services at the Tulungagung Regency Population and Civil Registration Service, the author concludes that implementing E-government or online services provides convenience for the community because they no longer need to come to the Population Service office. and Civil Registration to queue to get population administration services and the community also accepts the application of E-Government or online services, in this case the PANDU CAKTI Application provides enormous benefits and has a good impact on the community as those who receive services and the Population and Civil Registration Service Tulungagung Regency. The following is also what the relevant village operator conveyed about the benefits of online services (E-government) at the Tulungagung Regency Population and Civil Registration Service as follows:

"The village has become more visible because it really helps the community to process population documents, including Village Cards, Deeds and KIA as well as transfer documents. "It adds to the good image of the Village Government because there is no extortion in document management and document management becomes transparent and accountable."

Based on the above, the author concludes that the existence of this online service is very useful for the community because there is no longer a need to come all the way to the Population and Civil Registration Service of Tulungagung Regency to receive population administration services but can simply do it online in the village and the online service helps reduce crowds. which is not recommended during the pandemic.

Data Analysis

Based on the focus of this research, the data analyzed is only on 3 elements in the implementation of E-Government, namely:

1. Support Elements (Support)

The Head of the Tulungagung Regency Population and Civil Registration Service has agreed to implement the PANDU CAKTI application in order to make it easier for the public to obtain population administration services.

Allocations related to the budget and infrastructure needed to implement the "PANDU CAKTI" application have gone well because there is an allocation of human resources or

operators are already in the village so people no longer need to go to the Population and Civil Registration Service.

The support provided by the Tulungagung Regency Population and Civil Registration Service regarding the implementation of E-Government can be said to be very good, with the support provided such as placing several services in villages far from the Tulungagung Regency Population and Civil Registration Service office and conducting outreach about E -Government and provide facilities that support operator performance.

2. Capacity Element (Resources)

Information technology at the Tulungagung Regency Population and Civil Registration Service is very adequate for implementing E-Government or online services where the availability of technological infrastructure resources is part of the key to success in implementing E-government or the PANDU CAKTI Application.

The Head of the Tulungagung Regency Population and Civil Registration Service allocates financial resources from the Regional Revenue and Expenditure Budget (APBD) in implementing the PANDU CAKTI Application.

The availability of resources to implement E-Government at the Tulungagung Regency Population and Civil Registration Service, both in terms of human resources and financial resources, is quite good. Regarding human resources, namely staff or service operators have been equipped with abilities or skills from training carried out by the Tulungagung Regency Population and Civil Registration Service

3. Value Elements (Benefits)

This online service has a big impact in terms of more effective and efficient service to the community. A work system that uses information technology or E-Government means that people no longer need to come to the office to provide this service and can also reduce the spread of Covid-19.

Interpretation

1. Support (Support)

The support referred to is the support or desire from the government to implement E-Government. What the government must have is the desire or support from various levels of public and political officials to truly implement E-Government. Without support from the government, various initiatives in implementing E-Government will be difficult to run, as for the support or regulations that support it. implementing E-government, namely a circular regarding the implementation of PERMENDAGRI Number 104 of 2019 concerning Population Administration Documentation article 19 paragraph 6, the contents of which are in the case of

Population Documents in digital format and have been signed electronically and KTPs do not require legalization.

The most important thing is support from government elements. Leaders must have the political will to implement E-Government, because this will involve the entire E-Government process. This means that leaders not only have to be smart in formulating concepts, but also have to be re-motivators in the implementation phase so that implementation runs smoothly.

2. Capacity (Resources)

Element Capacity is an element of ability or resources to implement E-Government, implementing E-government in a government really requires sufficient resources to carry out this innovation, be it financial resources, infrastructure resources and human resources. If these three resources have been fulfilled then it will be the key to making the dream of E-government a reality. Three things about resources in implementing E-Government include:

a. Human Resources

One of the factors that influences the implementation of E-government is human resources who have the capacity according to their respective fields in providing services at the Population and Civil Registration Service. Because the process of implementing E-government requires support from all parties, including human resources, financial resources and infrastructure resources to implement E-government.

b. Financial Resources

Apart from human resources which influence implementing E-government, financial resources are also needed and determine the fulfillment of other resources in realizing online services to provide services to the community.

c. Infrastructure Resources

Where the availability of this infrastructure is the key to success in implementing E-government, where these resources are needed in the development and implementation of E-government, in this case the PANDU CAKTI Application at the Population and Civil Registration Service of Tulungagung Regency.

3. Value (Benefits)

This is an aspect that is viewed from the demand side. The benefits felt by the community in receiving services with this online service are very beneficial to the community because people no longer need to come all the way to the Population and Civil Registration Service office to provide population data services. Just go through the website and application of the Tulungagung Regency Population and Civil Registration Service.

The benefits felt by the government, in this case the Tulungagung Regency Population and Civil Registration Service, by providing online services, are very effective and efficient in providing services to the community and this can also prevent the transmission of Covid-19. Currently, there are no various initiatives in implementing E-government. there is no point if no party feels that they will benefit from the implementation of the concept. What determines the magnitude of the benefits obtained from E-government is not the government itself, but the people who receive the services and those who have an interest.

CONCLUSION AND RECOMMENDATIONS

Based on the results of research conducted by the author, in implementing E-Government in the Tulungagung Regency Population and Civil Registration Service there are three elements seen in the implementation of E-Government, including the following:

1. *Support*(Support)

The support provided by the Tulungagung Regency Population and Civil Registration Service regarding the implementation of E-Government can be said to be very good, with the support provided such as placing several services in villages far from the Tulungagung Regency Population and Civil Registration Service office and conducting outreach about E -Government and provide facilities that support operator performance.

2. *Capacity*(Resource)

The availability of resources to implement E-Government at the Tulungagung Regency Population and Civil Registration Service, both in terms of human resources and financial resources, is quite good. Regarding human resources, namely staff or service operators have been equipped with abilities or skills from training carried out by the Tulungagung Regency Population and Civil Registration Service

3. *Value*(Benefit)

This online service has a big impact in terms of more effective and efficient service to the community. A work system that uses information technology or E-Government means that people no longer need to come to the Population and Civil Registration Service to carry out this service and can also reduce the spread of Covid-19.

Based on the conclusions above, the following suggestions or input are presented to the Tulungagung Regency Population and Civil Registration Service and the community:

- a. For the Population and Civil Registration Service of Tulungagung Regency, there is a need to increase the implementation of support elements to help maximize and accelerate the

implementation of E-government so that this e-government concept can help provide more effective and efficient services to all communities in Tulungagung Regency.

- b. The Tulungagung Regency Population and Civil Registration Service and the government must also pay more attention to the concept of capacity elements such as the budget and infrastructure for procurement of goods needed for the service that must be fulfilled.
- c. The application of E-Government for Population and Civil Registration in Tulungagung Regency in the Value element concept has a very good impact in terms of service to the community because by implementing E-Government in this case the PANDU CAKTI Application can make the tasks of employees easier and more effective and efficient in providing services to public.

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