

Implementation of E-Government in Population Administration Services Through the SAHAJA (one day) Online Application at the Population and Civil Registration Office of Kediri Regency In 2024-2025

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Abstract

This research is motivated by the implementation of E-Government as part of the government's efforts to improve the quality of public services through the use of information and communication technology. One such implementation has been carried out by the Kediri Regency Population and Civil Registration Office through the Sahaja (One Day) Online application, a digital-based population administration service. This study aims to describe and analyse the implementation of E-Government in population administration service through the Sahaja Online application at the Population and Civil Registration Office of Kediri Regency for the period 2024-2025. The study employs a qualitative research method with a descriptive approach. Data collection techniques included interviews, observation, and documentation. The analysis of the study utilized the theory of the success factors in E-Government development from the Harvard JFK School of Government, cited by Indrajit (2006), which encompasses support, capacity, and value. The research findings indicate that the implementation of E-Government through the Sahaja Online application is underway, but has not yet been optimised. In terms of support, there is government backing, government commitment, and inter-agency cooperation. However, there are inconsistencies in support for human resources relating to bureaucracy and finance, and public awareness campaigns have not been carried out in a uniform and sustainable manner. In terms of capacity, the availability of information technology infrastructure is considered adequate; however, there are still limitations regarding the availability of financial resources and competent human resources. In terms of value, the Sahaja Online application provides benefits in the form of convenience, time efficiency, cost savings, and improved quality of civil registration service for the public.

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1. INTRODUCTION

In the administration of government, one of the government's duties and functions is to provide services. Advances in information and communication technology are driving the transformation of government administration toward a public services system that is more effective, efficient, transparent, and accountable. The Indonesian government is implementing the Electronic-Based Government System (SPBE) as an effort to improve the quality of governance and public service delivery through the use of digital technology. This policy is reinforced by various regulations, such as Presidential Instruction Number 3 of

2003 on National Policies and Strategies for E-Government Development, Presidential Regulation Number 95 of 2018 on SPBE, and Presidential Regulation Number 132 of 2022 on the National SPBE Architecture.

One area of public service that is a focus of digital transformation is civil registration services. Civil registration services play a strategic role because they are directly related to the fulfilment of citizens’ civil rights. Various problems still arise in their implementation. Data from the Ombudsman of the Republic of Indonesia shows that civil registration ranks among the top ten areas of public service that receive the most complaints from the public.

Table 1. Public Reports by Service Category for 2023 and 2024

2023		2024	
Issue Category and Main Problem	Number of Complaint	Issue Category and Main Problem	Number of Complaint
Agrarian Affairs	1.190	Agrarian Affairs	1.861
Civil Service	995	Civil Service	1354
Education	743	Education	1014
Police	697	Transportation and Infrastructure	726
Rural Areas	589	Civil and Political Rights	680
Civil and Political Rights	544	Population Administration	648
Transportation and Infrastructure	489	Police	623
Population Administration	474	Rural Areas	400
Energy And Electricity	298	Social Welfare	388
Judiciary	251	Health	325

(Source: Official data from the Annual Reports of The Ombudsman of the Republic of Indonesia for 2023 and 2024 compiled by the researcher)

Based on the data above, there was an increase of 174 complaints regarding civil registration services from 2023 to 2024. These complaints stemmed from prolonged delays, procedural irregularities, failure to provide services, abuse of authority, and inadequate service readiness. This indicates that there are still service-related issues that require the government’s attention.

In 2025, Kediri Regency achieved a remarkable milestone in the implementation of the SPBE program, ranking second nationally among regencies and cities across Indonesia. The Kediri Regency government implemented the SPBE through various electronics-based service innovations as part of the government’s commitment to digital transformation. One of the innovations developed is the Sahaja (One Day) Online app, managed by the Kediri

Regency Population and Civil Registration office. This application was launched in 2021 as a measure to make it easier for the public to process civil registration documents online, with an esteemed service completion time of no more than 24 hours. The Sahaja Online application is expected to improve service accessibility, cut through red tape, save time and cost, and support more responsive and transparent services.

The implementation of E-Government via the Sahaja Online application faces a number of challenges. The level of usage of the application by the public is relatively low when compared to the population and the number of households in Kediri Regency. The population of Kediri Regency stands at 1.694.560. The number of households in Kediri Regency is 614.824 (Kediri Regency BPS, 2025). Meanwhile, the number of people who have downloaded the app, as described, is only around 50.000. According to initial findings, this is due to the fact that public awareness campaigns have not been carried out evenly, continuously or sustainably, meaning that not many people are yet aware of the app's existence.

In addition to the issue of low usage of the Sahaja Online application by the public, there are several other issues that form the basis for this research. Based on an initial assessment, challenges remain, including sub-optimal public awareness campaigns, technical glitches in the application, limitations on users' ability to log in again if their device is replaced or damaged, and public complaints regarding slow responses to issues arising with the application. These conditions indicate that the implementation of E-Government in civil registration services does not depend solely on the availability of technology, but is also influenced by government support, the capacity of administrators, and the benefits perceived by the public as service users.

Based on the issues outlined above, there is a discrepancy between Kediri Regency achievement having secured second place nationally in the implementation of the SPBE in 2025 and the relatively low level of usage of the Sahaja Online application compared to the existing population and number of households. Furthermore, various public complaints have been identified regarding public awareness campaigns, technological infrastructure, access to the application, and service quality, indicating a potential mismatch between the objectives of digital service development and the actual conditions of implementation on the ground.

2. RESEARCH METHODS

This study uses the concept of Electronic Government (E-Government) as a foundation for analysing the implementation of digital-based civil registration services through the Sahaja Online application at the Kediri Regency Population and Civil Registration Office. E-Government refers to the use of information technology by the government to provide information and services to its citizens, as well as to facilitate business affairs and other matters related to governance. In this study, the success of E-Government implementation will be analysed using the theory of the Success Factors for E-Government Development proposed by the Harvard JFK School of Government and cited by Indrajit (2006), namely support, capacity, and value. The support element refers to the intent of various public officials and political figures to genuinely implement the E-

Government concept. The capacity element refers to the government's ability and capability to make E-Government a reality. The element of Value refers to the benefits received by both the government and the public.

The study employs a qualitative approach using descriptive methods. This approach was chosen to gain an in-depth understanding of the implementation of E-Government in civil registration services through the Sahaja Online application at the Kediri Regency Population and Civil Registration Office. Data collection was conducted through interviews, observation, and documentation. An interview is a data collection technique carried out through direct interaction between the researcher and the research informants. Observation is a data collection technique carried out through direct observation of the research object, subject, and phenomena. Documentation is a data collection technique involving records of events, which may take the form of written texts, images, or monumental works. Informants were selected using a purposive sampling technique. Data validity was ensured through source triangulation, technique triangulation, and temporal triangulation. Data analysis involved data reduction, data presentation, and drawing conclusions or verification.

3. RESULTS AND DISCUSSION

The implementation of E-Government in population administration services through the Sahaja Online application is a form of digital transformation in public services carried out by the Kediri Regency Population and Civil Registration Office. The Sahaja Online application aims to make it easier for the public to access population administration services online without having to visit their services office in person. The implementation of E-Government also aims to improve governance to make it more effective, efficient, transparent, and responsive to the public as recipients of public services. An in-depth analysis of E-Government implementation will be described and presented using the Element of Success in E-Government Development theory from the Harvard JFK School of Government, which includes support, capacity, and value.

3.1. Research Results

1. Support Elements.

Support elements are fundamental to the development of E-Government because they relate to the political will of public officials and political leaders to genuinely implement the concept of E-Government in practice, rather than merely following a trend (Indrajit, 2006:13). Government support is manifested in concrete actions through support elements, which include agreeing on an E-Government framework, allocating resources, building the infrastructure, and promoting E-Government.

The adoption of the E-Government Framework serves as the foundation for the government's support in realising the nation's vision and mission for national development. Research findings indicate that the Kediri Regency Government has demonstrated a strong commitment through Kediri Regent Regulation Number 33 of 2019 on the Electronic-Based Government System of the Kediri Regency Local Government. At the local agency level, the Kediri Regency Population and Civil

Registration Office issued a Decree containing rules and guidelines for the establishment of E-Government, focused on the Sahaja Online application in the Decree of the Head of the Kediri Regency Population and Civil Registration Office Number 470/1919/418.23/2021 on Sahaja Online. This Regulation reflects the local government's support for implementing E-Government as an alternative for providing a fast, transparent, and accessible service system for the entire community.

The allocation of resources, in this case, the implementation of E-Government through the Sahaja Online application, is supported by the allocation of human resources (bureaucrats and partners) and financial resources. In terms of human resources (bureaucracy), the Kediri Regency Population and Civil Registration Office has formed a team to manage the Sahaja Online application through the Head of Office's Decree Number 470/1919/418.23/2021. The Population and Civil Registration Office has also engaged PT Web Pakar as the application development partner and is collaborating with the Kediri Regency Communication and Information Technology Office to provide network infrastructure and services. This cross-sector collaboration demonstrates the availability of human resources (partners) to support E-Government development. From a financial perspective, the Kediri Regency Government has allocated a budget to support digital-based population administration services. However, no budget allocation was found that was specifically designated for the development and maintenance of the Sahaja Online application. The situation indicates that financial support for E-Government implementation remains unfocused and unsustainable.

The implementation of E-Government through the Sahaja Online application is supported by various regulations that form the legal basis for the provision of digital-based civil registration services. These regulations include Law Number 23 of 2014 on Regional Government, Presidential Instruction Number 3 of 2003 on the National Policy and Strategy for the Development of E-Government, Presidential Regulations Number 95 of 2018 on E-Government-Based Government System, Presidential Regulation Number 132 of 2022 on the National SPBE Architecture, Kediri Regent Regulation Number 33 of 2019 on the E-Government System of the Kediri Regency Local Government, and the Decision of the Head of the Kediri Regency Population and Civil Registration Office Number 470/1919/418.23/2021 on Sahaja Online. This represents the allocation of supporting infrastructure for E-Government.

Public awareness campaigns are a key factor in the successful implementation of E-government, as they serve to introduce digital services to the public. Research findings indicate that public awareness campaigns for the

SahajaOnline application have been carried out via social media, village and sub-district authorities, and news reports. However, these activities were predominantly carried out at the start of the application's launch and have not yet been implemented on an ongoing basis. Although the application has been downloaded around 50,000 times, the number of people who actually used the services only reached 22,988 users during the period 2021-2025. Furthermore, the trend in app usage declined after Covid -19 pandemic ended. This situation indicates that the lack of widespread and sustained public awareness campaigns has contributed to the low uptake of digital services by the public. The research also found that some members of the public still do not understand how the app works, such as the one account per device policy, the lack of login and logout features, and the limitation that the app can only be accessed via Android devices. A lack of information regarding these policies has led the public to perceive them as meekness of the app, even though these policies were put in place to safeguard user data.

2.Capacity Elements

Financial resources are a key to supporting the development and sustainability of E-Government. Research findings indicate that the development of the Sahaja Online application was funded through the Regional Revenue and Expenditure Budget (APBD) of Kediri Regency, with development costs amounting to approximately Rp. 120.000.000. Furthermore, maintenance of the application has been carried out on two occasions, namely in 2021 and 2025, with budgets of approximately Rp. 50.000.000 and Rp. 25.000.000 respectively.

Nevertheless, the research found that there is as yet no specific, sustainable budget allocation for the maintenance and development of the Sahaja Online application. The available budget is still combined with other service programmes, meaning that application maintenance is only carried out when there is a budget surplus or urgent circumstances. This situation indicates that financial support for the application remains limited and has not been planned for the long term.

Technology infrastructure is a key factor in the successful implementation of E-Government, as it provides the main support for the operation of digital services. The research findings show that the Sahaja Online application was developed in collaboration with PT. Web Pakar, the application developer, whilst the network and servers were provided by the Kediri Regency Department of Communications and Information Technology. The collaboration has enabled the application to operate and integrate with the local government system. In terms of the application's features, several policies such as the use of one account per device and the absence of login or logout functions have been implemented to safeguard data security and prevent unauthorised access. Furthermore, the application is only available on Android devices, as these are considered to be more widely used by

the public and involve a simpler licensing and management process compared to IOS.

Competent human resources are a key factor in the implementation of E-Government, as they play a role in managing, operating and ensuring that digital services run smoothly. In the context of the Sahaja Online application, staff are required to possess technical skills appropriate to the needs of the Electronic-Based Government System. Research findings indicate that, at the start of the Sahaja Online application's implementation, technical training was provided for the application administrators. However, this training is no longer carried out as the administrators in charge are deemed to have a good understanding of the system, and there have been no major changes to the application. On the other hand, one operator stated that the management of the application is largely learned independently without specific training.

3. Value Elements

The Value element emphasises the benefits experienced by the public and the government from the implementation of E-Government through the Sahaja Online application. Research findings indicate that the public experiences various benefits, such as the ease of managing civil registration documents without having to visit service office in person, thereby saving time, effort and cost. This application also assists members of the public who have limited time due to work or other commitments.

From the government's perspective, the Sahaja Online application simplifies the process of providing civil registration services, as these can be delivered more effectively and efficiently. In addition to streamlining service management, the application also helps enhance the agency's image as a public service provider that utilises digital technology. For the Department of Communication and Information, the implementation of E-Government also facilitates oversight and coordination between local government bodies through an integrated system.

3.2. Discussion

Support Elements

Based on the research findings, the support element in the implementation of E-Government through the Sahaja Online application has not yet yielded optimal results. The indicator regarding the agreement on the E-Government framework has been met, as demonstrated by government support in the form of regulations and policy directions that support the development of digital-based civil registration services. The superstructure development indicator has also progressed well, supported by various

regulations ranging from the national to the local level, which form the basis for the implementation of the Sahaja Online application.

However, the indicators for resource allocation are not yet fully optimal. Although cooperation with the private sector and relevant government agencies has been effective, inconsistencies remain in human resources management, and there is still no budget allocation specifically earmarked for the sustainable development and maintenance of the Sahaja Online application. Furthermore, public awareness campaigns regarding the application have not been conducted consistently or sustainably, meaning that the public's use of digital services has not yet achieved its full potential. Consequently, the support elements for the implementation of E-Government through the Sahaja Online application can be said to have progressed reasonably well, but improvements are still required, particularly in the areas of resource management and public awareness campaigns.

Capacity Elements

According to Indrajit's theory (2006), the success of E-Government implementation is determined by adequate financial resources, technological infrastructure and human resources. The research findings indicate that the financial aspect of the Sahaja Online application still faces limitations, as there is as yet no sustainable, dedicated budget allocation for the development or maintenance of the system. Consequently, application maintenance is carried out on an ad hoc basis in response to urgent needs.

In terms of technological infrastructures, the Sahaja Online application is supported by a network, servers and systems capable of supporting digital civil registration services. However, the maintenance and development of the application still rely on external parties, which could potentially affect the sustainability of the service. Furthermore, several features of the application are designed to enhance security and protect user data.

Meanwhile, human resources are not yet fully optimised. Although staff are able to operate the application, training and skills development have not been carried out on a regular basis. Therefore, capacity building for human resources and more adequate budgetary support are required to ensure the sustainability and effectiveness of E-Government implementation through the Sahaja Online application.

Value Elements

According to Indrajit's theory (2006), the value element in the implementation of E-Government through the Sahaja Online application is considered a success. The existence of this application has provided tangible benefits to the public through easier access to civil registration services, whilst also assisting the government in delivering more effective and efficient service. These findings indicate that the Sahaja Online application has delivered benefits consistent with the objectives of E-Government implementation, as outlined by Indrajit (2006)

4. CONCLUSION

Based on the research findings, the implementation of E-Government in Population administration services via the Sahaja Online application at the Kediri Regency Population and Civil Registration Office in 2024-2025 can be considered successful, though not yet optimal. In terms of the support element, success is evident from the regulatory support and the government's commitment to the development of E-Government; however, weaknesses remain in the areas of resource allocation and public awareness campaigns, which have not yet been sustained. Regarding the capacity element, the availability of technological infrastructure is adequate to support digital services. However, the financial and human resource aspects remain sub-optimal due to the lack of a sustainable dedicated budget allocation and the absence of structured and regular staff training. Meanwhile, the value element has been implemented effectively, as demonstrated by the benefits experienced by the public in the form of convenience and saving in time, effort and cost when dealing with civil registration matters, as well as improved service effectiveness from the government's perspective. Consequently, the implementation of E-Government through the Sahaja Online application has delivered tangible benefits, but improvements are still required in the areas of resources, capacity building and public awareness to achieve a more optimal implementation.

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