

## ABSTRAK

### **Andi Haerunnisa, Muhlis Madani, Jaelan Usman, Smart Governance dalam Implementasi Layanan Publik Pada Dinas Kependudukan dan Pencatatan Sipil di Kabupaten Sinjai.**

Penelitian ini bertujuan untuk menganalisis implementasi *smart governance* dalam layanan publik pada Dinas Kependudukan dan Pencatatan Sipil (Disdukcapil) Kabupaten Sinjai. Latar belakang penelitian ini didasarkan pada tuntutan reformasi birokrasi dan perkembangan teknologi digital yang mendorong transformasi pelayanan publik dari manual menuju digital. Penerapan sistem administrasi kependudukan terpusat, Identitas Kependudukan Digital (IKD), dan tanda tangan elektronik (TTE) merupakan bagian dari upaya Disdukcapil dalam mewujudkan tata kelola pemerintahan yang cerdas.

Hasil penelitian menunjukkan bahwa layanan publik berbasis digital di Sinjai mengalami fluktuasi. Pada tahun 2021–2022 terjadi peningkatan layanan online, sementara pada 2023–2024 terjadi penurunan dan pergeseran kembali ke layanan offline. Faktor pendukung implementasi antara lain adanya regulasi nasional, komitmen pimpinan, serta kesiapan sebagian SDM. Sedangkan faktor penghambat meliputi keterbatasan infrastruktur jaringan internet, rendahnya literasi digital masyarakat, dan kekhawatiran terhadap keamanan data. Meskipun demikian, rata-rata waktu pelayanan tetap satu hari dengan indeks kepuasan masyarakat yang konsisten berada pada kategori *Baik*.

**Kata Kunci:** *Smart Governance*, Layanan Publik, E-Government, Disdukcapil, Sinjai

## ABSTRACT

**Andi Haerunnisa, 2026.** Smart Governance in the Implementation of Public Services at the Department of Population and Civil Registration in Sinjai Regency. Supervised Muhlis Madani and Jaelan Usman.

This study aimed to analyze the implementation of smart governance in public services at the Department of Population and Civil Registration of Sinjai Regency. The background of this study was based on the demands of bureaucratic reform and the development of digital technology, which encouraged the transformation of public services from manual to digital systems. The implementation of a centralized population administration system, Digital Population Identity, and electronic signatures were part of institution's efforts to realize smart governance.

The results of the study showed that digital-based public services in Sinjai experienced fluctuations. In 2021–2022, there was an increase in online services, while in 2023–2024 there was a decline and a shift back to offline services. Supporting factors for the implementation are included the existence of national regulations, leadership commitment, and the readiness of some human resources. Meanwhile, inhibiting factors are included limited internet network infrastructure, low digital literacy among the community, and concerns regarding data security. Nevertheless, the average service time remained one day, with the community satisfaction index consistently categorized as Good.

**Keywords:** Smart Governance, Public Services, E-Government, Disdukcapil, Sinjai.

