

## ABSTRAK

Hasna, Abdul Kadir Adys, Syukri. *Implementasi Platform Dukcapil Go Digital Sebagai Pelayanan Administrasi di Dinas Kependudukan dan Pencatatan Sipil Kota Makassar*

**Abstrsk:** Penelitian ini dilatarbelakangi oleh pentingnya transformasi digital dalam pelayanan administrasi kependudukan sebagai upaya meningkatkan efisiensi, transparansi, dan aksesibilitas pelayanan publik. Platform Dukcapil Go Digital dikembangkan oleh Dinas Kependudukan dan Pencatatan Sipil Kota Makassar sebagai inovasi pelayanan berbasis teknologi informasi. Namun, dalam implementasinya masih ditemukan berbagai tantangan, khususnya terkait koordinasi antar instansi, literasi digital masyarakat, dan kesiapan infrastruktur teknologi. Penelitian ini bertujuan untuk menganalisis implementasi Platform Dukcapil Go Digital serta mengidentifikasi faktor-faktor yang mempengaruhi keberhasilan dan hambatan pelaksanaannya. Penelitian ini menggunakan pendekatan kualitatif deskriptif dengan teknik pengumpulan data melalui wawancara, observasi, dan dokumentasi. Informan penelitian terdiri dari aparatur Disdukcapil Kota Makassar dan masyarakat pengguna layanan. Analisis implementasi kebijakan menggunakan Model Søren C. Winter yang mencakup tiga indikator, yaitu perilaku hubungan antar organisasi, perilaku birokrasi tingkat bawah, dan perilaku kelompok sasaran. Hasil penelitian menunjukkan bahwa implementasi Dukcapil Go Digital pada umumnya berjalan cukup efektif. Koordinasi antar organisasi telah terjalin meskipun belum optimal, aparatur menunjukkan sikap responsif dalam pelayanan, dan masyarakat memberikan respons positif terhadap layanan digital. Implementasi platform ini memberikan dampak positif terhadap efisiensi pelayanan, kemudahan akses, dan transparansi, meskipun masih menghadapi kendala teknis, keterbatasan literasi digital, dan beban kerja aparatur selama masa transisi.

**Kata kunci:** Implementasi, Kebijakan, *E-Governance*, Pelayanan, Administrasi

## **ABSTRACT**

Hasna, Abdul Kadir Adys, Syukri. *The Implementation of the Dukcapil Go Digital Platform in Population Administration Services at the Department of Population and Civil Registration of Makassar City.*

*Abstract: This research is motivated by the importance of digital transformation in population administration services as an effort to enhance the efficiency, transparency, and accessibility of public services. The Dukcapil Go Digital platform was developed by the Department of Population and Civil Registration of Makassar City as an innovation in information technology based public service delivery. However, its implementation still faces various challenges, particularly related to inter-agency coordination, community digital literacy, and technological infrastructure readiness. This study aims to analyze the implementation of the Dukcapil Go Digital platform and to identify the factors that influence its success and the obstacles encountered in its implementation. A descriptive qualitative approach was employed, with data collected through interviews, observations, and documentation. The informants consisted of officials of the Department of Population and Civil Registration of Makassar City and community members who use the service. The analysis of policy implementation was conducted using Søren C. Winter's Implementation Model, which includes three indicators: inter-organizational relations, street-level bureaucrats' behavior, and target group behavior. The findings indicate that the implementation of Dukcapil Go Digital has generally been effective. Inter-organizational coordination has been established, although it is not yet optimal; government officials demonstrate responsiveness in service delivery; and the community shows a positive response to digital services. The implementation of this platform has contributed positively to service efficiency, ease of access, and transparency, although it continues to face technical constraints, limited digital literacy, and increased workload of officials during the transition period.*

**Keywords:** *Policy Implementation, E-Governance, Public Service, Public Administration*