

ABSTRAK

Irmayani, Dr. Haerana, Nursaleh Hartaman. Kompetensi Aparatur Sipil Negara (ASN) Dalam Implementasi Pelayanan Publik Berbasis Digital di Disdukcapil Kota Makassar.

Penelitian ini bertujuan untuk menganalisis kompetensi Aparatur Sipil Negara (ASN) dalam implementasi pelayanan publik berbasis digital di Dinas Kependudukan dan Pencatatan Sipil (Disdukcapil) Kota Makassar. Penelitian menggunakan pendekatan kualitatif dengan tipe deskriptif melalui teknik pengumpulan data berupa wawancara, observasi, dan dokumentasi. Fokus penelitian mencakup tiga dimensi kompetensi ASN, yaitu *social maturity* (sikap), *practical skills* (keterampilan), dan *knowledge abilities* (pengetahuan).

Hasil penelitian menunjukkan bahwa secara umum kompetensi ASN telah mendukung pelaksanaan pelayanan digital yang efektif, ditandai dengan sikap pelayanan yang responsif, kemampuan teknis dalam mengoperasikan sistem digital, serta pemahaman terhadap prosedur dan kebijakan layanan. Meskipun demikian, masih terdapat kendala seperti keterbatasan literasi digital masyarakat, gangguan teknis, dan belum meratanya kompetensi ASN.

Oleh karena itu, diperlukan penguatan kapasitas ASN melalui pelatihan berkelanjutan serta peningkatan kualitas sistem pelayanan agar implementasi pelayanan publik berbasis digital dapat berjalan lebih optimal, inklusif, dan berkelanjutan.

Kata Kunci: Kompetensi ASN, Pelayanan Publik Digital, Kualitas Pelayanan

ABSTRACT

Irmayani, Dr. Haerana, Nursaleh Hartaman. *Competencies of Civil Servants (ASN) in the Implementation of Digital-Based Public Services at the Population and Civil Registration Office (Disdukcapil) of Makassar City.*

This study aims to analyze the competencies of civil servants (ASN) in the implementation of digital-based public services at the Population and Civil Registration Office (Disdukcapil) of Makassar City. The study employs a qualitative approach with a descriptive design, utilizing data collection techniques such as interviews, observations, and documentation. The research focuses on three dimensions of ASN competencies: social maturity (attitude), practical skills, and knowledge abilities.

The results indicate that, in general, ASN competencies have supported the effective implementation of digital services, characterized by responsive service attitudes, technical proficiency in operating digital systems, and an understanding of service procedures and policies. However, challenges remain, such as limited public digital literacy, technical disruptions, and uneven distribution of ASN competencies.

Therefore, it is necessary to strengthen civil servants' capacity through continuous training and improve the quality of service systems so that the implementation of digital-based public services can run more optimally, inclusively, and sustainably.

Keywords: *Civil Servant Competencies, Digital Public Services, Service Quality*