

ABSTRAK

Agus Azmi Nur Hayani, Abdi dan Andriana, Strategi Peningkatan Pelayanan Administrasi Kependudukan Melalui Transformasi Digital di Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Enrekang.

Penelitian ini bertujuan untuk menganalisis strategi peningkatan pelayanan administrasi kependudukan melalui transformasi digital di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Enrekang. Penelitian menggunakan pendekatan deskriptif kualitatif dengan teknik pengumpulan data melalui wawancara, observasi, dan dokumentasi.

Hasil penelitian menunjukkan bahwa transformasi digital telah diterapkan namun masih dalam tahap transisi. Dari aspek struktur organisasi, koordinasi antarbidang berjalan baik. Dari aspek prosedur, penerapan Identitas Kependudukan Digital (IKD) mempermudah dan mempercepat pelayanan serta mengurangi kesalahan data. Namun, masih terdapat kendala pada infrastruktur jaringan dan literasi digital masyarakat. Dari aspek budaya kerja, aparatur cukup adaptif terhadap perubahan digital.

Dengan demikian dapat disimpulkan, transformasi digital telah meningkatkan kualitas pelayanan administrasi kependudukan, namun belum optimal sehingga diperlukan penguatan infrastruktur dan peningkatan kapasitas sumber daya manusia.

Kata kunci: transformasi digital, pelayanan publik, administrasi kependudukan, Dukcapil

ABSTRACT

Agus Azmi Nur Hayani, Abdi and Andriana, Strategy for Improving Population Administration Services Through Digital Transformation at the Department of Population and Civil Registration of Enrekang Regency.

This study aims to analyze strategies for improving population administration services through digital transformation at the Department of Population and Civil Registration of Enrekang Regency. The study employs a descriptive qualitative approach, with data collected through interviews, observations, and documentation.

The results indicate that digital transformation has been implemented but is still in a transitional stage. From the organizational structure aspect, coordination between divisions runs well. From the procedural aspect, the implementation of Digital Population Identity (IKD) simplifies and accelerates services while reducing data errors. However, there are still challenges related to network infrastructure and the digital literacy of the community. From the work culture aspect, employees are fairly adaptive to digital changes.

In conclusion, digital transformation has improved the quality of population administration services, but it is not yet optimal. Therefore, strengthening infrastructure and enhancing human resource capacity are necessary.

Keywords: digital transformation, public service, population administration, civil registration office