ISSN: XXXX-XXXX(e)
Volume 1 (1) 2026
Page. 28 - 40
DOI: XXXXXX
Journal of Social Governance and Public Administration : **SOGPA**
https://ojs.prosperalumina.com/index.php/si/index

E-Government-Based Population Administration Services: A Case Study of SIAK Implementation in Tulungagung Regency

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Received: Feb 10, 2026; Reviewed: Marc 7, 2026; Approved: April 23, 2026
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Abstract

Public service innovation through the implementation of e-government has become an important strategy to improve administrative efficiency and public welfare in Indonesia. This study aims to analyze the implementation of the Population Administration Information System (SIAK) at the Department of Population and Civil Registration of Tulungagung Regency. This study uses a descriptive qualitative approach using literature review, observation, and documentation techniques. Data were collected from journals, books, conference proceedings, regulations, and official government documents related to population administration and digital public services. The findings reveal that SIAK has improved the effectiveness and efficiency of administrative services, especially in the management of electronic identity cards (e-KTP) and family cards (KK). The transition from manual procedures to digital-based systems has accelerated data processing, improved service quality, and improved administrative accuracy. Based on the e-government framework proposed by Eko Indrajit, the implementation of SIAK showed satisfactory performance despite budget and network infrastructure limitations. Overall, SIAK significantly supports digital transformation in local public administration services.
Keywords: E-Government; Public Service Innovation; SIAK; Population Administration; Digital Governance; Civil Registration Services

How to Cite: Miftakul Agustin Ning Anggraini, Eka Heryanti, Bharadiva Fernanda Sanjaya & Niken Supriatna. (2026). E-Government-Based Population Administration Services: A Case Study of SIAK Implementation in Tulungagung Regency. *SOGPA.* 1 (1): 28–40.

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INTRODUCTION

The transformation of public services through digital governance has become an important strategy to improve administrative efficiency, transparency, and citizen satisfaction in many developing countries, including Indonesia. The rapid growth of information and communication technology (ICT) has prompted governments to modernize public administration systems through the implementation of e-government platforms capable of delivering faster, more accurate, and integrated services (Cahyono et al., 2022; Huda et al., 2020). In the context of population administration, digital transformation plays an important role because demographic data is the primary basis for public policy formulation, social protection distribution, election administration, and regional development planning (Purba et al., 2019). As a result, the effectiveness of digital population administration systems has become an important indicator of public service quality and government performance.

The implementation of e-government in public administration has received significant academic attention over the past decade. Previous studies have shown that digital public service innovation contributes to institutional effectiveness, operational efficiency, and service accessibility for citizens (Aos & Riwanti, 2019). Research conducted by Anang Sugeng Cahyono and colleagues shows that e-government innovation can increase responsiveness and transparency in public institutions (Cahyono et al., 2022). Similarly, studies on population administration systems emphasize that integrated digital services can reduce administrative complexity, minimize data duplication, and improve document management processes (Jai et al., 2016). However, despite these advantages, many local governments in Indonesia still experience technical, organizational, and infrastructure challenges during implementation.

One of the most important innovations introduced by the Indonesian government is the Population Administration Information System or Population Administration Information System (SIAK). SIAK is a web-based information system designed to integrate population registration and civil registration services into a centralized national database (Nur, 2019). This system manages various administrative documents such as electronic identity cards (e-KTP), family cards, birth certificates, death certificates, migration records, and other civil registration documents. Through this integrated mechanism, SIAK supports the realization of a single identity number system and improves the accuracy of demographic information in various administrative areas (Ripa'i, 2018).

The development of SIAK is in line with the broader concept of digital governance, where governments leverage information technology to strengthen interactions between government institutions and citizens. According to the e-government framework proposed by Richardus Eko Indrajit, the successful implementation of a digital governance system depends on three important dimensions: support, capacity, and value (Laili & Kriswibowo, 2022). Support refers to institutional commitment and policy support, capacity relating to technological infrastructure and human resources, while value emphasizes the benefits perceived by the community. These dimensions are particularly relevant in evaluating the implementation of SIAK because the effectiveness of digital public services is not only determined by the availability of technology, but also by organizational readiness and public acceptance.

Several studies report that the implementation of SIAK has improved administrative services in various regions of Indonesia. Previous research has found that digital-based population administration systems can speed up document processing, simplify data verification, and improve data integration between government agencies (Kwijangge et al.,

2020). Nevertheless, practical implementation often faces obstacles such as unstable internet connectivity, limited technical capacity of staff, inadequate infrastructure, and low digital literacy among citizens (Adriyanto, t.d.). These issues often reduce the effectiveness of services and lead to delays in the processing of population documents.

In Tulungagung, the Department of Population and Civil Registration has implemented SIAK as part of a public service innovation strategy to improve the quality of population administration services. The institution has leveraged this system to support the management of electronic identity cards, demographic data verification, migration administration, and other civil registration processes. Although the implementation generally contributes to administrative efficiency, some operational issues are still visible, especially related to network instability and disruptions in the e-KTP service system. These kinds of technical glitches often force citizens to delay the administrative process and return on a different day, thus affecting service effectiveness and public satisfaction.

Although the literature on e-government and digital public services in Indonesia is growing, the limited studies specifically examine the practical challenges of SIAK implementation at the local government level, particularly in mid-regional administrations. Most previous studies have mainly focused on the effectiveness of general implementation without comprehensively analyzing operational constraints, institutional readiness, and service adaptation strategies in local contexts. Therefore, this study addresses important research gaps by investigating the implementation of SIAK services at the Department of Population and Civil Registration of Tulungagung Regency.

This study aims to analyze the application of the Population Administration Information System (SIAK) in improving public services in the Department of Population and Civil Registration of Tulungagung Regency. In particular, this study examines the operational mechanisms of SIAK services, identifies implementation challenges, and evaluates the effectiveness of services based on the dimensions of e-government implementation. These findings are expected to contribute both theoretically and practically by enriching discussions on digital governance and providing recommendations for improving population administration services in regional government institutions.

LITERATURE REVIEW

The concept of e-government is generally understood as the use of information and communication technology by government agencies to provide more efficient, transparent, and participatory public services (Indrajit, 2006). This shift from a conventional service model to electronic services is driven by the need to improve the quality of interaction between the government and citizens, while strengthening institutional accountability (Cahyono et al., 2022). In the context of population administration, the implementation of digital systems is seen as a strategic instrument because demographic data is the basis for various public policies, ranging from the distribution of social assistance to regional development planning (Purba et al., 2019). Huda et al. (2020) added that the integration of population information systems not only accelerates document processing, but also improves data governance across agencies, thereby reducing duplication and inconsistencies in population information.

E-Government Success Elements Framework: Support, Capacity, and Value

One of the widely used frameworks to evaluate the success of e-government implementation in Indonesia is the model developed by Indrajit (2006), which places support, capacity, and value as the three determinants of digital governance success. Support is related

to political commitments and regulatory frameworks, capacity includes the availability of technological infrastructure and human resources, while value refers to the benefits felt by citizens and institutions (Laili & Kriswibowo, 2022). This framework has been applied to various case studies of local government; Fahik, Akadira, and Jumiati (2024), for example, found that the readiness level of these three elements in the application of development administration services in North Central Timor is in the range of 70–79 percent, with the support element showing the highest achievement. Similarly, Djabbari, Alimuddin, and Ramdhan (2024) used the same model to analyze the implementation of digital governance at the village level and concluded that the balance between the three elements determines the sustainability of digital services in the long term. These findings confirm the relevance of the support–capacity–value framework as an analytical tool for evaluating the implementation of SIAK at the district level, as used in this study.

Challenges of E-Government Implementation at the Local Government Level

Although the benefits of e-government are widely documented, a number of studies confirm that the successful implementation is not automatic. Heeks (2006) cites the gap between system design and operational reality in the field (design–reality gap) as one of the main causes of e-government project failures in developing countries, especially when infrastructure and organizational readiness are inadequate. In the Indonesian context, these challenges often manifest in the form of unstable internet connectivity, limited technical capacity of operators, and low digital literacy of the community (Adriyanto, t.t.). This condition is in line with the findings of this study in Tulungagung Regency, which confirms that network disruption in e-KTP services and limited human resources remain obstacles despite the relatively strong institutional support for SIAK.

Research Gap and Analytical Framework

Studies on the implementation of SIAK have been conducted in various regions with relatively consistent results. Kautsar and Saefullah (2022) examined the implementation of e-government policies in SIAK services in the city of Bandung and found that digitization of population data accelerates the verification process, although inter-district coordination is still an obstacle. Similar findings were reported by Kwijangge et al. (2020) in Mimika Regency, which showed that SIAK is effective in accelerating population mutation services, but network limitations in areas with difficult geographical conditions remain the main obstacle. In Cirebon Regency, Aos and Riwanti (2019) noted that the implementation of SIAK improves the quality of population information, while Rahmawati (2022) in North Lampung identified supporting factors in the form of institutional commitment and inhibiting factors in the form of limited technical facilities. The study in Tabalong Regency by Al Farabi and Taupik (2024) also highlighted the resource aspect as an important determinant of the success of the implementation of the SIAK policy, in line with the findings of Lengkong and Tampi (2016) in Manado City which showed that the implementation of SIAK has gone well despite still being colored by operational constraints. Overall, these studies reinforce the picture that SIAK generally contributes positively to the efficiency of population administration services, but its effectiveness in the field is still influenced by the condition of local infrastructure and institutional capacity (Ripa'i, 2018).

Based on the review above, most of the previous research focused on evaluating the implementation of SIAK in general in one specific region without explicitly linking it to the framework of the elements of e-government success comprehensively. This study seeks to fill

this gap by analyzing the implementation of SIAK in Tulungagung Regency through three dimensions of support, capacity, and value at once, so that it is expected to provide a more complete picture of the readiness of local governments in providing electronic-based population administration services.

RESEARCH METHODS

Research Design

This study uses a qualitative descriptive research approach to analyze the implementation of the Population Administration Information System (SIAK) at the Department of Population and Civil Registration in Tulungagung. The qualitative approach was chosen because this study aims to understand the implementation process, operational challenges, institutional readiness, and effectiveness of digital public services in the context of population administration. Qualitative research is considered appropriate to explore social phenomena and interpret experiences, interactions, and institutional practices in the delivery of public services.

Research Setting

This study focuses on the implementation of SIAK as an e-government-based public service innovation used in population administration services, including electronic identity card (e-KTP) management, family card services, demographic verification, and civil registration administration. The analysis was carried out using the e-government implementation framework proposed by Richardus Eko Indrajit, emphasizing the dimensions of support, capacity, and value as indicators to evaluate the effectiveness of digital governance implementation (Laili & Kriswibowo, 2022).

Data Sources

This study used both primary and secondary data. Primary data were obtained from observations of SIAK-based population administration services and from information provided by individuals directly involved in the implementation and utilization of SIAK services. Primary data were used to understand the actual implementation process, service procedures, interaction between service officers and citizens, technical problems, and the perceived benefits of digital population administration services.

Secondary data were obtained through document analysis and literature review. These sources included scientific journal articles, books, conference proceedings, government regulations, official government documents, institutional reports, population administration guidelines, and other documents related to SIAK and e-government-based public services. Secondary data were used to provide institutional and regulatory context and to support the interpretation of findings obtained from observations and informants.

The combination of primary and secondary data enabled the researchers to compare the practical implementation of SIAK with relevant regulations, theoretical perspectives, and findings from previous studies. This approach was also used to identify similarities and differences between the implementation of SIAK in Tulungagung Regency and its implementation in other regions of Indonesia.

Informant Selection

Informants were selected using purposive sampling. The selection criteria were based on the informants' knowledge, experience, and direct involvement in the implementation or utilization of SIAK-based population administration services. The informants were selected to represent both the institutional and service-user perspectives.

The institutional informants consisted of personnel directly involved in the administration and implementation of SIAK, particularly officials or service officers responsible for population administration, data verification, information technology, and public service delivery. These informants were expected to provide information concerning institutional support, human resource capacity, technological infrastructure, service procedures, technical constraints, and strategies for addressing problems in SIAK implementation.

In addition, service users were included as informants to obtain information regarding their experiences in accessing SIAK-based population administration services. Information from service users focused on accessibility, service speed, clarity of procedures, ease of document processing, technical problems encountered during service delivery, and the perceived benefits of digital population administration services.

The selection of informants from both the implementing institution and service users was intended to provide a more balanced understanding of SIAK implementation. The institutional perspective describes the capacity and organizational mechanisms supporting SIAK, while the service-user perspective provides information concerning the actual benefits and challenges experienced by citizens.

Data Collection

Data collection in this study was carried out through a literature study approach by reviewing various academic and institutional sources related to e-government, public service innovation, and population administration systems. These data sources include scientific journals, books, conference proceedings, government regulations, official reports, and previous studies relevant to the implementation of SIAK in Indonesia. The literature review method was used to identify theoretical perspectives, implementation models, operational challenges, and best practices related to the digital public administration system (Aos & Riwanti, 2019; Kwijangge et al., 2020).

Data Analysis

The data analysis process adopts an interactive analysis model developed by Miles and Huberman, which consists of data collection, data reduction, data display, and conclusion making (Sugiyono, 2011). In the first stage, relevant information related to SIAK implementation and public service performance is systematically collected from various references. The second stage involves data reduction by selecting, categorizing, and simplifying information relevant to the research objectives. Furthermore, organized data are presented descriptively to facilitate thematic interpretation and analysis. Finally, conclusions are drawn based on patterns, relationships, and findings identified throughout the analysis process.

Trustworthiness and Ethics

To ensure the validity and reliability of the study, the study used source triangulation by comparing findings from various references and previous studies that discussed population administration systems and the implementation of e-government. This approach is intended to enhance the credibility of the analysis and minimize subjectivity in interpreting the research findings.

The overall methodological framework of this study is expected to provide a comprehensive understanding of the implementation of SIAK in regional public administration services and contribute to the development of digital governance strategies to improve the quality of public services in Indonesia.

RESULTS AND DISCUSSION

Implementation of the Population Administration Information System (SIAK)

The implementation of the Population Administration Information System (SIAK) at the Department of Population and Civil Registration in Tulungagung demonstrates the government's commitment to improving the quality of public services through digital governance. SIAK has been used to support a variety of administrative services, including electronic identity card (e-KTP) registration, family card management, demographic verification, migration administration, and civil registration services. The implementation of this system reflects a broader transformation from conventional administrative services to integrated electronic public services based on e-government principles.

The transition from manual administrative procedures to digital-based services has significantly changed the operational mechanisms of population administration. Previously, demographic recording and document issuance were done manually, leading to delays, data duplication, and administrative inefficiencies. Through the implementation of SIAK, population data can now be integrated into a centralized national database, allowing for faster verification and more accurate document processing (Purba et al., 2019). This transformation is consistent with previous studies that emphasized that digital governance systems improve efficiency, transparency, and accountability in public administration (Cahyono et al., 2022).

The findings show that the implementation of SIAK contributes positively to the effectiveness of services by speeding up administrative procedures and simplifying the data management process. Officers can directly access demographic records through a centralized system, allowing for faster validation of citizen information. In addition, digital integration reduces the possibility of duplication of population data and strengthens the implementation of a single identity number system in Indonesia (Ripa'i, 2018). These improvements support the realization of more responsive and citizen-oriented public services.

Operational mechanism of SIAK services

The operational implementation of SIAK involves several administrative stages within the Department of Population and Civil Registration. The first stage is data input, where demographic information submitted by citizens is entered into SIAK's database system. This process includes identity verification and validation to ensure the accuracy of the data before it is stored in the national demographic database.

The second stage involves data verification and examination procedures. Officers use the SIAK platform to check population records, verify citizens' identities, and confirm the completeness of administrative requirements. This process is important to ensure the validity and consistency of demographic information across various administrative services.

Another important service mechanism facilitated by SIAK is migration administration management, including the request for relocation certificates and population transfer documentation. The system allows officers to process inbound and outbound migration records more efficiently through interconnected demographic databases. In addition, biometric verification features are used to validate electronic identity card registration and strengthen the security of demographic data.

The implementation of these operational mechanisms reflects the role of e-government in improving institutional efficiency and service integration. Similar findings were reported by Jai et al. (2016), who emphasized that an integrated population administration system

improves administrative coordination and reduces bureaucratic complexity in the delivery of public services.

Evaluation based on the e-government dimension

The implementation of SIAK in Tulungagung Regency can be analyzed using the e-government framework proposed by Richardus Eko Indrajit, which includes three important dimensions: support, capacity, and value.

1. Support Dimensions

The support dimension refers to institutional commitments, regulatory frameworks, and policy support for the implementation of digital governance. The findings reveal that local governments have demonstrated a strong institutional commitment to implementing SIAK through regulatory adaptation and administrative integration. This implementation is in line with national regulations on population administration and e-government development. Institutional support is also reflected in the allocation of operational resources and the establishment of administrative procedures for digital population services.

The implementation of SIAK has become part of a broader public service reform initiative aimed at improving transparency and efficiency in population administration. The government's commitment to digital governance is important because institutional support significantly affects the sustainability of the e-government system (Laili & Kriswibowo, 2022).

2. Capacity Dimensions

The capacity dimension is related to the availability of technological infrastructure, human resources, and organizational readiness to operate digital systems. The findings show that the implementation of SIAK in Tulungagung is supported by administrative operators and digital infrastructure that are able to handle population data services. However, some operational limitations are still visible, especially related to internet network stability and system reliability.

One of the main obstacles identified during implementation is network disruptions in the e-KTP service system. Technical glitches often disrupt service operations, causing delays in ID card processing and forcing citizens to visit the office for administrative completion. These technical issues reduce the effectiveness of the service and negatively impact public satisfaction.

In addition, limited technical capacity among operators and inadequate infrastructure maintenance can affect system performance. Similar challenges have been identified in previous studies that discussed the implementation of e-government in regional administrations, particularly related to infrastructure limitations and technological adaptation challenges (Kwijangge et al., 2020).

3. Value Dimension

The value dimension refers to the benefits and impacts felt by citizens and government institutions after implementing a digital governance system. These findings show that SIAK provides significant benefits for both administrative and public institutions. Citizens experience easier access to population administration services as document processing becomes faster, more transparent, and integrated than conventional manual procedures.

For government institutions, SIAK facilitates better management of demographic data, strengthens administrative coordination, and improves operational efficiency. The system also supports more accurate demographic reporting and enhances the government's ability to monitor population data across the board.

However, despite these advantages, the value generated by the implementation of SIAK is still influenced by operational reliability and service continuity. Frequent network disruptions and technical limitations can reduce public trust and degrade perceived service quality. Therefore, improving technology infrastructure and strengthening technical support systems are necessary to maximize the benefits of digital public administration services.

Challenges in SIAK Implementation

Although SIAK implementations generally show positive results, some challenges remain significant. The most dominant obstacle identified in this study is unstable internet connectivity that affects the operation of e-KTP services. Network failures often disrupt administrative processing, leading to delays and increased service waiting times for citizens.

Another challenge relates to human resource capacity and digital adaptation. Effective implementation of a digital governance system requires skilled operators who are able to manage technology systems efficiently. Limited technical training and inadequate human resource development can reduce operational effectiveness and slow down administrative processes.

In addition, infrastructure limitations, including hardware reliability and network maintenance, remain an important concern in regional public administration systems. Similar issues have been discussed in previous studies that emphasize that successful implementation of e-government requires not only technology adoption but also institutional readiness, infrastructure sustainability, and organizational adaptation (Aos & Riwanti, 2019).

Discussion

The findings of this study confirm that the implementation of SIAK contributes positively to improving the quality of public services and administrative efficiency in population administration. The integration of digital governance systems enables faster data processing, strengthens the accuracy of demographic data, and supports transparent administrative procedures. These findings are consistent with previous studies that highlighted the strategic role of e-government in modernizing the public administration system in Indonesia.

Nevertheless, the effectiveness of digital public services remains heavily influenced by technological infrastructure, institutional capacity, and operational reliability. Technical disruptions, infrastructure limitations, and limited human resources continue to hinder optimal implementation. Therefore, a continuous improvement strategy is needed to strengthen the implementation of digital governance at the regional level.

Improving internet infrastructure, improving technical training for operators, strengthening system maintenance, and improving institutional coordination are important strategies to optimize SIAK implementation. In addition, continuous evaluation and adaptation are needed to ensure digital public services remain responsive to technological developments and citizens' needs. Through these improvements, SIAK can further support the realization of efficient, transparent, and citizen-oriented public administration services in Indonesia.

CONCLUSION

The implementation of the Population Administration Information System (SIAK) at the Department of Population and Civil Registration in Tulungagung has made a positive contribution to improving the quality of public administration services through the adoption of e-government principles. This system facilitates more efficient management of demographic data, accelerates administrative processes, improves data integration, and supports the realization of transparent and responsive public services. The implementation of SIAK also

demonstrates the important role of digital governance in modernizing the population administration system and strengthening institutional effectiveness in the delivery of public services.

Based on an analysis using the e-government framework proposed by Richardus Eko Indrajit, the implementation of SIAK reflects the existence of institutional support, operational capacity, and public value creation. Institutional commitment and regulatory support have driven the adoption of digital administrative systems, while integrated demographic databases have improved service coordination and administrative accuracy. In addition, citizens benefit from easier access to population administration services, faster document processing, and better service transparency.

However, some implementation challenges are still significant, especially related to unstable internet connectivity, technical glitches in the e-KTP service system, limited infrastructure reliability, and limited human resource capacity. These barriers affect operational effectiveness and sometimes reduce service continuity and public satisfaction. Therefore, continuous improvements in technology infrastructure, system maintenance, and technical competency development are necessary to optimize the performance of digital public services.

The study concludes that SIAK has great potential to strengthen digital public administration services in Indonesia, particularly at the local government level. Sustainable development strategies, including infrastructure improvements, operator training, and institutional coordination, are essential to maximize the effectiveness of e-government implementation. Future studies are recommended to explore citizen satisfaction, digital service adoption behavior, and comparative implementation models in various regional administrations to enrich discourse on digital governance and public service innovation.

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