

# Assistance in Implementing Digital Population Identity Services in Kraton Village to Enhance Digital-Based Population Administration Services

Millatus Sholihah<sup>1\*</sup>, Titis Srimurni<sup>2</sup>, Ning Mukti Indrayani<sup>3</sup>, Dini Maisaro<sup>4</sup>, Julia Fatmawati<sup>5</sup>

<sup>1,2,3,4,5</sup> Department of Public Administration, Universitas Lumajang, Lumajang, Indonesia

## ABSTRACT

Advancements in information technology and the evolution of society toward the Society 5.0 era require governments and public organizations to integrate digital technology into public service delivery. One form of e-government implementation in the field of population administration is the application of the Digital Population Identity (IKD). This community service initiative was conducted through assistance in Digital Population Identity services in Kraton Village, Lumajang Regency. This activity serves as an initiative to support the success of IKD registration and activation through a direct approach to citizens requiring population administration services. The assistance-based approach was selected to support the village government in identifying potential users and socialising IKD more effectively. As pioneers of digital transformation in Indonesia, Millennials and Generation Z play a strategic role in driving technology adoption within society. Consequently, this assistance activity involves university students as implementing partners to support government efforts in enhancing the quality of digital-based population administration services. The expected outcomes of this initiative include increased understanding among village government officials regarding IKD socialization, a higher number of citizens activating their Digital Population Identity, and enhanced public awareness regarding the importance of utilizing technology to access population administration services in quick, and efficient way.

**Keywords:** Assistance, Digital Population Identity, Population Administration.

## \*Correspondence:

Millatus Sholihah  
(millasholihah30@gmail.com)

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## 1. INTRODUCTION

Digital transformation in public service has become an inevitable necessity alongside advancements in information and communication technology (Udegbumam et al., 2023; Liu & Yuan, 2015). In the Society 5.0 era, public services are required to be more adaptive, effective, and community-oriented through the utilization of digital technology (Yanto et al., 2025). One form of e-government implementation in Indonesia is the development of digital-based population administration services via the Digital Population Identity (IKD). The Digital Population Identity is a government innovation designed to provide digital population documents integrated with the national population administration system. IKD is expected to enhance service efficiency, facilitate public access to administrative services, and improve the accuracy and security of population data (Putri & Reviandani, 2023; Khrisna et al., 2025). However, the implementation of IKD at the village level still faces various challenges, including

low public digital literacy, limited socialization, and the suboptimal role of village officials in encouraging community participation.

Social assistance represents a form of academic concern in addressing social issues faced by the community (Adityansyah et al., 2025). Such assistance plays a strategic role in increasing community participation and supporting the success of government programs, particularly in the field of public service (Manalu et al., 2025). Public service is a fundamental right of every citizen, as regulated by Law Number 25 of 2009 concerning Public Services, which mandates the state to provide high-quality, transparent, and accountable services. Based on these conditions, this community service initiative was conducted in the form of assistance for Digital Population Identity services in Kraton Village, Lumajang Regency. This activity was carried out in collaboration with the Population and Civil Registration Office (Disdukcapil) of Lumajang Regency, aiming to enhance the technical understanding and readiness of digital service officers for the community. Furthermore, this initiative involved university students as agents of change to support the acceleration of digital-based population administration transformation at the village level.

## 2. METHODS

This community service initiative was conducted in Kraton Village, Lumajang Regency, employing a participatory assistance method. The service team acted as facilitators, bridging the Population and Civil Registration Office (Disdukcapil), the village government, and the community in the Digital Population Identity (IKD) service process. The implementation stages of the activity included:

- a. Preparation and Briefing Stage: This included coordination with the village government and relevant stakeholders, the drafting of socialization invitation letters, the signing of integrity pacts, and the preparation of supporting devices for the installation and operation of the Population Administration Information System (SIAK).
- b. Socialization Stage: This involved providing information and education to the community regarding the concepts, benefits, and procedures of utilizing the Digital Population Identity. Socialization was conducted directly, involving village officials and university students.
- c. Data Collection and Management Stage: This encompassed the identification of residents who did not possess barcoded Family Cards (Kartu Keluarga) or had not yet activated their IKD, as well as the recording of prospective recipients for the assistance service.
- d. Service Assistance Stage: This consisted of providing direct guidance to the community during the Digital Population Identity activation process, ranging from application installation to the verification of population data.
- e. Evaluation and Reporting Stage: This involved evaluating the activity's implementation, compiling assistance outcome reports, and issuing instructions for account deletion within the Population Administration Information System (SIAK) upon completion of the activity to ensure data security.



Figure 1. Preparation for IKD socialization assistance  
Source: Survey Team (2025)

### 3. RESULTS AND DISCUSSION

#### 3.1. Results

The implementation of the Digital Population Identity (IKD) service assistance in Kraton Village yielded positive results. Throughout the activity, the community demonstrated high enthusiasm in participating in the socialization and IKD activation assistance process. This was evidenced by the increasing number of residents who attended and were willing to activate their Digital Population Identity. From the perspective of village officials, this assistance activity helped enhance their understanding and capacity to conduct socialization and digital-based population administration services. Village officials became better prepared to assist the community and address various technical obstacles encountered during the IKD activation process. For the community, this assistance facilitated easier access to population administration services without relying entirely on manual procedures. Citizens began to comprehend the benefits of utilizing IKD, such as the convenience of accessing population documents, time efficiency, and data security. Furthermore, the involvement of university students as assistants contributed to improving public digital literacy, particularly among the younger generation and the productive age group. In general, this assistance initiative contributed to the improvement of population administration service quality in Kraton Village and supported the acceleration of digital transformation in public services at the village level. The specific stages conducted during the assistance process are as follows:

**a. Preparation and Briefing as the Foundation for Successful Activity**

The preparation and briefing stage is the initial phase that plays a strategic role in determining the success of the Digital Population Identity (IKD) service assistance. During this stage, the community service team conducted intensive coordination with the Kraton Village government and relevant stakeholders to align perceptions regarding the objectives, mechanisms, and distribution of roles within the assistance activities. The drafting of socialization invitation letters and the signing of integrity pacts were essential steps in establishing a shared commitment between the service team and village officials. The integrity pact functions not only as an administrative agreement but also as an instrument to strengthen responsibility in maintaining the confidentiality and security of citizens' population data. This is crucial, given that IKD services are directly related to the personal data of citizens. Furthermore, the preparation of supporting devices for the installation and operation of the Population Administration Information System (SIAP) was a vital component of this phase. The readiness of these devices and supporting systems helped minimize technical obstacles during the implementation stage, ensuring that the assistance process could proceed more effectively and efficiently. Consequently, the preparation and briefing stage served as the institutional and technical foundation for the overall success of the assistance initiative.

**b. Socialization Stage as an Effort to Enhance Public Understanding and Awareness**

The socialization stage is a pivotal phase in building public understanding and awareness regarding the importance of the Digital Population Identity (IKD). During this stage, the community is provided with information and education concerning the concept of IKD, its associated benefits, and the procedures for its use in population administration services. Conducting socialization directly facilitates two-way communication between the assistance team and the community. This allows citizens to not only receive information but also to express questions, concerns, and obstacles that have previously hindered their IKD activation. This approach has proven effective in reducing public resistance toward digital-based service innovations. The involvement of village officials and university students in these socialization activities provides significant added value. Village officials serve as government representatives with established legitimacy in the eyes of the community, while students act as communicative and adaptive facilitators regarding technological developments. This synergy drives increased community participation in the subsequent stages, particularly in the data collection and IKD activation processes.

**c. Data Collection and Management Stage in Supporting Service Targeting Accuracy**

The data collection and management stage is a critical phase in ensuring that the IKD assistance activities are accurately targeted. This stage involves identifying community members who do not yet possess barcoded Family Cards (Kartu Keluarga) or have not yet activated their Digital Population Identity. Data collection is conducted systematically by involving village officials who manage the local population database. This process facilitates the mapping of the community's actual conditions and determines the priority recipients for the assistance services. Furthermore, accurate data collection enables the assistance team to manage service workflows and prevent participant congestion during the IKD activation process. Sound data management also contributes to enhancing the quality of population administration services. Neatly managed and verified data minimizes input errors and accelerates service delivery. This stage demonstrates that the digital transformation of public services depends not only on technology but also on orderly and accountable data.

**d. Service Assistance Stage as the Core of the Community Service Initiative**

The service assistance stage constitutes the core of this community service initiative. During this phase, the assistance team provides direct guidance to the community throughout the Digital Population Identity (IKD) activation process, encompassing everything from application installation to the verification of population data. The assistance is provided personally and incrementally, adapting to the digital literacy levels of each resident. This approach allows the community to gain a more profound understanding of every IKD activation stage and reduces technical errors that frequently occur when the process is attempted independently without supervision. The results of this assistance indicate that citizens feel more supported and confident in utilizing digital-based population administration services. Furthermore, village officials gain first-hand experience in handling various technical obstacles, thereby enhancing their capacity to provide continued services after the completion of the community service activity. Consequently, the service assistance stage generates not only the output of IKD activations but also the capacity building of both officials and the community.

**e. Evaluation and Reporting Stage as an Effort to Maintain Accountability and Data Security**

The evaluation and reporting stage serves as the final phase to assess the effectiveness of the IKD assistance implementation. The evaluation is conducted by reviewing the achievement of activity objectives, community participation levels, and the challenges encountered throughout the assistance process. The findings of this evaluation serve as the basis for compiling the community service report. This report functions not only as project documentation but also as a source of recommendations for the village government in the future development of digital-based population administration services. Furthermore, the instruction to delete accounts from the Population Administration Information System (SIAP) upon the completion of activities is a vital step in maintaining the security and confidentiality of population data. This action reflects the commitment of the service team and village officials to the principles of personal data protection within digital public services.

### **3.2. Discussion**

#### **Integration Across Stages in Supporting the Digital Transformation of Village Public Services**

Overall, the five stages of the IKD assistance implementation are interconnected and constitute a cohesive, continuous process. The preparation stage ensures institutional and technical readiness, the socialization stage builds public understanding, the data collection stage guarantees accurate targeting, the service assistance stage provides direct benefits, and the evaluation stage ensures accountability and program sustainability. The integration across these stages demonstrates that the Digital Population Identity service assistance in Kraton Village is not only oriented toward short-term results but also toward the sustainable strengthening of digital-based population administration systems at the village level.

The results of this activity align with previous research that emphasized the importance of institutional readiness and community participation in implementing a digital-based population administration system. Previous studies have shown that the successful implementation of digital identity services at the local level is heavily influenced by effective socialization, accurate population data, and ongoing evaluation mechanisms. Therefore, integrating implementation stages is a prerequisite for creating an adaptive and sustainable population administration system (Syafitri et al., 2025).

## 4. CONCLUSION

The community service initiative, conducted through assistance for Digital Population Identity (IKD) services in Kraton Village, Lumajang Regency, has successfully enhanced public understanding and participation in the utilization of IKD. This assistance has also strengthened the roles of the Population and Civil Registration Office and village officials in administering digital-based population services. Through a participatory approach and the involvement of university students, this activity has effectively fostered improved digital literacy within the community and supported the implementation of e-government at the village level. Moving forward, similar assistance initiatives should be conducted sustainably to ensure that the transformation of digital-based population administration services operates optimally and equitably.

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