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Effectiveness of the Digital Population Identity (IKD) Program at the Population and Civil Registration Office of Bogor Regency

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Article Information	Abstract
<p>Article history: Accepted 12-08-2025 Fixed 16-08-2025 Approved 30-08-2025</p> <p>Keywords: Digital Identity, Public Service, Effectiveness, Quantitative Study, Bogor Regency</p>	<p>Abstract: The implementation of the Digital Population Identity (IKD) is one of the government's efforts to digitize public services, particularly in the area of civil registration. This study aims to evaluate the effectiveness of the IKD program conducted by the Department of Population and Civil Registration (Disdukcapil) of Bogor Regency. The research uses a descriptive quantitative approach to gain a statistical picture of public perceptions of the program. Data were collected from 100 respondents through a structured questionnaire, supported by interviews with key officers at Disdukcapil. The effectiveness of the IKD program was measured using five dimensions proposed by Sutrisno (2010): program understanding, target accuracy, timeliness, goal achievement, and actual change. The results of this study indicate that the IKD program in Bogor Regency is considered effective, with an overall average score of 3.83, categorized as "good." The highest score was achieved in the program understanding dimension (3.97), which shows that most of the community already understands how to access and use IKD services. However, the lowest score was found in the timeliness dimension (3.71), indicating that technical issues such as poor internet access, limited digital literacy, and application errors are still obstacles in the field. Interviews also revealed that socialization efforts must be strengthened, and the system interface must be simplified to accommodate citizens with low digital skills. This study contributes by filling the research gap on the regional implementation of digital identity services from a quantitative perspective. While previous studies often focused on national-level policies or technological design, this research provides empirical evidence of how the IKD program performs in practice at the local level. The findings suggest that strengthening public understanding is key to increasing program effectiveness. Policymakers are encouraged to improve education, infrastructure, and application usability to ensure inclusive and sustainable digital public services.</p>

Introduction

Public services are one of the essential duties of the government to meet the basic needs of the community, particularly in population administration. The quality of these services plays a crucial role in building public trust to (Pradini et al., 2025) The Digital Population Identity (IKD) is designed to simplify the population administration process and improve the quality of

public services. This statement underlines that service quality can determine the success or failure of a public program.

In response to this challenge, the Indonesian government has initiated various reforms in public service delivery, including the adoption of digital technologies. One such initiative is the implementation of the Digital Population Identity (Identitas Kependudukan Digital or IKD), which aims to provide easier access to population documents through a mobile-based platform. As regulated in the Minister of Home Affairs Regulation No. 72 of 2022, the IKD is designed to replace the traditional electronic ID card (e-KTP) starting in 2024 by introducing a digital format accessible via smartphones.

The IKD program is expected to simplify administrative procedures, reduce processing times, and increase public access to services. According to Pradini et al. (2025), IKD not only enhances efficiency but also bridges the gap between citizens and government services by minimizing bureaucratic barriers. However, the practical implementation of the program has not been without challenges. Many citizens remain unfamiliar with the application, lack access to compatible devices, or feel concerned about data security issues. These obstacles highlight the need for better socialization, improved infrastructure, and increased public digital literacy to support the program's success.

Bogor Regency, as one of the regions piloting the IKD program, provides a relevant case study due to its large population and diverse socio-economic demographics. The local Population and Civil Registration Office (Disdukcapil) has made various efforts to introduce and implement the IKD system. Despite these efforts, technical and non-technical issues such as connectivity, user readiness, and system errors continue to hinder the program's full potential. Given this context, a systematic evaluation is needed to understand the actual effectiveness of the IKD implementation from the perspective of its intended users. Therefore, this study adopts Sutrisno's (2010) five-dimension model to assess program effectiveness, which has been applied in various contexts such as youth entrepreneurship (Fauziah et al., 2022). These dimensions serve as the analytical framework to assess how well the program is being implemented at the local level.

However, to date there has been limited research specifically examining the effectiveness of the IKD program at the regional level using a quantitative approach based on public perceptions. Most previous studies have focused on technological infrastructure or national policy analysis. Therefore, this study aims to fill that research gap by offering empirical insights into how effective the IKD program is in Bogor Regency, what challenges are encountered, and what strategies have been employed to improve its implementation.

Public Service

Public service is a crucial concept in government administration and society. According to Law Number 25 of 2009, public service is defined as activities or a series of activities carried out to fulfill the needs of the community in accordance with applicable laws and regulations, whether in the form of goods, services, or administrative services provided by service providers. This definition emphasizes that public services aim to fulfill the rights of every citizen and resident to receive quality and timely services (Law No. 25/2009). Public service must be able to achieve efficient goals and ensure accountability between the government and the public.

In today's digital era, the implementation of information technology in public services is essential for improving service efficiency and effectiveness. Public service is not merely an

administrative obligation, but also a moral commitment of the government to serve the public fairly and with quality. Therefore, reforms in public service, especially through the application of information technology, are vital to achieving efficiency and accountability.

This is in line with the opinion of Apriliyani et al. (2019), who stated that transformation in participatory leadership at the Department of Population and Civil Registration can improve employee performance, which is crucial to supporting the effectiveness of public service programs such as the Digital Population Identity (Identitas Kependudukan Digital/IKD).

Digital Population Identity

Digital Population Identity (IKD) is an innovation that utilizes information technology in managing population data. According to the Regulation of the Minister of Home Affairs Number 72 of 2022, IKD is electronic information used to represent population documents and personal data in a digital application. This concept aims to improve the efficiency of population administration by simplifying access to and verification of population data through smartphones. As noted by (Fitriyana et al., 2024) digital transformation in public services aims to enhance efficiency, transparency, and service capacity for the public. With the implementation of IKD, public service processes are expected to become faster and more effective, while also reducing the risk of identity fraud that frequently occurs with physical documents (Disdukcapil, 2022).

IKD is a digital identity implemented to gradually replace the electronic ID card (KTP-el). This replacement is being carried out in stages and has not yet been made mandatory for the public. According to (Prabowo et al., 2023) innovations in population administration services—such as the SI D'nok system introduced by the Semarang City Population and Civil Registration Office represent a form of digital transformation aimed at making it easier for the public to access services efficiently and effectively, particularly in emergency situations like the COVID-19 pandemic. This innovation reflects the government's efforts to improve the quality of public services by utilizing information technology as a primary tool in managing population data.

E-Government

E-government refers to the use of information and communication technology (ICT) to improve the efficiency and effectiveness of public services. This concept aims to facilitate interaction between the government and the public while enhancing transparency and accountability in public administration. (Idrus et al., 2024) state that the implementation of good governance principles which include efficiency, transparency, and accountability has proven effective in optimizing public services, both from local and global perspectives. Therefore, e-government has become an essential tool in transforming public administration in the digital era.

One of the key aspects of e-government is the improvement of public service accessibility. Through digital platforms, citizens can access government information and services anytime and anywhere without the need to physically visit government offices. This aligns with Presidential Regulation of the Republic of Indonesia Number 95 of 2018 on the Electronic-Based Government System, which aims to enhance public services and accelerate government administrative processes. By adopting digital technology, the government can deliver information and services more quickly and in a way that is easily accessible to the public.

Effectiveness

Effectiveness is a management concept in program evaluation that describes the extent to which an organization or program successfully achieves its predetermined goals. The effectiveness of public services is not only assessed by whether organizational goals are met, but also by how the services provide convenience, speed, and satisfaction to the public. According to (Salopah et al., 2024), the effectiveness of population administration policies is not solely determined by the policies themselves, but is also strongly influenced by the readiness of human resources, the support of technological infrastructure, and the level of public understanding of service procedures.

This indicates that the success of public service programs, including the Digital Population Identity (IKD) program, greatly depends on internal factors of the service providers as well as the readiness of the community as service users. Digital-based services have become one of the government's strategies to improve the effectiveness of population administration services. Research (Pratidina et al., 2024) states that the implementation of online population administration service systems can optimize service quality in terms of timeliness, accessibility, and public satisfaction.

In public service, effectiveness is not only measured by how quickly a service is delivered but also by the quality and level of public satisfaction with the service. It is essential for the government to design and implement programs that not only meet time and budget targets but also provide tangible benefits to the community. (Tanjung et al., 2022) stated that the quality of public services in population administration, such as the issuance of Family Cards, is significantly influenced by service speed, procedural simplicity, and the attitude of staff in serving the public. This indicates that the effectiveness of public services is determined not only by the systems in place but also by the behavior and professionalism of service personnel.

To measure the effectiveness of a program, as stated by Sutrisno in (Safitri Lidia, Eka Yulyana, 2024) program effectiveness in population administration services can be evaluated based on five key dimensions: program understanding, target accuracy, timeliness, goal achievement, and actual change as implemented in the *e-Open* application in Bekasi City.

METHOD

This study employed a quantitative descriptive approach aimed at evaluating the effectiveness of the Digital Population Identity (IKD) program implemented by the Population and Civil Registration Office (Disdukcapil) of Bogor Regency. The quantitative approach was chosen to obtain objective and measurable data through structured instruments, allowing researchers to describe community perceptions numerically and analyze trends statistically (Rahmawati, 2021). The population of this study consisted of residents of Bogor Regency who had accessed or used the IKD service. A total of 100 respondents were selected using purposive sampling, focusing on individuals who were eligible to use the IKD and had sufficient experience with the service. The criteria included age, access to digital devices, and experience with digital public service systems.

Data were collected through a structured questionnaire developed based on five dimensions of program effectiveness proposed by Sutrisno (2010), namely: Program Understanding, Target Accuracy, Timeliness, Goal Achievement, and Actual Change. Each dimension was measured using two indicators, with responses assessed using a 4-point Likert scale (ranging from strongly disagree to strongly agree). In addition, qualitative data were obtained through interviews with Disdukcapil officials to provide contextual insights into the challenges and implementation strategies of the IKD program.

The quantitative data were analyzed using descriptive statistics to determine the average score of each dimension. The results were categorized based on predetermined criteria to assess whether the implementation of the IKD program was considered "Very Good," "Good," "Fair," or "Poor." This analysis helped identify the most and least effective dimensions, offering a clearer understanding of which areas require improvement. By combining quantitative survey data with qualitative insights from field practitioners, this research aims to provide a comprehensive evaluation of how the IKD program operates in practice and the extent to which it meets its objectives in a local government context.

RESULTS AND DISCUSSION

This program represents an innovation in digital-based public services, allowing citizens to access their digital population identity through electronic devices such as smartphones. The effectiveness of the program is measured using five dimensions developed by Sutrisno (2010), namely: program understanding, target accuracy, timeliness, goal achievement, and real change. Through a quantitative approach using questionnaires distributed to 100 respondents, this study provides an overview of public perceptions regarding the implementation of the program. Each dimension is evaluated based on specific indicators, and the resulting scores and averages are used to assess the overall effectiveness of the IKD program

1. Program Understanding Dimension

Understanding the program is a crucial aspect in the implementation process to ensure that the program runs optimally. A strong understanding allows every party involved to carry out their responsibilities accurately in line with the established objectives.

Table 1. Program Understanding Recapitulation

No	Indicator	Score	Average Result
1	Public awareness level of the existence of the IKD program	3,97	3,97
2	Understanding of how to use the IKD service	3,97	
Total		7,94	

Source: Research, 2025

Based on the recapitulation results, the program understanding dimension obtained an average score of 3.97, which falls into the "good" category. This indicates that the majority of respondents are aware of the existence of the Digital Population Identity (IKD) program and understand how to use it. This good level of understanding is influenced by the socialization efforts conducted by the Civil Registry Office (Disdukcapil) and the openness of information provided through various media channels.

Based on interviews with officials from the Population and Civil Registration Office (Disdukcapil) of Bogor Regency, it was revealed that although many citizens particularly those accustomed to using smartphones already understand the Digital Population Identity (IKD), there are still segments of the population, especially the elderly and those living in rural areas, who do not fully comprehend what IKD is and what its benefits are. This was reflected in the statement of a Disdukcapil officer: "If you ask whether everyone understands it, not yet. Many people already get it especially those who regularly use smartphones they know IKD is like a practical digital ID. But there are still many residents, especially the elderly or those living in villages, who don't really understand what IKD is and how it benefits them. That's why we often carry out socialization programs at sub-districts and villages to help more people understand."

This statement illustrates a gap in public understanding. Although, quantitatively, the level of awareness is categorized as good, in practice, there are still particular groups within the community who do not fully grasp the program, either in terms of its existence or its benefits. This is in line with the fact that IKD is a digital-based program, which requires a level of technological literacy that is not yet evenly distributed across all demographic groups. Therefore, the findings of this study indicate that public acceptance of the IKD program is generally positive. However, continuous efforts in the form of outreach and education remain necessary particularly for those less familiar with technology. Strategies such as conducting informational campaigns in sub-districts, villages, schools, and public centers as undertaken by the Disdukcapil of Bogor Regency are appropriate steps to enhance public understanding in a more comprehensive manner.

Table 2. Target Accuracy Dimension

No	Indicator	Score	Average Result
1	Proportion of people who can access the IKD service	3,97	3,91
2	Quality of services received by the groups in need	3,85	
Total		7,82	

Source: *Research, 2025*

The average score for this dimension is 3.91, which also falls into the “good” category. This indicates that the IKD program has been quite effective in targeting communities in need of civil registration services, especially those with access to digital technology. However, there are still some members of the community who face difficulties in accessing this service, particularly in areas with inadequate technological infrastructure.

Based on interviews with officials from the Population and Civil Registration Office (Disdukcapil) of Bogor Regency, it was explained that although the IKD program is, in principle, accessible to all citizens, there are still real challenges in the field, such as limited access to devices and internet connectivity—especially in remote areas. This was illustrated in the following statement from a Disdukcapil officer: “Actually, IKD is open to all citizens as long as they have a smartphone that can download the app and internet access. But in reality, not everyone has a decent smartphone or a stable internet connection, especially those living in remote areas. So not all segments of the population can access IKD on their own. That’s why we often go directly into the field through mobile services, so that people who can’t visit the office can still be assisted.” This statement reinforces the finding that there is still a gap in IKD service access, particularly among citizens living in underdeveloped or economically disadvantaged areas. Although most respondents gave positive assessments quantitatively, the field reality highlights an imbalance in service access that still needs to be addressed. As such, the mobile outreach programs conducted by Disdukcapil serve as an important solution to ensure that IKD services reach their intended targets and are accessible to all layers of society.

In conclusion, while the IKD program has been generally perceived as well-targeted by the majority of the population, improvements are still needed in ensuring equal access and service quality, particularly for those facing technological and connectivity limitations. Mobile outreach and more intensive public education efforts are strategic measures to ensure the benefits of IKD can be felt more evenly across Bogor Regency.

Table 3. Timeliness Dimension

No	Indicator	Score	Average Result
1	Average time required to access IKD services	3,73	3,71
2	Suitability of the IKD program implementation timeline	3,69	
Total		7,42	

Source: *Research, 2025*

The average score for the timeliness dimension is 3.71. This indicates that the implementation time of the IKD service is fairly aligned with the needs of the community. Nevertheless, some respondents felt that the administrative process still takes too long, especially during system disruptions or when long queues occur at the service offices. Based on interviews with officials from the Population and Civil Registration Office (Disdukcapil) of Bogor Regency, one officer stated: "If you already understand how to use it, IKD is very fast. Documents like the digital ID card appear right away on your phone, so there's no need for printing anymore. But the problem is, many people still get confused when trying to activate or register, and sometimes they still have to come to the office for assistance. That process is what makes it feel longer for some people. But compared to the manual process, IKD is still faster."

This statement confirms that, from a system perspective, IKD offers advantages in terms of access speed especially for citizens who are already familiar with technology. However, there are still segments of the population who do not fully understand the activation and usage processes, requiring them to visit the Disdukcapil office for assistance. This need for support contributes to longer service times for some individuals, particularly those less accustomed to digital services.

It can be concluded that although the implementation of IKD services is generally considered timely and receives positive feedback from the public, broader efforts in providing guidance and education are still necessary. These efforts are especially important for citizens who are less technologically literate, ensuring they can access IKD services quickly and independently. Such initiatives are essential to ensure that the benefits of digital service efficiency are evenly distributed across all areas of Bogor Regency.

Table 4. Goal Achievement Dimension

No	Indicator	Score	Average Result
1	Increase in the number of IKD service user	3,7	3,82
2	Reduction in the time required for administrative processes	3,94	
Total		7,64	

Source: *Research, 2025*

This dimension obtained an average score of 3.82, which also falls into the "good" category. It indicates that the objectives of the IKD program such as increasing the number of users and accelerating administrative processes have begun to be achieved. This reflects an

improvement in both efficiency and effectiveness of services at the Civil Registry Office (Disdukcapil) of Bogor Regency.

Based on interviews with officials from the Population and Civil Registration Office (Disdukcapil) of Bogor Regency, one officer stated: “Thankfully, more and more residents are using IKD. The number of downloads and activations keeps increasing every month. That’s because we conduct outreach activities everywhere from village offices and schools to public service malls. But of course, not everyone uses IKD yet; many are still hesitant or don’t understand it.”

This statement supports the data showing that the number of IKD users has indeed increased over time, largely due to the intensive socialization efforts carried out by Disdukcapil through various outreach programs in village offices, schools, and public service centers. However, there are still many citizens who have not adopted IKD due to concerns over data privacy, a lack of understanding of how to use the application, or limited access to digital technology. Therefore, it can be concluded that the IKD program in Bogor Regency has generally succeeded in achieving its primary goals: increasing user adoption and accelerating population administration processes. Nevertheless, ongoing efforts are still needed, such as more extensive education and outreach as well as simplifying service procedures, to ensure that the benefits of IKD are more evenly distributed across all segments of society, including those who remain hesitant or unfamiliar with digital technology.

Table 5. Real Change Dimension

No	Indicator	Skor	Average Result
1	Level of public satisfaction with civil registration services	3,89	3,82
2	Improved service accessibility across various segments of society	3,87	
Total		7,76	

Source: Research, 2025

This dimension earned the second-highest average score of 3.88, indicating that the public perceives a tangible improvement from the implementation of the Digital Population Identity (IKD) program. Satisfaction levels have increased, and service accessibility has become easier, as citizens no longer need to visit the Civil Registry Office (Disdukcapil) in person.

Based on interviews with officials from the Population and Civil Registration Office (Disdukcapil) of Bogor Regency, one officer stated: “Many residents who already use IKD say they find it very helpful. They no longer need to carry a physical ID card everywhere just open the app. Especially when they need personal data for administrative purposes, it’s more practical. But still, some people complain, especially those who don’t have a proper smartphone or don’t understand the technology. So, in terms of satisfaction, it’s mixed.”

This statement supports the data indicating that IKD has brought real benefits to many members of the community, particularly in terms of easier access to population documents. However, it is acknowledged that some residents are still dissatisfied due to limitations in technology or a lack of understanding on how to use digital services. This aligns with the research finding that although the overall average score falls within the “Good” category, there remains a segment of the population that struggles to fully utilize the IKD service.

Therefore, it can be concluded that the IKD program in Bogor Regency has generally succeeded in creating a positive and tangible impact—both in improving public satisfaction and expanding access to civil registration services. However, efforts to enhance service quality, conduct more intensive outreach, and provide targeted assistance to communities less familiar with digital technology remain necessary to ensure that the benefits of IKD can be equally experienced by all segments of society.

Table 6. Recapitulation of Average Scores for the Effectiveness of the IKD Program in Bogor Regency

Effectiveness Dimension	Average Score	Category
Program Understanding	3,97	Good
Target Accuracy	3,77	Good
Timeliness	3,71	Good
Achievement of Objectives	3,82	Good
Real Change	3,88	Good
Overall Average	3,83	Good

Source: Research, 2025

Based on the recapitulation of the five dimensions of effectiveness—namely program understanding, target accuracy, timeliness, goal achievement, and tangible change—it can be concluded that the Digital Population Identity (IKD) Program in Bogor Regency is running effectively. This is reflected in the overall average score of 3.83, which falls into the “good” category. Among all the dimensions analyzed, the Program Understanding dimension received the highest score of 3.97. This indicates that the majority of the public is aware of and understands how to use the IKD service. A high level of understanding plays a crucial role in the success of the program, as it encourages public participation and acceptance of digital population services.

Meanwhile, other dimensions such as Target Accuracy (3.77), Timeliness (3.71), Goal Achievement (3.82), and Tangible Change (3.88) also showed good results, indicating that the IKD program has addressed important aspects of public service delivery. Overall, these five dimensions illustrate that the implementation of the IKD program has been relatively optimal and well-received by the community. In conclusion, the effectiveness of the IKD program in Bogor Regency can be considered successful, with the primary strength lying in the public’s understanding of the program. This aspect serves as a key driver in supporting the success of the implementation of digital-based population administration services in the region.

Discussion

1. Obstacles in the Effectiveness of the Digital Population Identity (IKD) Program at the Department of Population and Civil Registration of Bogor Regency

The implementation of the Digital Population Identity (IKD) Program at the Department of Population and Civil Registration (Disdukcapil) of Bogor Regency serves as a public service innovation aimed at facilitating public access to population documents through digital platforms. To measure the success of this program, its effectiveness was assessed based on five indicators, as proposed by Sutrisno (2010): program understanding, target accuracy, timeliness, goal achievement, and tangible change. The recap of these indicators forms the basis for evaluating the effectiveness of the IKD program in the region.

Although the data indicates that the IKD program has been relatively effective, the lowest average score was recorded in the Timeliness dimension, which scored 3.71, still categorized as "good." This suggests that there are issues that hinder the program's effectiveness in terms of service speed. Timeliness is a critical factor in digital public services, as users generally expect a fast and efficient process. However, in practice, not all citizens experience these benefits equally.

This is supported by the results of interviews with Disdukcapil staff in Bogor Regency, who stated: "The most frequent obstacle is that many residents still don't understand technology. Many don't have Android phones that are good enough, or even if they do, the internet signal is weak. There are also those who are worried about the security of their personal data. So they're still hesitant to use IKD."

This statement highlights that delays in service delivery are not only due to system limitations, but also due to the condition of the users themselves. Many people are not yet technologically prepared, whether due to lack of proper devices, unstable internet connectivity, or limited digital literacy. Those unfamiliar with using the application or lacking internet access tend to require more time for activation or may hesitate to use the service at all. Therefore, Timeliness emerges as the main obstacle affecting the overall effectiveness of the IKD program in Bogor Regency. It indicates that service delivery is not yet optimal across all user groups. To improve the program's effectiveness, more attention must be paid to service duration, including the activation process, infrastructure enhancement, and technical assistance for citizens who are not yet familiar with digital tools.

2 Efforts to Improve the Effectiveness of the IKD Program at Disdukcapil Bogor Regency

To enhance the effectiveness of the Digital Population Identity (IKD) Program, Disdukcapil staff in Bogor Regency emphasized the importance of increasing the frequency and reach of public outreach. Socialization is seen as a key strategy to improve public understanding of the purpose and use of IKD. As stated by one of the staff members: "We definitely need more frequent and wider outreach, so more people understand and aren't afraid to use IKD."

This indicates that many citizens still lack knowledge about the function and benefits of the IKD program, which leads to hesitancy in its usage. Hence, strengthening the Program Understanding dimension is the most relevant step to address these challenges. Additionally, the staff emphasized the need for technological infrastructure support: "We also need better internet network support, especially in areas where the signal is still weak."

And the improvement of the digital service system: "Also, the IKD app must be continuously improved so that it becomes easier to use for everyone, including people who are not very tech savvy."

Based on interview results and the data recap, the Program Understanding dimension emerged as the strongest factor supporting the effectiveness of the IKD program, scoring the highest with an average of 3.97. This indicates that communities with a better understanding of the program are more likely to accept and utilize IKD services effectively.

Although the challenges are also related to other dimensions, from the standpoint of initial acceptance and awareness, enhancing the Program Understanding dimension is the most strategic solution to drive the program's success. Without strong public understanding, participation will remain low even if the technology and infrastructure are already in place. Therefore, building public comprehension of the program is crucial, as it serves as the

foundation that ensures the program runs effectively and its benefits are experienced widely and sustainably.

Conclusion

Based on the research conducted on the effectiveness of the Digital Population Identity (IKD) program in Bogor Regency, supported by quantitative analysis through questionnaires and qualitative interviews with officials from the Population and Civil Registration Office (Disdukcapil), the conclusions of this study are as follows:

1. How effective is the Digital Population Identity (IKD) program in Bogor Regency?

The recapitulation of the five effectiveness dimensions—namely program understanding, target accuracy, timeliness, goal achievement, and real change—shows that the implementation of the IKD program in Bogor Regency has been effective, with an overall average score of 3.83, categorized as “good.” In general, the public has understood the existence and use of IKD services, target groups have benefited directly from the program, the timing of implementation has been appropriate, program goals have been achieved, and tangible impacts have been felt by the community. These findings are supported by interview results with Disdukcapil officials, who stated that the IKD program has significantly helped accelerate administrative services and has been well received by most citizens who understand its functions. However, there are still some segments of society who do not fully understand how to use IKD due to limited access to information.

2. What are the supporting factors in the implementation of the IKD program in Bogor Regency?

One of the supporting factors for the successful implementation of the IKD program is reflected in the highest-scoring dimension, namely Program Understanding, which achieved an average score of 3.97. This indicates that the community has a relatively good understanding of the benefits and procedures for using IKD services. Contributing factors include the availability of digital infrastructure, support from national government policies, and the active role of Disdukcapil officers in providing assistance and socialization. Additionally, strong enthusiasm from the younger generation, such as students and workers who are more accustomed to digital technology, has become a driving force. They adapt more quickly and serve as examples for others in using IKD services, thus strengthening the overall effectiveness of the program.

3. What are the obstacles faced in implementing the IKD program in Bogor Regency?

Interviews with Disdukcapil officials revealed several obstacles in the implementation of the IKD program, which are also supported by questionnaire results—particularly the Timeliness dimension, which received the lowest score of 3.71. These challenges include low digital literacy, especially among the elderly, limited internet connectivity in certain areas, and public concerns regarding data privacy and digital security. Additionally, technical issues such as application errors, limited access to digital devices, and a shortage of technical staff during mass services have also affected the efficiency and speed of IKD services in the field.

Taking into account all findings from both the questionnaire and interviews, it can be concluded that the implementation of the IKD program in Bogor Regency is on the right track and is considered effective. However, improvements in technical services, community support, and equitable information dissemination are still necessary to ensure that the program reaches all levels of society more optimally.

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