

ABSTRAK

Penelitian ini berjudul “Transformasi Digital Pelayanan Publik Menuju Era *Society 5.0* di Lembaga Layanan Pendidikan Tinggi Wilayah XIII Aceh”. Tujuan penelitian ini adalah untuk mengetahui transformasi digital serta dampaknya dalam pelayanan publik menuju *Society 5.0* di LLDikti Wilayah XIII. Transformasi digital di LLDikti Wilayah XIII menjadi penting mengingat tuntutan global akan layanan publik yang cepat dan transparan, serta adanya kesenjangan penelitian terkait penerapan digitalisasi di sektor pendidikan tinggi, khususnya pada lembaga layanan perguruan tinggi di Aceh. Penelitian ini menggunakan pendekatan kualitatif dengan pendekatan deskriptif, serta dianalisis menggunakan model interaktif Miles, Huberman, dan Saldana. Data diperoleh melalui observasi, wawancara, dan dokumentasi. Hasil penelitian menunjukkan bahwa transformasi digital di LLDikti Wilayah XIII ditandai dengan penggunaan aplikasi seperti SISTER dan STEVY yang mampu mempercepat proses administrasi dan meningkatkan transparansi layanan. Proses transformasi juga mengubah alur kerja birokrasi menjadi lebih ringkas, meskipun sebagian layanan masih bersifat manual atau *hybrid*. Respon pengguna umumnya positif, namun masih terdapat kendala berupa keterbatasan literasi digital, resistensi sebagian aparatur, serta masalah infrastruktur jaringan, terutama di wilayah perguruan tinggi yang jauh dari pusat layanan. Dampak transformasi digital di LLDikti Wilayah XIII dapat dilihat dari meningkatnya efektivitas, efisiensi, kepuasan pengguna, serta transparansi dan akuntabilitas layanan. Meskipun demikian, digitalisasi belum merata pada seluruh layanan sehingga manfaatnya belum sepenuhnya dirasakan oleh semua perguruan tinggi. Kesimpulannya, LLDikti Wilayah XIII telah berada pada tahap transformasi digital yang progresif menuju *Society 5.0*, namun perlu memperluas digitalisasi layanan, meningkatkan kapasitas SDM, memperkuat infrastruktur, dan berinovasi dengan teknologi cerdas agar pelayanan publik semakin optimal.

Kata Kunci: Transformasi Digital, Pelayanan Publik, LLDikti Wilayah XIII, SPBE

ABSTRACT

This research is titled “Digital Transformation of Public Services Toward the Society 5.0 Era in Higher Education Service Institutions in Region XIII Aceh.” The objective of this study is to examine the digital transformation and its impact on public services toward Society 5.0 at the Higher Education Service Agency in Region XIII. Digital transformation at the Higher Education Service Agency in Region XIII is crucial given the global demand for fast and transparent public services, as well as the existing research gap regarding the implementation of digitalization in the higher education sector, particularly at higher education service agencies in Aceh. This study employs a qualitative approach with a descriptive approach, analyzed using the interactive model by Miles, Huberman, and Saldana. Data was collected through observation, interviews, and documentation. The results of the study show that digital transformation in LLDikti Region XIII is characterized by the use of applications such as SISTER and STEVY, which are capable of accelerating administrative processes and increasing service transparency. The transformation process has also streamlined bureaucratic workflows, although some services are still manual or hybrid in nature. User response has generally been positive, but there are still obstacles in the form of limited digital literacy, resistance from some officials, and network infrastructure problems, especially in universities that are far from service centers. The impact of digital transformation in LLDikti Region XIII can be seen from increased effectiveness, efficiency, user satisfaction, and service transparency and accountability. However, digitization has not been evenly distributed across all services, so its benefits have not been fully felt by all universities. In conclusion, LLDikti Region XIII is in a progressive stage of digital transformation towards Society 5.0, but it needs to expand service digitization, increase human resource capacity, strengthen infrastructure, and innovate with smart technology to optimize public services.

Keywords: Digital Transformation, Public Service, LLDikti Region XIII, E-Government (SPBE)