

ABSTRAK

Penerapan pelayanan administrasi kependudukan berbasis digital pada Dinas Kependudukan dan Pencatatan Sipil Kabupaten Aceh Tengah yang belum berjalan secara optimal. Permasalahan yang ditemukan meliputi kendala jaringan internet, keterbatasan sarana dan prasarana, kemampuan sumber daya manusia (SDM) dalam mengoperasikan teknologi, serta rendahnya pemahaman sebagian masyarakat terhadap penggunaan layanan administrasi kependudukan berbasis digital, khususnya masyarakat di wilayah terpencil. Penelitian ini bertujuan untuk mengetahui dan mendeskripsikan sistem pelayanan administrasi kependudukan berbasis digital serta mengidentifikasi kendala yang dihadapi dalam pelaksanaannya pada Dinas Kependudukan dan Pencatatan Sipil Kabupaten Aceh Tengah. Penelitian ini menggunakan metode kualitatif dengan pendekatan deskriptif. Hasil penelitian menunjukkan bahwa pelayanan administrasi kependudukan berbasis digital telah didukung oleh SDM yang mampu mengoperasikan sistem pelayanan dan berbagai sarana teknologi, seperti komputer, jaringan internet, perangkat perekaman KTP-el, SIAK, serta layanan Identitas Kependudukan Digital (IKD). Namun, pelaksanaannya masih menghadapi kendala berupa ketidakstabilan jaringan internet, gangguan sistem atau server, keterbatasan sarana di wilayah tertentu, serta belum meratanya kemampuan masyarakat dalam memanfaatkan layanan digital. Upaya yang dilakukan Disdukcapil meliputi peningkatan kompetensi aparatur melalui pelatihan dan bimbingan teknis, penyediaan serta pemeliharaan sarana dan prasarana, pendampingan masyarakat, pemanfaatan IKD dan media WhatsApp sebagai sarana konsultasi, serta pelaksanaan pelayanan *jemput bola* ke wilayah yang sulit mengakses pelayanan. Dengan demikian, pelayanan administrasi kependudukan berbasis digital di Kabupaten Aceh Tengah telah memberikan kemudahan bagi masyarakat, tetapi masih diperlukan peningkatan infrastruktur, kompetensi SDM, dan sosialisasi secara berkelanjutan agar pelayanan dapat berjalan lebih efektif dan optimal.

Kata Kunci: Pelayanan Publik, Administrasi Kependudukan, Digitalisasi, Disdukcapil, Aceh Tengah.

ABSTRACT

The implementation of digital-based population administration services at the Department of Population and Civil Registration of Central Aceh Regency has not yet been fully optimal. The problems identified include unstable internet connectivity, limited facilities and infrastructure, the capacity of human resources (HR) to operate digital technology, and the limited understanding of some members of the community regarding the use of digital-based population administration services, particularly those living in remote areas. This study aims to identify and describe the digital-based population administration service system and to identify the obstacles encountered in its implementation at the Department of Population and Civil Registration of Central Aceh Regency. This study employed a qualitative method with a descriptive approach. The results show that digital-based population administration services are supported by human resources capable of operating the service system and various technological facilities, including computers, internet networks, electronic identity card (KTP-el) recording devices, the Population Administration Information System (SIAK), and the Digital Population Identity (IKD) service. However, implementation still faces several obstacles, including unstable internet connectivity, system or server disruptions, limited facilities in certain areas, and unequal levels of community ability to utilize digital services. The efforts undertaken by the Department include improving personnel competencies through training and technical guidance, providing and maintaining facilities and infrastructure, assisting the community, utilizing IKD and WhatsApp as consultation media, and implementing outreach services (jemput bola) in areas with limited access to population administration services. Therefore, digital-based population administration services in Central Aceh Regency have provided greater convenience for the community; however, improvements in technological infrastructure, human resource competencies, and continuous public outreach are still needed to ensure that services can be delivered more effectively and optimally.

Keywords: Public Service, Population Administration, Digitalization, Disdukcapil, Central Aceh.