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The Influence of Community Readiness on the Level of Digital Population Identity (DPI) Activation in Sibolga City

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ABSTRACT
Digital Population Identity (IKD) is one of the innovative programs initiated by the Ministry of Home Affairs in order to digitize population administration services. This program aims to make it easier for the public to access population identity digitally, replacing or complementing the use of physical documents such as Electronic Population Cards (KTP-el) with technology-based applications. IKD is expected to increase service efficiency, provide convenience for the public, and create a more modern and integrated population administration. Based on the Sibolga City Population Administration Implementation Report for November 2024, it was recorded that as of November, 70,404 residents of Sibolga City had recorded their KTP-el and 4,777 people or 6.78% had activated IKD. This figure is still very small when compared to the national target of 25% which was then increased again to 30% or 21,121 people. This study uses a qualitative method. This study uses a single case study method to provide an in-depth picture of the readiness of the Sibolga City community to activate IKD and can also provide detailed and contextual information about the phenomenon being studied. Based on interviews with informants who came to the Dukcapil Office, they had not received sufficient information about IKD, there was no socialization to the community even though the Dukcapil Office had conveyed information related to IKD to the Head of the Environment throughout Sibolga City, but the information was not forwarded to the community. Even so, the IKD application was not immediately accepted by many people. In fact, the IKD application was flooded with criticism from various parties. Overall, the IKD application still often experiences errors and fails to access many times. This was expressed by the community and officers, both in the service and officers in the field who had tried to use the IKD application.

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INTRODUCTION

Digital Population Identity (DPI) is one of the innovative programs initiated by the Ministry of Home Affairs to digitize population administration services. This program aims to make it easier for the public to access population identities digitally, replacing or complementing the use of physical documents such as the Electronic Identity Card (KTP-el) with a technology-based application. DPI is expected to improve service efficiency, provide convenience for the

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public, and create a more modern and integrated population administration system. This digital transformation is a crucial step in realizing the government's vision to enhance public service quality that is adaptive to technological developments. One of the change projects to be realized is the integration of One Population Data in achieving One Indonesia Data. The current situation shows that updating population data often becomes a major issue because the dynamic changes in population data are not accompanied by the speed of data updates in Ministries/Agencies (K/L). This results in inaccurate population data in K/L, which impacts the achievement of program goals and objectives directed at the population.

The data integration that is currently being carried out by K/L in collaboration with the Directorate General of Population and Civil Registration, Ministry of Home Affairs (Ditjen Dukcapil Kemendagri) is still ad-hoc, according to the needs of each K/L program, and has not been systematically and sustainably implemented. Based on this, there is a need for accurate, up-to-date, integrated, accountable, easily accessible, shareable, and carefully managed national population data that is integrated and sustainable. With an integrated system, DPI provides broad benefits, including cost savings on the production of physical documents, improved service speed, and enhanced population data security. Furthermore, the implementation of DPI also supports various sectors, such as education, health, and elections, which require accurate population data as the basis for policy-making. The implementation of DPI in the Population and Civil Registration Office of Sibolga City is part of the local efforts to align with national policies. Sibolga City, as one of the regions in North Sumatra, faces its own challenges in implementing this program. Some of the obstacles include the uneven availability of technological infrastructure, varying levels of digital literacy among the public, and limited public understanding of the benefits of DPI. On the other hand, resistance to change at the community level, especially among groups accustomed to using conventional methods, poses a challenge that requires serious attention. These issues contribute to the lack of readiness among the community to activate DPI.

According to the Population Administration Report for Sibolga City in November 2024, it was recorded that as of November, 70,404 residents of Sibolga City had recorded their Electronic ID Cards (KTP-E), and 4,777 people, or 6.78%, had activated their DPI. This number is still very small compared to the national target of 25%, which was later increased to 30%, or 21,121 people. This data is shown in Figure 1.1 below. The low activation rate of DPI in Sibolga City mirrors the phenomenon observed in Bojonegoro Regency, East Java, as outlined in a previous study titled "Digitalization of Public Services: Community Unpreparedness in Using Digital Population Identity Applications in Bojonegoro" by Siti Marfu'ah et al., which stated that the comparison between the target and actual achievement was far off, with a target of 25%, but only 8% was realized. This indicates that public participation remains low, and there is a need for government socialization and community support for digitization. Additionally, a study by Defi Tiara Amanda titled "The Influence of Community Readiness on the Implementation of the Digital Population Identity (DPI) Program in Dinoyo Village, Jatirejo District, Mojokerto Regency in 2024" states that the level of community readiness significantly affects the implementation of the Digital Population Identity program in Dinoyo Village. Based on this background, the author is interested in conducting research and

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evaluating the implementation of DPI at the Population and Civil Registration Office of Sibolga City. This study will comprehensively discuss "The Influence of Community Readiness on the Level of Digital Population Identity (DPI) Activation at the Population and Civil Registration Office of Sibolga City."

METHOD

This study employs a qualitative research method. According to Creswell, qualitative research is a type of research that explores and understands the meaning of experiences from individuals or groups related to a social issue. Generally, qualitative research can be used to study aspects of community life, history, behavior, concepts or phenomena, and social issues (Creswell, 2016). This type of research aims to observe events and occurrences to explain and analyze various data and information obtained without using statistical tools and procedures. This study utilizes a single case study method to provide an in-depth description of the readiness of the Sibolga City community to activate the Digital Population Identity (DPI). Additionally, this method allows for a detailed and contextual understanding of the phenomenon being studied. Data collection was conducted through in-depth interviews with informants at the research location, namely the Population and Civil Registration Office of Sibolga City.

Criteria for Key Informants:

1. Residents of Sibolga City who have activated DPI.
2. Aged between 17-40 years.
3. Representing various levels of education and occupations to ensure a diversity of perspectives.

Criteria for Supporting Informants:

1. Service and Field Officers in the PIAK and Data Utilization Division of the Population and Civil Registration Office (Dukcapil).
2. Employees of the Dukcapil Office responsible for socializing the use of the DPI application.
3. Employees and officers aged between 20-50 years.

This research utilizes primary data, which originates from original sources and is collected specifically to answer the research questions. Additionally, secondary data is also used, referring to studies conducted by other parties for their own objectives (Cooper & Emory, 1996:256). The primary data was obtained through interviews related to the DPI application and activation, involving employees, officers, and residents of Sibolga City who visited the Dukcapil Office. The sampling technique used in this study is purposive sampling. According to Sugiyono, purposive sampling is a technique for selecting samples based on specific considerations (2017:85). This means that the research sample consists of individuals who genuinely understand the DPI application and Sibolga City residents who have either activated or are planning to activate DPI. The aim of this study is to determine the extent of knowledge possessed by key informants to assess their readiness in using the DPI application. To make the data more comprehensible, this study applies Miles and Huberman's Interactive Analysis Model. According to this model, the data analysis process consists of data

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collection, data reduction, data presentation, and conclusion drawing. By using triangulation, the researcher gathers information while simultaneously testing data reliability, which involves evaluating the reliability of data through various data collection techniques from multiple sources.

RESULTS AND DISCCUSION

Information on Digital Population Identity (DPI)

Sibolga City is one of the cities in North Sumatra Province, Indonesia. It is located on the western coast of Sumatra, stretching along the coastline from north to south in the Tapian Nauli Bay area. Sibolga City covers an area of only 10.77 km². According to the Central Statistics Agency (BPS) data for Sibolga City in mid-2024, the population of Sibolga reached 99,747 people. Based on data from the Population and Civil Registration Office (Dukcapil) as of November 2024, the population remains the same at 99,747 people. However, out of 70,404 residents who have recorded their Electronic Identity Card (KTP-El), only 4,777 individuals, or 6.78%, have activated DPI, as shown in the table below:

Table 1. Percentage of Digital Population Identity (DPI) Activation in Sibolga City, November 2024

NO	DISTRICT/VILLAGE	TOTAL RECORDINGS SEMESTER I 2024	ACTIVATED UNTIL NOVEMBER 2024	NOT ACTIVATED UNTIL NOVEMBER 2024	TOTAL IKD REGISTRATIONS	PERCENTAGE (%)
1	SIBOLGA UTARA	16,643	1,222	11	1,233	7.41
	Hutabarangan	1,766	119	1	120	6.80
	Angin Nauli	3,104	270	2	272	8.76
	Huta Tonga-Tonga	3,26	186	2	188	8.37
	Sibolga Ilir	4,137	309	2	311	7.17
	Simare-Mare	4,376	338	4	342	7.81
2	SIBOLGA KOTA	12,235	751	1	752	6.15
	Kota Baringin	2,122	149	1	150	7.07
	Pasar Baru	2,123	276	2	278	13.10
	Pasar Belakang	4,619	277	0	277	6.00
	Pancuran Gerobak	3,371	249	0	249	7.39
3	SIBOLGA SELATAN	25,444	1,752	5	1,757	6.90
	Aek Habil	8,556	507	5	512	5.99
	Aek Muara Pinang	4,256	641	1	642	15.08
	Aek Parombunan	12,632	604	2	606	4.80

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NO	DISTRICT/VILLAGE	TOTAL RECORDINGS SEMESTER I 2024	ACTIVATED UNTIL NOVEMBER 2024	NOT ACTIVATED UNTIL NOVEMBER 2024	TOTAL IKD REGISTRATIONS	PERCENTAGE (%)
4	SIBOLGA SAMBAS	16,082	1,052	14	1,066	6.63
	Pancuran Kerambil	2,379	233	4	237	9.96
	Pancuran Dewa	3,396	274	4	278	8.19
	Pancuran Pinang	5,398	349	5	354	6.56
	Pancuran Bambu	5,909	355	1	356	6.01
TOTAL	70,404	4,777	56	4,833	6.86	

Source: Dukcapil Sibolga City, 2024

Based on interviews with informants visiting the Dukcapil office, many have not received sufficient information regarding DPI. Although Dukcapil has conveyed DPI-related information to all neighborhood heads in Sibolga City, this information was not further disseminated to the public. Referring to the 2021-2026 Sibolga City Regional Medium-Term Development Plan (RPJMD), Sibolga ranked 9th in the Human Development Index (HDI) among cities in North Sumatra in 2020, with a score of 73.63. One of the concerns is the low literacy level among Sibolga residents. Informants admitted that they are reluctant to read or update themselves on the latest regulations and laws, as they do not find them necessary. They feel content with their printed population documents issued by Dukcapil and do not see the need to activate DPI. Another major obstacle to DPI activation is the low awareness of its importance, as well as the lack of access to smartphones among some residents. Additionally, many people are unwilling to install the DPI application, and there is no urgent necessity that compels them to use digital identification. These obstacles demand that the Sibolga City Dukcapil find solutions to improve DPI activation. Efforts to overcome these challenges include conducting continuous socialization and information dissemination, both directly and indirectly. Information can be shared via social media or direct communication to ensure public awareness. Furthermore, internet network quality at the Dukcapil office must be improved, as it plays a crucial role in the success of DPI activation. Dukcapil Sibolga City is also collaborating with government agencies (OPD), local communities, and universities to facilitate DPI activation through a proactive outreach program.

Collaboration in the Utilization of Digital Population Identity

To achieve fast, accurate, comprehensive, and free public services, continuous innovation is necessary. A reliable digital system, such as the Digital Population Identity (DPI), provided by the Directorate General of Population and Civil Registration (Ditjen Dukcapil), Ministry of Home Affairs, is essential. Following Minister of Home Affairs Regulation No. 72 of 2022, which mandates the digitalization of population administration and its utilization, the

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Dukcapil office in Sibolga City has made efforts to collaborate with private sectors and state-owned enterprises (BUMN), particularly in the banking sector. Dukcapil has introduced the DPI application to several banks in Sibolga, hoping that residents can use DPI for their banking transactions. However, banks' responses have been disappointing. The lengthy regulatory process required for approval from central bank directors has been a major obstacle. Banking institutions still require physical population documents and are not yet ready to integrate DPI into their procedures. This has discouraged many residents from activating DPI on their smartphones since it cannot be used for banking transactions. Besides banking, other sectors have also been unable to utilize DPI. For instance, when collecting social assistance from the post office, residents are still required to bring their original Family Card (KK).

DPI Application is Incomplete and Frequently Experiences Errors

The government plans to replace electronic ID cards (e-KTP) with Digital Population Identity (DPI), which will be accessible via smartphones. The public can activate DPI through a designated application. DPI is an electronic representation of population documents, displayed on mobile devices, and serves as proof of identity, authentication, and authorization. However, the DPI application has not been widely accepted by the public. Instead, it has received heavy criticism due to its numerous technical issues. The app frequently experiences errors and repeated access failures, as reported by both citizens and officers, including those handling public services and field operations. One notable issue occurred during the simultaneous regional elections (Pilkada) on November 27, 2024. Although DPI was legally accepted as an official population document for voters, the application failed to install on newer smartphones. Users received notifications stating that the app was designed for older Android versions, preventing many residents from utilizing it during the elections. This was highly disappointing for Sibolga residents who had eagerly activated DPI in anticipation of using it for voting. Another major concern is data security and potential breaches. Critics argue that DPI's privacy policy lacks accountability, as the government disclaims responsibility for any data leaks. The policy explicitly states that the government is not liable for any special, incidental, indirect, or consequential losses, including data loss or other damages. This has led to fear and hesitation among the public, as they worry about the lack of government accountability in the event of data breaches. Many people are reluctant to activate DPI due to concerns about their personal information being compromised.

CONCLUSION

The readiness of the community to activate the Digital Population Identity (DPI) must be supported by various factors, including continuous socialization to ensure that information reaches the public. This will help them understand the benefits of Digital Population Identity more effectively. The DPI application is currently in the process of development to align with its initial concept—accelerating digital transformation and integrating National Digital Services to create inclusive public services that involve all sectors, including ministries/agencies, state-owned enterprises (BUMN), and private entities. Despite these challenges, the Population and Civil Registration Office (Dukcapil) of Sibolga City will continue

to make every effort to overcome the obstacles in DPI activation so that Sibolga City's activation rate can meet the national target. Based on the author's observations, both civil servants (ASN) and contract workers (THL) in the PIAK and Data Utilization Division have been making maximum efforts to encourage the community to activate DPI, despite limited equipment. The Dukcapil Office of Sibolga City will continue its efforts to expand DPI utilization across various sectors to increase activation rates in line with the national target and ensure that all eligible residents in Sibolga City can activate their Digital Population Identity (DPI).

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Dinas Kependudukan dan Pencatatan Sipil Kota Sibolga. (2024). *Laporan Penyelenggaraan Administrasi Kependudukan Kota Sibolga Bulan November 2024*. Laporan ini mencatat bahwa hingga November 2024, hanya 6,78% penduduk Kota Sibolga yang telah melakukan aktivasi IKD, menunjukkan rendahnya partisipasi masyarakat dalam program ini.

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