

The Role of Government in Population and Civil Registration Service Online (*E-lampid*)

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Abstract—This paper discusses the role of government in population and civil registration services online through electronic lampid as a solution to deal with the various obstacles in those services. The important role of Population and Civil Registration Agency (*Dispenduk Capil*) is analyzed based on the type of relationship on electronic government. The findings, obtained from qualitative research with the descriptive approach in Sukomanunggal Sub-district (Surabaya), showed that there are two types of relationship that existed in this service, namely: Government to Citizens and Government to Government. Based on that type, *Dispendukcapil* had an important role as an innovator, leading sector, promotes to banishing bureaucracy on population and civil registration services, also initiator in capacity building and cooperation either vertically or horizontally with other parties to provide integrated services.

Keywords—population service, electronic lampid, electronic government

I. INTRODUCTION

Indonesia is the fourth most populous country in the world. The rapidly growing, diverse, and widespread population throughout Indonesia has become one of the government attention to control the rate of population growth. Then, the government also made various policies related to improving population and civil registration services, one of which is the ease of access to population administration for all levels of society.

Population service is the main gateway for the public to be able to enjoy the various public services provided by the state. As the main gateway, the Ministry of Home Affairs has launched an orderly population administration that must be carried out by all regional governments both province and cities/regencies in Indonesia. Thus, population data in each region will be updated and trusted, so that its use can be beneficial for every activity of state life.

The importance of the population and civil registration service is contained in Law No. 24 of 2013 on Population Administration. According to Article 58, it is explained the important of population data as a result of population administration services, including: data/material/inputs for the construction of population databases, basic of Population Identity Number (Nomor Induk Kependudukan/NIK) to each resident, administrative support of public service, election, and a long-term benefit that used as basic data in the framework of Population Database Construction [1].

Unfortunately, there are still various problems related to population administration services in almost all region of Indonesia, one of which was Surabaya city. As the second most populous city in Indonesia, there are several obstacles in the implementation of population administration services, including:

- 1) Lack of awareness and public participation on the importance of civil registration documents [2].
- 2) The high number of cases concerning delays in the recording of civil registration, relating to regional income sourced from the fines imposed [3].
- 3) Inaccurate time in completing documents, such as birth certificate [4].
- 4) The low accuracy of the apparatus when inputting the data of the applicant who submitted the civil registration document [4].
- 5) Long queues in the processing of civil registration documents, such as birth/death certificates, causing the accumulation of files at Population and Civil Registration Agency of Surabaya [5].

These problems would have an impact on non-update resident data so that it also impacts on urban development policies and other public service is not on target.

As one of the smart city in Indonesia, Surabaya municipalities are committed to addressing the gap between expectations and reality that occurs in population and civil registration service. This commitment is realized by applying the concept of electronic government and innovation on civil registration through the *e-lampid* apps.

E-lampid is a form of innovating of Surabaya municipalities in implementing Regional Regulation of Surabaya No. 14 of 2014 on change of Regional Regulation of Surabaya No. 5 of 2011 on Population Administration. This application was developed in 2015 as a complement to the e-kiosk service, already available in every urban communities and sub-district in Surabaya. Initially, this application only serves three services, in accordance with the name of LAMPID application, were: birth (keLAhiran), death (keMatian), moving in (Plindah Datang). By 2017, this app has been developed and had 3 new services including moving out, marriage, and divorce.

However, the utilization of this app does not run smoothly and utilized by all Surabaya resident. There are some residents who do not know the benefits and how to use

e-lampid. *E-lampid* service is also not free from several obstacles, such as the availability of facilities and infrastructure, public and private sector participation.

Population and civil registration service online through *e-lampid* should be sustainable and require a major commitment from the government. Thus, the government (Population and Civil Registration Department of Surabaya – *Dispenduk Capil*) has an important role as an innovator and a leading sector that applies electronic government concept. Also, Population and Civil Registration Agency is the apparatus who serve with active and responsive, so that they can meet the expectation of the community in these services.

Therefore, this paper will describe the role of government in population and civil registration service online. That role will be discussed by analyzing the types of relationships that exist in *e-lampid* service. It will be useful to realize the orderly population administration, which is the 11th goal of Sustainable Development Goals (SDGs) related to sustainable cities and communities.

II. RESEARCH METHOD

This study used descriptive research through a qualitative approach. It focuses on the role of government in population and civil registration service online through *e-lampid* by analyzing the types of government’s relationship on electronic government concepts. Data collected by open-ended interview to urban communities, sub-district, and apparatus; documentation, as well as observation in urban communities of Sukomanunggal.

III. DISCUSSION

E-lampid is an innovation of population and civil registration service in Surabaya, includes: birth, death, moving out, moving in, marriage, and divorce service (figure 3.1). Initially, *e-lampid* only can be accessed via e-kiosk available at the sub-district office, but this app is currently accessible from smartphone each citizen by doing the first verification in the urban-communities office so that can be accessed anytime and anywhere through the page <http://lampid.surabaya.go.id/> [6].

Based on its service (figure 1), functions of *e-lampid* are to facilitate citizens to access public information, to abide by Surabaya Regulation and Law of Population Administration, citizens can meet personal needs (demographic documents), integrate service delivery program across government agencies [7]. However, this does not necessarily make citizens switch from conventional services to online service. There are two services most used by the citizens based on the number of applications for the population and civil registration service [8].

Based on table I, birth is the most numerous service requests, and moving out is the second position, while, divorce is the least service request. Marriage and divorce applications are services that are still rarely known to the public because it is still newly published to the public. Marriage service is generally accessed by young couples who are just married, while divorce service is only accessible when they will be holding a second marriage or other affairs.

TABLE I. APPLICATION FOR POPULATION AND CIVIL REGISTRATION SERVICE ONLINE (*E-LAMPID*) 2015-2017

Type of Service	Total Request
Birth	80,401
Death	10,650
Moving Out	21,355
Moving In	2,250
Marriage	4,183
Divorce	149

Although this service is still not widely used by citizens, the use of information, communication, and technology (ICT) on the population and civil registration service online (*e-lampid*) is intended for the government to perform its duties and functions with excellent. The importance of government role (*Dispenduk Capil*) on this service can be seen from the type of relationship that exists between stakeholders in six services that available in *e-lampid* apps. The types of government relation in *e-lampid* services are followed.



Fig. 1. Population and Civil Registration Service Online (*e-lampid*)

A. Government to Citizens (G2C)

Government to Citizens is the relationship between government service delivery and citizens' needs [9]. In this type, the government has a role in developing and implementing various technology portfolios information to interact with the citizens. The role of government in providing e-kiosk tools is a form of government and community interaction. Until 2016, there is already ±200 e-kiosk spread throughout Surabaya urban communities and sub-district office. This app is accessible to citizens via e-kiosk.

The government also acts as an innovator and a leading sector in providing excellent service to population administration. At birth certificate service, citizens no longer need to queue to the office of *Dispenduk Capil* to take care of the document. Based on Communications and Informatics Department of Surabaya, initially the citizen must register in urban communities' office, but they are currently just registering via smartphone or PC that has been verified by urban communities.

Citizens only need to input the number of Family Register and fill in the fields, such as maternal data, date of marriage, data of the child to be registered, father's data, reporting data, witness data. The next step is citizens need to upload documents according to the requirement and record the registration number [10]. They can also monitor the status of processed data, which consist of registration, neighborhood (*RT/RW*) approval, urban communities' approval, *Dispenduk*. This also applies to death service. This convenience is in line with Government to Citizens concept that is the government seeks to develop easy to find, easy to use, one-stop points-of-service that make it easy for citizens to access high-quality government services [11].

On the menu of marriage, divorce, moving out, and moving in service have available information about the completeness of the required documents, and the procedure of each service menu is very clear. Citizens need only fill out the registration form that is available at all services in *e-lampid*. Some of the required forms for complete application files are already available on the moving in menu, so citizens can download the form easily. The availability of form is an advantage of the G2C relationship pattern [12], simple placement and registration forms, previously only available to those who are willing to wait in line or wait for mail delivery.

The government also continues to innovate and develop demographic services online by creating SSW Mobile – Population Application. This app is a population service online (*e-lampid*) mobile version. In this version, there are only three services, namely: birth, death, moving out. However, access via smartphones often encounters a technical obstacle, such as disconnected server upon uploading document or citizen cannot select save buttons when finished uploading. Therefore, many people prefer to take certificate directly to urban communities' office through e-kiosk. Apparatus assisted citizens to access *e-lampid* via e-kiosk and to scan the required document.

The ease of citizens in obtaining civil documents is also a priority of the government as the apparatus. This is a commitment of *Dispenduk Capil* to provide free printed

documents to the urban communities' office so that it can be distributed to its citizens. Document delivery service from *Dispenduk Capil* to all urban communities' office is done two times a week in turn. It is not done every day due to the limited officer in *Dispenduk Capil* and the queue of documents from all urban communities that must be delivered.

Based on the results, delivery of a document from urban communities to the citizens is charged by postal service cost of 5,000 IDR. When the citizens apply for the civil registration, there is an easy selection of the document, either by themselves or by postal services. If the citizens choose the postal service then the residents must pay the shipping fee at the beginning to the officer of the e-kiosk. Most citizens choose the documents sent by mail as it saves time and the cost quite cheaply. However, they who choose to take the documents personally to the urban communities' office directly. If they cannot retrieve documents more than one week then the staff will deliver it by postal service to the applicant's address and they are charged for postage. In short, the government acts as a bureaucracy trimmer in providing services so that service more effective and efficient. This is one of the advantages of applying electronic government concept in public service.

In addition, the community also considered that the government has committed to discipline and facilitate population and civil registration service of Surabaya through *e-lampid*. One of the commitments is socialization activities organized by the government, directly or indirectly. Direct socialization is done by informing various public services as the embodiment of Surabaya smart city. It was given intensively in rotation at the meeting room of sub-district or urban communities' office by the Population and Civil Registration Agency of Surabaya. Direct socialization is provided through *e-lampid* application training for free either via e-kiosk or smartphones at Broadband Learning Center (BLC) spread in flats, parks, sub-district, and urban communities. Meanwhile, the indirect socialization is to install advertisements in the print media.

Unfortunately, the socialization of three new services in *e-lampid*, including moving out, marriage, divorce; has not been implemented, then there are very minimal citizen who uses it. Socialization also cannot run smoothly in some urban communities because of the less representative building and limited internet access in some areas. There are some officers who are elderly and lack the ability to use technology. To overcome this, the government puts technological officer (junior officer) in every urban community's office. Citizens can also interact with the government when it is difficult to access e-kiosk or *e-lampid* apps by providing call center service, Surabaya media center, @sapawargasby (government account) on various social media. These services can also be used to submit complaints, criticisms, and other services provided by Surabaya municipality.

B. Government to Government (G2G)

The main and the most crucial factor that the government should have in implementing electronic government is the support of various public official and citizens [13]. This support will affect to the governmental agendas and interactions between and among the various governmental

agencies on the central and regional levels [14], thus realizing the second type of relationship in electronic government concept: Government to Government (G2G).

Government to Government is a form of the government's departments or agencies cooperation and communication online base on a mega-database of government to have an impact on efficiency and effectiveness. It also includes the internal exchange of information and commodities [9]. There are two forms of G2G relationships that are interwoven, namely: vertical and horizontal. Both forms of this relationship indicate an increase in coordination that affects the improvement of service quality, such as timeliness according to the procedure. This shows that the government acts as an initiator in building networking with various agencies.

Vertical interaction of G2G is local government interaction (Department of Population and Civil Registration) with the central government (Ministry of Home Affairs) related to the population data recorded on this application. This is in line with the opinion of Dawes and Cook that vertical G2G systems link multiple levels of government in a coherent service delivery or administrative environment [15].

The update population data can be used as a medium-term and long-term national policy formulation. This is in line with what Ganapathy discloses that the major goal of this interaction is to improve data sharing among other departments for the planning of new schemes or policies for the benefit of people [16].

Besides that, government to government horizontally is inter-governmental interaction in one region such as the relationship between the related departments or the agencies with sub-district/urban communities. The horizontal interactions of *e-lampid* service are Department of Population and Civil Registration (*Dispenduk Capil*), Department of Communications and Informatics, and Surabaya municipalities. *Dispenduk Capil* is the coordinator of the *e-lampid* service, which contacts Department of Communications and Informatics in case of technical obstacles, for example, server down. They also coordinate with the Development Planning Bureau of Surabaya in smart city development especially *e-lampid* service.

The horizontal relationship of G2G is also seen from the cooperation of *Dispenduk Capil* with six community health centers (Puskesmas) and two hospitals owned by the government of Surabaya under the coordination of Surabaya Health Department. These community health centers serve the maintenance of civil registration online through *e-lampid* such as birth certificate and death. They are community health centers in Dupak, Kali Kedinding, Kedurus, Simomulyo, Manukan Kulon, Jagir. Then those hospitals are dr. M. Soewandhie Hospital and Bakti Dharma Husada Hospital [17]. Therefore, the citizens who perform childbirth in that community health center or hospital are no longer need to take care of birth certificate registration to urban communities' office or do the registration individually because they serve the issuance of Family Register and birth certificate.

Government to government horizontally also formed between *Dispenduk Capil* and officers of sub-district or

urban communities in Surabaya city. Interaction and coordination can be seen from the process of application submission consisting of registration, neighborhood approval (*RT/RW*), urban communities' approval, and Department of Population and Civil Registration (*Dispenduk Capil*). Sub-district or urban communities also coordinate with *Dispenduk Capil* in terms of procurement of e-kiosk and submission application that have been printed as a form of service improvement to the citizens.

In this type of relationship, the government has also played a role in improving their productivity. This service has minimized the accumulation of archives in sub-district and *Dispenduk Capil*, because the required documents are soft files uploaded by citizens through *e-lampid* page. The use of technology in population and civil registration service also helps the government save the storage space of the population records.

Dispenduk Capil has also established a partnership with PT. Pos Indonesia (State-owned Enterprise) to provide free delivery service of Family Register and birth certificate that proposed via *e-lampid*. The document is sent to the citizen's house after it has been printed (± 7 working days). Citizens may also take to the nearest post office by submitting a receipt that obtained during the registration process on the *e-lampid* page. This is in line with the goal of G2G relationship pattern is to achieve efficiency and effectiveness [9].

There are the weaknesses of the G2G relationship in population and civil registration service online (*e-lampid*), the first is the coordination between *Dispenduk Capil* and Education Department that has not been established in incoming service. Citizens outside Surabaya city who wish to continue their education in Junior High School and Senior High School at Surabaya must arrange a recommendation letter of moving from *Dispenduk Capil* as one of the requirements stipulated by Education Department. However, Education Department does not coordinate to *Dispenduk Capil* related to the registration deadline so that there is a delay in issuing the recommendation letter of moving issued by *Dispenduk Capil*. It has an impact on prospective students who are unable to enroll in Surabaya.

Second, the urban community is very little information about the use of three services in *e-lampid* apps that were launched in 2017. *Dispenduk Capil* did not provide training to the officers of urban communities about those services. The socialization of new services to sub-districts is not as fast as birth, death, and moving services that are available in *e-lampid* page. That is why only a few people who use the three new services. It shows the low quality of new services available on the *e-lampid* page.

Therefore, the G2G relationship essentially requires a clear organizational structure, so that the pattern of relationship and communication related to tasks and responsibilities between agencies becomes clear too. Additionally, the G2G relationship also requires intensive and sustained coordination between *Dispenduk Capil* and the urban communities so that it will be able to improve the competence of employees in serving the community. The G2G pattern is also in dire need of employees who are tech-savvy so that they can access all the services in the app in the e-kiosk of each urban community. Their ability to utilize technology in their work as public officers will have an

impact on the effectiveness of the utilization on population and civil registration service online (*e-lampid*) in Surabaya.

IV. CONCLUSION

In the digital transformation era, the main goal of electronic government is to assist the government in providing excellent public services so that the needs of the community are met. *E-lampid* is an innovation of Surabaya municipalities in implementing Regional Regulation of Surabaya No. 14 of 2014 on Population Administration. The utilization of ICT in population and civil registration service online (*e-lampid*) accelerates the administrative process to be more effective and efficient so as to realize the development of an updated and integrated population database. The type of relationship that exists in this *e-lampid* service is two relationships, namely: government to citizens (G2C) and government to government (G2G). Both types indicate that the government has a big role in *e-lampid* services, namely: innovator, leading sector, promoter to cut bureaucracy on population administration, the initiator in building relationship or cooperation either vertically or horizontally with various parties in providing services which are integrated.

The obstacles faced by the government in building relationships with communities and other agencies, among others: infrastructure, human resources, and community participation. Therefore, the government needs to improve the skills and capabilities in the ICT by conducting training for officer of urban communities or sub-district on the use of new services available in *e-lampid*; increasing the bandwidth of *e-lampid* pages so that the citizens can be accessed either via PC or smartphone easily; increasing bandwidth in public facilities so people can access anytime and anywhere; conducting sustainable and massive socialization to the citizens through social media; improving the coordination of *Dispenduk Capil* with Department of Communications and Informatics in handling technical obstacles that occur on *e-lampid* page; improving relationship, interactions, and continuous coordination with apparatus and other agencies such as urban communities, Education Department, other departments to realize Surabaya smart city and achieve the 11th goal of SDGs to become sustainable cities and communities.

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