Ann PUBLISHER
Journal of Public Policy (Social Politics Sciences)(Polisci)
e-ISSN 3047-1990
p-ISSN 3232-7369

Mandatory ID Card Population Through Digital Identity Activation (IKD)

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Abstract
Background. Digital Population Identity (IKD) is an officially designed identity that utilizes technology to facilitate the public in obtaining various essential documents such as e-KTP or Family Cards. Data extracted from the Population Administration Data Processing (PDAK) shows that Sememi Subdistrict has the highest number of IKD activation targets, with a total of 31,195 residents, and those who already have IKD, with a total of 5,228 residents.
Aims. The purpose of the IKD is to understand the activation process, supporting factors, obstacles, and efforts involved.
Methods. The method used is qualitative, while the theory employed is from Lijan Poltak Sinambela (2019).
Result. The research results show that the Sub-district has assigned all staff to provide services at each Neighborhood unit community hall. The Sub-district provides evening services every Tuesday and Wednesday, and staff conduct outreach services to ensure that residents have equal access to public services in the Sememi Sub-district.
Conclusion. This service is provided by sub-district officials to residents who face economic or disability-related challenges, ensuring that all residents have equal access to public services in the Sememi Sub-district.
Implementation. To implement IKD activation services, it is necessary to conduct more socialization, provide guidelines that are easy for residents to understand, and actively carry out outreach services.

Keywords: Public Services, Activation, Digital Identity (IKD), Digital, Personal Data

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INTRODUCTION

Law No. 25 of 2009 mandates the improvement of public trust in public services provided by public service providers (Wahyu, 2024). Public services are activities that must be carried out in line with the expectations and demands of all Indonesian citizens regarding the

improvement of public services (Poti et al., 2022). In addition, as a step to affirm the rights and obligations of every Indonesian citizen and to realize the state's responsibility in the implementation of public services, as well as a step to improve quality and ensure the availability of public services in accordance with the principles of good governance and effective corporations, and to provide protection to all Indonesian citizens from abuse of power in the implementation of public services, legal regulations that support these objectives are needed. The quality of public services is a measure of how well the government is able to meet the needs and expectations of the community in an effective, efficient, and fair manner on an ongoing basis. The quality of public services can be used as an indicator to assess how services are provided by organizations or officials as service providers (Wulan et al., 2024).

Every citizen is required to report demographic events and important events that they experience to the competent authorities by fulfilling the requirements set forth in the population registration and civil registration (Pane, 2022). Important demographic events include births, stillbirths, deaths, marriages, divorces, recognition and legalization of children, changes in the status of foreign nationals to permanent residents, and important events related to the recording of the Identity Card (KTP), which serves as the official identity of an Indonesian citizen and as proof issued by a government agency (Irfan, 2021).

Almost all services in the city of Surabaya are now digital-based. This was evident when the Mayor of Surabaya, Eri Cahyadi, received the Best Electronic-Based Government System Award from the 7th President, President Jokowi, at the State Palace on May 27, 2024. Therefore, through the Surabaya Population and Civil Registration Office, ongoing outreach efforts are being conducted regarding various types of digital-based services such as Klampid New Generation (KNG), Sapawarga Complaints, Duo Lontong and Aco Eri Services, Kate-pay, Swarga Loka, and Digital Population Identity Activation (IKD). One way to provide public services is in Benowo Subdistrict. In addition to Benowo District, public services can also be accessed in Kandangan Sub-district, Sememi Sub-district, Tambak Oso Wilangun Sub-district, and Romokalisari Sub-district. Each Sub-district has its own targets set by the City Government, in accordance with the Ministry of Home Affairs Regulation of the Republic of Indonesia Number 72 of 2022 on Standards and Specifications for Software, Blank Electronic ID Cards, and the Implementation of Digital Identity (Wardani & Isbandono, 2024).

Digital Identity Card (IKD) is electronic information used to present identity documents and feedback data in digital applications through devices that display personal data as the identity concerned. With the Digital Identity Card (IKD), people can more easily access

personal data services without needing physical documents. It also improves convenience, efficiency, and security in managing population data. Based on the results of the number of people who already have an Electronic Identity Card (e-KTP) or residents who are 17 years old.

Table 1. Data on the Progress of Digital Identity Activation

Benowo District			
	Sub-district	**Target Data**	**Surveyed**
1	Kandangan Sub-district	18,164	2,358
2	Sememi Sub-district	31,195	5,228
3	Tambak Oso Winangun Sub-district	2,771	814
4	Romokalisari Sub-district	2,361	479

Source: Population Administration Data Management Application (PDAK)

The information above is official data obtained from the Surabaya Population and Civil Registration Office, sourced from the Population Administration Data Management (PDAK) application, which can only be accessed by data management officers and received by the Government and Public Services Section as the Sub-district officials. The table contains target data and surveyed data from each Sub-district, such as in Kandangan Sub-district which has a target of 18,164 residents who have not yet activated their Digital Population Identity (IKD), while the surveyed data shows that only 2,358 residents have activated their Digital Population Identity. In Sememi Sub-district, there are 31,195 residents who have not yet activated their Digital Identity Cards (IKD), far from the target data in Sememi Sub-district, where only 5,228 residents have activated their Digital Identity Cards. In Tambak Oso Winangun Sub-district, there are 2,771 residents who have not yet activated their Digital Identity (IKD), and only 814 residents have activated their Digital Identity (IKD). Finally, Romokalisari Sub-district has the lowest target data among all Sub-districts, with only 2, 361 target residents who have not yet activated their Digital Identity Cards (IKD), and only 479 residents have activated their Digital Identity Cards (IKD).

The implementation of Digital Identity Card (IKD) activation in Surabaya City was carried out due to a shortage of blank e-KTP cards, with priority given to residents who have

just turned 17 years old. Therefore, the Population and Civil Registration Office requires a shift from conventional services to digital services, which can be achieved through the introduction of the Digital Identity Card (IKD) application (Laila et al., 2024). When examining the overall progress data for the activation of the Digital Identity Card (IKD), Sememi Sub-district has the highest target for Digital Identity Card (IKD) activation, with a total of 31,195 residents, and the number of residents who have already obtained the Digital Identity Card (IKD) stands at 5,228, which is still far from the target set by the Surabaya City Government. For this reason, the researcher chose to conduct the study in Sememi Subdistrict.

Based on the explanation of the issue, the purpose of the research to be conducted by the researcher is to understand the Digital Identity Activation (IKD) service, including its supporting factors and obstacles, as well as the efforts made to improve the effectiveness of the Digital Identity Activation (IKD) service.

LITERATURE REVIEW

Several previous studies have examined the relationship between service quality, service innovation, and policy implementation. In general, these studies can be grouped into several categories based on their focus:

A study on the quality of digital identity services (IKD), conducted by Fatwa et al. (2024), discusses the challenges in implementing the Digital Identity System (IKD). The results of the study show that the quality of population activation services through digital identity is not optimal due to infrastructure problems, limited internet access, and the population's lack of ability to activate digital identity effectively.

Another study on service innovation, conducted by Laila et al. (2024), highlights inadequate internet connectivity, a lack of compatible devices among the population, and limited public knowledge about the benefits of Digital Identity Services (IKD). The results of this study show that digital identity innovations (IKD) have been implemented in accordance with guidelines, providing services that are easy, fast, practical, and secure, while also saving on the cost of blank e-KTP cards.

Several studies on the implementation of digital identity activation programs (IKD), such as those conducted by Salopah et al. (2023) and Anisa (2024), have attempted to overcome obstacles by conducting outreach and providing IKD activation services through outreach programs. However, implementation has not been optimal, with challenges such as server issues and internet connectivity affecting digital identity services (IKD).

Although numerous studies have discussed digital identity activation services (DIAS), there are still gaps in research that need to be addressed. Most studies focus solely on optimizing digital identity activation services (IKD) without considering the plans necessary to address issues related to the implementation of Digital Identity (IKD).

RESEARCH METHOD

This study uses a qualitative approach. Based on Sugiono's (2005) explanation, qualitative research is a type of research conducted to investigate the natural conditions of an object, where the researcher acts as the main instrument. Data collection techniques use triangulation, data analysis is inductive, and qualitative research results focus more on the meaning contained. Moleong (2005) states that the purpose of qualitative research methods is to understand various phenomena experienced by research subjects, such as attitudes, perspectives, motivations, actions, and others, by describing them in words and language appropriate to the specific natural context and utilizing various natural methods. Qualitative methods emphasize the actual or real conditions of the research object, without any conditioning or intervention by the researcher, so that the context remains unchanged.

The researcher chose the qualitative method because it is more detailed and in-depth, providing a clear and accurate understanding of the issues occurring in the field. This qualitative study utilizes two types of data: primary data, which will be collected through interviews and observations of informants, and secondary data obtained from written sources related to the study's issues. The author selected several informants who were knowledgeable about the issues being studied. These informants consisted of key informants, namely SIAK (Population Administration Information System) officers, and supporting informants, consisting of government and public service staff, as well as residents of Sememi Sub-district who had activated their digital identity cards (IKD). Data analysis techniques were employed by processing and analyzing the collected data using the theory of Lijan Poltak Sinambela (2019), which encompasses the dimensions of Transparency, Accountability, Conditionality, Participation, Equality of Rights, and Balance of Rights and Obligations.

RESULTS AND DISCUSSION

Digital Identity Activation Service (IKD)

Digital Identity Card (IKD) is an advancement in population administration services. The service is used to replace the e-KTP with a Digital Identity Card (IKD) that can be accessed

through an application installed on a mobile phone. The transition to using the Digital Identity Card (IKD) aims to provide convenience for the public.

As explained earlier, to determine the quality of Digital Identity Card (IKD) activation services, we use the theory proposed by Lijan Poltak Sinambela (2019), which states that public service criteria can be measured using six dimensional variables, namely: Transparency, Accountability, Conditionality, Participation, Equality of Rights, and Balance of Rights and Obligations.

Transparency

The measurement of Digital Identity Card (IKD) activation services is determined based on the availability of information that makes it easy for the public to respond to, monitor, and evaluate the government. Transparency must be clear, simple, and accessible to everyone who needs it, as well as well-prepared and easy to understand. Transparency is an action and policy carried out by service providers to service users (Sinambela, 2006:6). Therefore, transparency consists of two aspects, namely: easily accessible by all parties and easily understood.

First, it is easy and accessible to all parties. An organization needs a strategy to provide services in the right place and location, equipped with adequate facilities, easily accessible to the public, and utilizing telecommunications and information technology. In this case, measuring the extent to which the Digital Identity Activation (IKD) service is easy and accessible to all parties for the community in Sememi Sub-district. The Digital Identity Activation Service (IKD) in Sememi Sub-district has been running smoothly with innovative services at the RW community hall, making it easier for the community. However, some members of the community are still unfamiliar with and have difficulty applying the Digital Identity Activation Service (IKD) due to technological advancements.

Second, it is easy to understand. Officials have the ability to convey information to the public about administrative services and how to use and benefit from Digital Identity Cards (IKD). This is done so that residents can apply for and are interested in activating Digital Identity Cards (IKD). Additionally, the Sub-district office has created pamphlets detailing the benefits and uses of the Digital Identity Card (IKD) in both digital and printed formats. However, the efforts made by officials have not been fully effective, as evidenced by some members of the community who are still struggling to apply the Digital Identity Card (IKD).

Accountability

The measurement of Digital Identity Card (IKD) activation services is carried out by considering the obligations of the parties appointed to manage public resources and their ability to answer questions related to their responsibilities. Accountability is a service that must be accountable based on the provisions of applicable regulations in the law (Sinambela, 2006:6). Therefore, accountability consists of two aspects, namely: being accountable and complying with the regulations of the Ministry of Home Affairs.

First, it is accountable. The Digital Identity Activation Service (IKD) is a mandatory requirement to ensure accountability for the success or failure of implementation and the achievement of pre-determined objectives and targets. The Digital Identity (IKD) is a personal identifier reinforced with an OTP code sent via email and accessible only by the respective applicant. Once activated, the Digital Identity (IKD) can be used for banking, train stations, and airports. Using the Digital Identity (IKD) is more convenient as it is already installed on your phone and eliminates the need to carry an e-KTP.

Second, by the regulations of the Ministry of Home Affairs, officers provide Digital Identity Card (IKD) activation services at sub-district offices, community halls, night services, and door-to-door services. In this case, officers have carried out tasks related to service assessment and regulatory updates from the Ministry of Home Affairs, which include rules and procedures for creating Digital Identity Cards (IKD). Following the implementation of services at Sememi Sub-district, progress has been observed with an increase in the number of residents interested in activating their Digital Identity Cards (IKD).

Conditional

Conditional is assessed based on its suitability to the conditions and capacities of the service provider and recipient, while prioritizing the principles of efficiency and effectiveness (Sinambela, 2006:6). Therefore, conditional focuses on internal aspects by examining the extent to which the Digital Identity Activation (IKD) service is effective and efficient in terms of both its process and mechanism. This conditional includes: effective and efficient.

First, it is effective. In this case, to prevent a buildup of applicants at the sub-district office, services are transferred to the neighborhood unit association hall, which is usually announced by the neighborhood unit association chairperson, the neighborhood unit chairperson, and the Cadres of Surabaya Hebat (KSH), who instruct the community to come according to the predetermined schedule. Meanwhile, if there is a power outage in the Sub-district, the activation process for the Digital Identity Card (IKD) will be suspended. However,

suppose the applicant's network is not affected. In that case, they can request assistance from another Sub-district office or the Surabaya Population and Civil Registration Office by making a video call during the barcode scanning process. However, in practice, many residents still have Android devices that are not compatible, making the activation of the Digital Identity Card (IKD) impossible.

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Participatory

Measurements involving community participation in the activation of Digital Identity Services (IKD) are determined by community participation, taking into account existing desires, needs, and expectations. (Sinambela, 2006:6). This participation includes: community aspirations, community needs, and community expectations.

First, community aspirations. Direct involvement or ideas conveyed by the community can influence and support the process of improving services. Cooperation with RW, RT, and Surabaya Hebat Cadres (KSH) will essentially have a positive impact on the community, enabling them to participate in activating Digital Identity Cards (IKD). Additionally, to accommodate community aspirations, the Surabaya City Government has provided the WargaKu Surabaya app, which allows users to provide feedback and suggestions.

Second, community needs. Digital Identity Cards (IKD) are particularly useful for people whose e-KTPs are often lost or damaged, making them more practical. Therefore, the Sememi sub-district office is encouraging the community to activate their Digital Identity Cards (IKD) so that they can benefit from having their identity data stored on their mobile phones.

Third, community expectations. In improving the Digital Identity Activation (IKD) service, the sub-district office disseminates information to neighborhood associations (RT), community associations (RW), and the Cadres of Surabaya Hebat (KSH), who will then inform the community about the Digital Identity Activation (IKD) service, including service hours, service locations, and how to use the application. Additionally, the community's cooperative attitude in supporting the Digital Identity Activation Service (IKD) includes extended evening service hours at the RW community hall.

Equality of Rights

Equality of rights is considered a principle that does not discriminate based on any factors, especially ethnicity, race, religion, social group, or social status. (Sinambela, 2006:6). Therefore, equality of rights includes: non-discrimination and equal rights to services.

First, no discrimination. Officials will not force people who do not want to activate their Digital Identity Card (IKD). Meanwhile, for people with disabilities who wish to activate their Digital Identity Card (IKD) but are unable to visit the sub-district office or community hall, officials will provide door-to-door service. This indicates that the Sememi sub-district offers several service programs, ensuring that people continue to receive services without discrimination.

Second, equal service. The sub-district office will assign and schedule officers to ensure that Digital Identity (IKD) services can be carried out comprehensively and evenly at the neighborhood association hall. Meanwhile, digital identity (IKD) is always fair in its implementation because the OTP (One-Time Password) code is sent to each individual's email, and the service is not limited or differentiated.

Balance Between Rights and Obligations

The balance between rights and responsibilities underscores the importance of fairness in the exchange between those who provide and receive services. (Sinambela, 2006:6). As citizens, we all have rights and obligations. This balance of rights and obligations includes: fairness of rights and fairness of commitments.

First, fairness of rights. The sub-district office assigns officers every day to provide Digital Identity Card (IKD) activation services at the neighborhood unit association hall. In addition, if people come directly to the sub-district office, they will still receive the same fair treatment. Fairness of rights also means giving rights to those who are entitled to receive them.

Second, fairness of obligations. Ownership of digital identity cards (IKD) is not mandatory for citizens who are unable to apply for or do not own an Android device. In this case, the sub-district office has carried out its duties as mandated by the Ministry of Home Affairs and the Population and Civil Registration Office by providing information to the public about the benefits and functions of digital identity cards (IKD)

Supporting Factors and Hindering Factors in Digital Identity Activation Services (IKD)

Supporting Factors in Digital Identity Activation Services (IKD)

The activation service for Digital Identity Cards (IKD) based on Ministry of Home Affairs Regulation No. 72 of 2022 concerning Standards and Specifications for Software, Blank Electronic Identity Cards, and the Implementation of Digital Identity Cards will not run smoothly without the support of infrastructure and good cooperation between the community and the Sememi Sub-district Office, Benowo District, Surabaya City. Therefore, Sememi Sub-district officials and residents must continuously collaborate to create an effective Digital Identity Activation Service (IKD) in Sememi Sub-district, Benowo District, Surabaya City.

Supporting factors for the activation of Digital Identity Cards (IKD) in Sememi Sub-district, Benowo District, Surabaya City:

a. Resident Identity Card activation services are available at the sub-district office, neighborhood unit association office, and through outreach services.
b. The sub-district has evenly distributed officers to provide services at the neighborhood association hall, making it easier for the community to obtain Digital Identity Card (IKD) activation services.
c. Simplify and expedite other public services such as banking, train stations, and airports.

Inhibiting Factors to the Provision of Digital Identity Activation Services (IKD)

In the process of activating Digital Identity Cards (IKD) in Sememi Sub-district, Benowo District, Surabaya City, there are certainly various challenges. Several factors hinder the activation process. Digital Identity Cards (IKD) in Sememi Sub-district, Benowo District, Surabaya City:

a. Low public awareness and knowledge about switching from e-KTP to Digital Identity Card (IKD).
b. The guidelines provided are still too difficult for the public to understand.
c. Android devices are not supported..

Efforts Made to Improve the Effectiveness of Digital Identity Activation Services (IKD)

Based on the problems identified by the researchers, the Sememi Sub-district Administration in Benowo District, Surabaya City, has made efforts to address the obstacles encountered in the process of activating Digital Identity Cards (IKD).

Efforts Made to Improve the Effectiveness of Digital Identity Activation Services (IKD) in Sememi Sub-district, Benowo District, Surabaya City:

a. Providing services at the neighborhood association hall every Monday through Friday.
b. Holding evening services at the neighborhood association hall every Tuesday and Wednesday for residents who are unable to attend during the day..
c. Providing outreach services to visit residents from house to house.

CONCLUSION

Based on the study's findings, it can be concluded that the Digital Identity Activation (IKD) service in the Sememi Sub-district is effective. Namely:

1. The sub-district office distributes all officers evenly to provide services at each neighborhood association hall. In addition to IKD activation services, the community can also access various other services, making it easier for people who live far from the sub-district office..
2. The existence of night services provided by the sub-district office twice a week on Tuesdays and Wednesdays makes it easier for people whose working hours conflict with the sub-district office's operating hours..
3. This service is provided by sub-district officials to residents who face economic or disability-related challenges, ensuring that all residents have equal access to public services in the Sememi Sub-district.

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