

ABSTRAK

Perihal terhadap implementasi Identitas Kependudukan Digital (IKD) di Kecamatan Wiyung, Surabaya, sebagai bagian dari akselerasi transformasi layanan administrasi kependudukan sesuai Permendagri No. 72/2022. Tujuan penelitian adalah (1) menggambarkan pelaksanaan IKD di tingkat kecamatan, (2) mengidentifikasi faktor penghambat dan pendukung implementasi, serta (3) merumuskan implikasi perbaikan layanan. Pendekatan yang digunakan adalah kualitatif deskriptif dengan teknik pengumpulan data melalui wawancara, observasi, dan dokumentasi. Analisis mengacu pada perspektif implementasi kebijakan (Van Meter & Van Horn) dengan menekankan dimensi komunikasi, sumber daya manusia, dan struktur organisasi, serta penguatan kepatuhan prosedural dan kelancaran operasional. Hasil menunjukkan bahwa adopsi IKD di Wiyung masih fluktuatif dan di bawah target; rata-rata aktivasi harian rendah karena persepsi risiko keamanan data, rendahnya literasi digital, dan anggapan “tidak perlu” di kalangan warga. Keterbatasan infrastruktur, konektivitas, dan beban kerja aparatatur turut menjadi kendala. Di sisi lain, dukungan regulasi, komitmen birokrasi, sosialisasi Disdukcapil, serta posisi wilayah yang strategis menjadi faktor pendorong. Mekanisme aktivasi (registrasi aplikasi, verifikasi biometrik, integrasi basis data) pada dasarnya berjalan, namun membutuhkan penguatan standar operasional, komunikasi publik berbasis bukti, peningkatan kapasitas SDM garis depan, serta orkestrasi lintas instansi (kecamatan–kelurahan–Disdukcapil–mitra layanan). Penelitian menyimpulkan bahwa IKD berpotensi meningkatkan efisiensi, keamanan, dan akses layanan, tetapi keberhasilan di tingkat kecamatan mensyaratkan strategi komunikasi yang lebih persuasif, dukungan infrastruktur, dan tata kelola kolaboratif yang konsisten. Temuan ini memberi kontribusi praktis bagi perbaikan layanan serta pengembangan kebijakan e-government di tingkat lokal.

Kata kunci: IKD; implementasi kebijakan; Kecamatan Wiyung.

ABSTRACT

This study analyzes the implementation of Digital Population Identity (IKD) in Wiyung District, Surabaya, as part of the accelerated transformation of population administration services in accordance with Home Affairs Ministerial Regulation No. 72/2022. The objectives of the study are (1) to describe the implementation of IKD at the sub-district level, (2) to identify factors inhibiting and supporting implementation, and (3) to describe the effectiveness of service improvements. The approach used is descriptive qualitative with data collection techniques through interviews, observation, and documentation. The analysis refers to the implementation policy perspective (Van Meter & Van Horn) with emphasis on the dimensions of communication, human resources, and organizational structure, as well as the fulfillment of procedures and operational smoothness. The results show that IKD adoption in Wiyung remains fluctuating and below target; average daily activation is low due to perceived data security risks, low digital literacy, and the perceived "unnecessity" among residents. Limited infrastructure, connectivity, and staff workload also contribute to obstacles. Regulatory support, bureaucratic commitment, Disdukcapil outreach, and the strategic location of the area are driving factors. The activation mechanism (application registration, biometric verification, database integration) is generally functioning, but requires strengthening operational standards, evidence-based public communication, increasing the capacity of frontline human resources, and cross-agency orchestration (sub-district-district-Disdukcapil-service partners). The study concludes that IKD has the potential to improve efficiency, security, and service access, but success at the sub-district level requires a more persuasive communication strategy, infrastructure support, and consistent collaborative governance. These findings provide practical contributions to service improvement and e-government policy development at the local level.

Keywords: IKD; policy implementation; Wiyung District.