ABSTRAK

Ira Ariani Aisah 1228010098 "Implementasi Kebijakan Identitas Kependudukan Digital Berbasis Inklusi Digital Di Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Cianjur".

Pelaksanaan Identitas Kependudukan Digital (IKD) di Kabupaten Cianjur masih menghadapi tantangan dalam mewujudkan akses layanan digital yang merata. Perbedaan tingkat literasi digital masyarakat, keterbatasan perangkat, kualitas jaringan internet, serta kondisi geografis wilayah menjadi beberapa faktor yang memengaruhi kemampuan masyarakat dalam mengakses dan memanfaatkan IKD. Penelitian ini bertujuan untuk menganalisis implementasi Identitas Kependudukan Digital berbasis inklusi digital di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Cianjur berdasarkan dimensi komunikasi, sumber daya, disposisi, dan struktur birokrasi.

Penelitian ini menggunakan metode deskriptif kualitatif. Data diperoleh melalui wawancara, observasi, dan dokumentasi, kemudian dianalisis dengan menggunakan teori implementasi kebijakan Edward III (1980) serta dikaitkan dengan konsep inklusi digital.

Hasil penelitian menunjukkan bahwa implementasi IKD di Kabupaten Cianjur telah berjalan melalui kegiatan sosialisasi, pelayanan aktivasi, pendampingan, pelayanan jemput bola, serta koordinasi dengan kecamatan dan desa. Pada aspek komunikasi, informasi telah disampaikan melalui berbagai saluran, tetapi pemahaman masyarakat belum merata. Pada aspek sumber daya, tersedia petugas dan berbagai titik pelayanan, tetapi masih terdapat keterbatasan kapasitas petugas, perangkat, dan jaringan. Pada aspek disposisi, pelaksana menunjukkan komitmen dan respons positif dalam memberikan pelayanan serta pendampingan. Pada aspek struktur birokrasi, prosedur pelayanan dan koordinasi telah tersedia, tetapi pemahaman terhadap SOP dan koordinasi pada tingkat desa masih perlu diperkuat.

Penelitian menyimpulkan bahwa implementasi IKD telah berjalan dari sisi organisasi, tetapi belum sepenuhnya optimal dalam mewujudkan inklusi digital masyarakat. Penguatan komunikasi dan edukasi, peningkatan kompetensi petugas, pemerataan akses perangkat dan jaringan, pendampingan masyarakat dengan keterbatasan digital, serta peningkatan pemanfaatan IKD setelah aktivasi diperlukan untuk mendukung pelayanan administrasi kependudukan digital yang lebih inklusif.

Kata Kunci: Implementasi Kebijakan, Identitas Kependudukan Digital, Inklusi Digital, Pelayanan Publik.

ABSTRACK

Ira Ariani Aisah 1228010098. "Implementation Policy of Digital Population Identity Based on Digital Inclusion at the Department of Population and Civil Registration of Cianjur Regency."

The implementation of Digital Population Identity (IKD) in Cianjur Regency continues to face challenges in ensuring equitable access to digital services. Differences in the level of digital literacy among the community, limited access to devices, internet network quality, and geographical conditions are among the factors affecting the community's ability to access and utilize IKD. This study aims to analyze the implementation of Digital Population Identity based on digital inclusion at the Department of Population and Civil Registration of Cianjur Regency through the dimensions of communication, resources, disposition, and bureaucratic structure.

This study employs a descriptive qualitative method. Data were collected through interviews, observations, and documentation, and were analyzed using Edward III's (1980) policy implementation theory and related to the concept of digital inclusion.

The results show that the implementation of IKD in Cianjur Regency has been carried out through socialization activities, activation services, assistance, outreach services, and coordination with sub-districts and villages. In terms of communication, information has been disseminated through various channels, but public understanding remains uneven. Regarding resources, officers and various service points are available, but limitations remain in personnel capacity, devices, and network infrastructure. In terms of disposition, implementers demonstrate commitment and positive responsiveness in providing services and assistance. Regarding bureaucratic structure, service procedures and coordination mechanisms are available, but understanding of Standard Operating Procedures (SOPs) and coordination at the village level still need to be strengthened.

The study concludes that the implementation of IKD has progressed organizationally but has not yet been fully optimized in realizing digital inclusion for the community. Strengthening communication and public education, improving staff competencies, equalizing access to devices and network infrastructure, providing assistance to community members with limited digital capabilities, and increasing the utilization of IKD after activation are necessary to support more inclusive digital population administration services.

Keywords: *Policy Implementation, Digital Population Identity, Digital Inclusion, Public* Services.