

ABSTRAK

EFEKTIVITAS PELAYANAN ADMINISTRASI PADA DINAS KEPENDUDUKAN DAN CATATAN SIPIL DALAM PENGURUSAN KARTU KELUARGA DIGITAL DI KABUPATEN LAMPUNG BARAT

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Pelayanan administrasi kependudukan di Indonesia diselenggarakan berdasarkan Peraturan Menteri Dalam Negeri Nomor 72 Tahun 2022 tentang Standar Pelayanan Administrasi Kependudukan. Regulasi ini menjadi dasar hukum bagi penerapan layanan kependudukan digital yang bertujuan menciptakan tata kelola pemerintahan yang cepat, tertib, efisien, dan transparan, masyarakat dapat mengajukan permohonan serta memantau status dokumen secara daring. Sistem ini diharapkan meningkatkan kemudahan, efisiensi, dan keamanan pelayanan publik. Namun, pelaksanaannya masih menghadapi kendala seperti kesulitan akses situs layanan, keterlambatan verifikasi, kurangnya sosialisasi, dan keterbatasan jaringan internet di beberapa wilayah. Permasalahan dalam penelitian ini adalah bagaimana efektivitas pelayanan administrasi Disdukcapil dalam pengurusan KK digital di Kabupaten Lampung Barat serta kendala yang dihadapi dalam pelaksanaannya.

Metode penelitian yang digunakan adalah pendekatan normatif dan empiris. Pengumpulan data dilakukan dengan cara studi kepustakaan dan studi lapangan dengan menggunakan analisis deskriptif kualitatif.

Hasil penelitian menunjukkan bahwa efektivitas pelayanan administrasi pengurusan KK digital di Disdukcapil Kabupaten Lampung Barat belum sepenuhnya berjalan efektif meskipun didukung regulasi serta pelayanan KK digital yang dilaksanakan melalui pemindaian QR code dan penggunaan IKD terlihat dari tingkat pemanfaatan layanan digital yang masih rendah, di mana dari 97.560 KK aktif dengan jumlah penduduk 315.193 jiwa, jumlah dokumen KK digital yang diterbitkan melalui pemindaian QR code pada periode Januari hingga Agustus 2025 tercatat sebanyak 10.211 dokumen. Sementara itu, pengguna aplikasi IKD pada periode yang sama hanya mencapai 30 orang. Kendala pelayanan KK digital di Disdukcapil Kabupaten Lampung Barat meliputi keterbatasan infrastruktur, gangguan sistem, koordinasi lintas sektor, serta rendahnya literasi digital masyarakat.

Kata Kunci: Administrasi, Efektivitas Layanan, Kartu Keluarga Digital

ABSTRACT

THE EFFECTIVENESS OF ADMINISTRATIVE SERVICES AT THE DEPARTMENT OF POPULATION AND CIVIL REGISTRATION IN THE MANAGEMENT OF DIGITAL FAMILY CARDS IN LAMPUNG BARAT REGENCY

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The implementation of population administration services in Indonesia is based on the Regulation of the Minister of Home Affairs Number 72 of 2022 concerning Standards of Population Administration Services. This regulation serves as the legal foundation for the implementation of digital population services aimed at creating a fast, orderly, efficient, and transparent government administration system. Through this system, citizens can submit applications and monitor the status of their documents online. It is expected to improve the convenience, efficiency, and security of public services. However, its implementation still faces several challenges, such as difficulties in accessing service websites, delays in verification processes, lack of socialization, and limited internet connectivity in several areas. The main problem discussed in this study is the effectiveness of administrative services provided by the Department of Population and Civil Registration in processing digital family cards in West Lampung Regency, as well as the obstacles encountered in its implementation.

This research employed both normative and empirical approaches. Data were collected through library research and field studies, using a qualitative descriptive analysis.

The findings indicate that the effectiveness of digital family card administrative services at Disdukcapil West Lampung Regency has not yet been fully optimal, despite the support of existing regulations and the use of QR code scanning and the digital population identity system. This is reflected in the relatively low utilization of digital services out of 97,560 active family cards with a total population of 315,193 people, only 10,211 digital family card documents were issued through QR code scanning from January to August 2025. Meanwhile, the number of IKD application users during the same period reached only 30 people. The main obstacles to the implementation of digital family card services at Disdukcapil West Lampung Regency include limited infrastructure, system disruptions, weak inter-sectoral coordination, and low levels of digital literacy among the public.

Keywords: *Administration, Service Effectiveness, Digital Family Card*