

Abstrak

Faza Aimi Siti Rodiyah. NIM : 202102010084. Inovasi Pelayanan Administrasi Kependudukan Cepat Akurat Terintegrasi (PANDUCAKTI) pada Dinas Kependudukan dan Catatan Sipil Kabupaten Tulungagung. Pembimbing I: Dr. M. Daimul Abror, SIP., M.Si., Pembimbing II: Dr. Junari, M.Si

Penelitian ini bertujuan untuk mendeskripsikan dan menganalisis inovasi Pelayanan Administrasi Kependudukan Cepat Akurat Terintegrasi (PANDUCAKTI) pada Dinas Kependudukan dan Catatan Sipil (Dispendukcapil) Kabupaten Tulungagung. Latar belakang penelitian ini adalah tuntutan peningkatan kualitas pelayanan publik di era Revolusi Industri 4.0 dan Society 5.0, khususnya pada layanan administrasi kependudukan yang sebelumnya menghadapi masalah antrean panjang dan inefisiensi, yang diperparah selama masa pandemi COVID-19. Penelitian ini menggunakan metode kualitatif deskriptif dengan teknik pengumpulan data melalui wawancara, observasi, dan dokumentasi. Analisis data menggunakan teori difusi inovasi dari Evert M. Rogers yang mencakup lima atribut: Keuntungan Relatif (*Relative Advantage*), Kesesuaian (*Compatibility*), Kerumitan (*Complexity*), Kemungkinan Dicoba (*Triability*), dan Kemudahan Diamati (*Observability*).

Hasil penelitian menunjukkan bahwa inovasi PANDUCAKTI memiliki **Keuntungan Relatif** yang signifikan dengan menyediakan layanan gratis serta menghemat waktu, jarak, dan biaya transportasi bagi masyarakat. Dari segi **Kesesuaian**, inovasi ini selaras dengan visi dan misi Dispendukcapil serta menjawab kebutuhan masyarakat akan layanan yang efisien. Dari aspek **Kerumitan**, layanan PANDUCAKTI dinilai tidak rumit bagi masyarakat karena prosedur teknis ditangani oleh petugas terlatih di tingkat desa/kelurahan. Inovasi ini juga telah melalui tahap **Kemungkinan Dicoba** yang memadai dengan uji coba yang berhasil di beberapa desa percontohan sebelum diterapkan di seluruh kabupaten. Terakhir, hasil dari inovasi ini **Mudah Diamati** oleh masyarakat, yang dibuktikan dengan berkurangnya antrean di kantor dinas serta proses pelayanan yang lebih cepat dan akurat.

Secara keseluruhan, inovasi PANDUCAKTI telah berhasil diimplementasikan dan memberikan manfaat besar dalam meningkatkan kualitas pelayanan administrasi kependudukan di Kabupaten Tulungagung. Saran untuk perbaikan meliputi peningkatan sosialisasi, pengembangan fitur aplikasi seperti sistem pelacakan (*tracking system*), serta pelaksanaan pelatihan rutin bagi para operator.

Kata Kunci: Inovasi Pelayanan Publik, Administrasi Kependudukan, E-Government, PANDUCAKTI, Difusi Inovasi

Abstrack

Faza Aimi Siti Rodiyah. NIM: 202102010084. Innovation of the Integrated Population Quick Self-Administration Innovation (PANDUCAKTI) at the Regional Population and Civil Registry Service. Advisor I: Dr. M. Daimul Abror, SIP., M.Sc., Advisor II: Dr. Junari, M.Si

This study aims to describe and analyze the innovation of the Integrated Fast Population Administration Service (PANDUCAKTI) at the Population and Civil Records Service (Dispendukcapil) of Tulunga Regency. The background of this study is the demand for improving the quality of public services in the era of the 4.0 and Society 5.0 Revolution, especially during population administration services that previously faced long-line and inefficiency, which were compounded during the COVID-19 pandemic. This study uses a descriptive qualitative method with data collection techniques through interviews, observations, and documentation. Data analysis using innovation theory from Everett M. Rogers which includes five attributes: Relative Advantage, Compatibility, Complexity, Triability, and Observability.

The results showed that PANDUCAKTI's innovation had significant Relative Profits by providing free services and saving time, distance, and transportation costs for the community. In terms of conformity, this innovation is in line with Dispendukcapil's vision and mission and answers to societal needs efficient services. In terms of complexity, PANDUCAKTI services are considered intricate to the community because technical procedures are handled by trained officers at the village/village level. The innovation has also fallen through a stage of Possible Try to adequate Probability testing successful in multiple pilot villages before being deployed through the regency. Finally, the results of this innovation are easy to observe by the public, which is evidenced by reducing lines at official offices and faster and more accurate service processes.

Overall, PANDUCAKTI's innovation has been successfully implemented and provided big benefits in improving the quality of population administration services in Tulungagung Regency. Advice for improvement includes improving socialization, developing application features such as the tracking system (tracking system), as well as routine training implementation for operators.

Keywords: *Innovations of Public Services, Population Administration, E-Government, PANDUCAKTI, Diffusion of Innovation*