

Implementation of E-Government in the Public Service Process in Karo Regency

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Abstract

Importance of administrative completeness in every requirement in registration to obtain services such as school registration, employment status, obtaining health services, obtaining permits, and other services. All require appropriate population administration. However, every human being's status will change over time, such as employment, marriage, and education. Then it is necessary to make changes. Services for administrative management can already be done online. However, due to a lack of knowledge of technology and information, the implementation of online services is less attractive to the public. This paper aims to examine the digital governance process through the implementation of e-government in the public service process at the Department of Population and Civil Registration, Tanah Karo Regency. The research focus is on implementation performance and the factors that influence the performance of e-government policy implementation. So that researchers can provide research findings that will be used as a reference for the next researcher when comparing implementation performance and factors that influence the current study to the next. Using a qualitative description approach that provides detailed explanations of the problems investigated, it was discovered that the performance of the implementation of population administration services via e-government was as follows: (1) Access to information requirements is easily obtained by the community, but access to all types of services cannot be managed online; (2) People still use online services a little; (3) People still rarely use online services; (4) The implementation of online services is right on target; (5) The process of completing administrative documents is on time; (6) Documents can be printed by the community themselves because their authenticity is guaranteed; (7) Management of documents becomes efficient and effective; Meanwhile, the factors that affect the performance of the first e-government policy implementation are the environmental conditions of the relationship between human resource organizations and the character of the institution. Based on these findings, the proposed policy recommendations need to increase the socialization of services through e-government to the community, carried out by the Information Service Section of the Population and Civil Registration Service of Karo Regency, by inviting the cooperation of sub-district and village officials in providing online service socialization and using social media. Providing service space in each sub-district and village office using the village fund budget, such as the availability of one unit computer, one unit printer, and A4 paper weighing 80 grams, and one person who is able to operate and can teach the community so that the next document management can be done online and can print the results in the office that is already available in the administrative management service room because in the printing place there is not necessarily a paper size like the set.

Keywords: Policy Implementation, Public Service, E-Government

INTRODUCTION

This paper wants to examine digital governance through the implementation of e-government in the process of administrative services in the Population and Civil Registry Office of Karo Regency. The focus of the study is on the performance of e-government policy implementation and the factors

that influence it. The reason for reviewing this topic is, first, to see how local governments respond to national policies that have emphasized that government implementation in the future will be digital-based. Second, how is public participation and capacity in responding to online policies in population management?

In accordance with previous research conducted by Mukhsin Juniardo Siregar, Maya Jannah, Risdalina, Nimrot Siahaan, and Indra Kumalasari M in 2021, entitled Implementation of the Regulation of the Minister of Home Affairs Number 7 of 2019 concerning Online Population Administration Services at the Population and Civil Registration Service of Labuhanbatu Regency, With qualitative research methods, it is comprehensive and complete. In accordance with the results of this study, it can be concluded that: "In implementing the Regulation of the Minister of Home Affairs Number 7 of 2019 concerning Online Population Administration Services within Labuhanbatu Regency, The Labuhanbatu District Civil Registration Office provides a WhatsApp contact that the public can use to register the necessary interests, and the community must complete some of the requested requirements. No earlier than 5 or 6 hours after the data belonging to the community is finished processing, and no later than 1 or 2 days after that. Public will be contacted again via WhatsApp for data collection after the Relevant Disdukcapil Office has processed it. In its implementation, there is a positive benefit, namely, that people do not need to come to the office. There are also obstacles, namely that there are still people who do not understand using technology to do online management.

It is appropriate that every citizen is entitled to public services. Public services are carried out by the government as a form of obligation to provide various services to fulfill the basic rights of the people guaranteed by the constitution. Public service is primarily a demand made by the community in order to gain fair treatment from the bureaucracy in carrying out tasks, upholding citizenship, and addressing community needs (Titin Rohayatin, 2017). By delivering excellent public services, it is hoped that the community would feel content, pleased, and as though they have obtained what is properly theirs. It is the duty of the government to bring about this outcome (Dewi, 2014). The provision of good public services is established in public policy. Public policy is interpreted from an instrumental perspective as a tool to achieve goals related to the government's efforts to realize public values (Purwanto, 2015). The value of publicity is defined as the common expectation of citizens with respect to government and public service (Twizeyimana, 2019). Similarly, according to (Nugroho, 2004), who concludes that public policy is "management of the achievement of national goals. To achieve the goal, a public policy must be implemented in an effort to find out the picture carried out by the implementer in realizing the objectives of the policy (policy goals). The definition of policy implementation is "guidelines that become a legal umbrella to be implemented as soon as possible so that they can have an impact both administratively and visibly on society" (Tjilen, 2019). If a plan cannot provide a good change to society in a real way to reduce problems in accordance with policy objectives, then it can be concluded that the plan carried out runs aground even though it is well implemented, and a good plan will run aground too if the policy is not implemented properly.

From the explanation above, it can be concluded that policy implementation must first determine the goals and objectives identified by policy decisions and the benefits of policies that can be felt by the community in a real way to reduce the problems that occur. The implementation of policy will be successful if it is carried out properly in accordance with the policy plan itself by various actors acting as implementers.

The policy implementation process runs since the policy is established and already has a valid law. After going through a complete implementation process, it will produce so-called policy outcomes. Policy outcomes can be interpreted as an implementation condition according to the reality of an impactful policy implementation for the realization of the policy objectives set. It is usually characterized by changes in conditions that lead to better conditions that can be felt by the target group.

The process of implementing the policy begins with the existence of a program. By preparing the program, the goals and objectives are determined in advance, as can be seen in the policy formulation. Then input from parties who have interests (policy input) is needed. The input that has been collected is converted into policy output. More simply, the policy output can be interpreted as a set of tools to achieve set policy objectives. Policy output will arrive at the target group via implementers (implementing agencies): institutions that are encouraged to implement policies. Policy output will reach the target group effectively, efficiently, and accurately, supported by quality resources, technology, financial resources, and skilled management. After the policy output reaches the target group, it will have a real impact (the policy effect). Moving from the policy effect, it can be known the performance of an implemented policy.

The implementation that the researcher refers to here is the implementation in accordance with the Regulation of the Minister of Home Affairs Number 7 of 2019 in providing effectiveness and efficiency as well as speed in online administrative services at the Population and Civil Registration Service of Karo Regency.

The fulfillment of the basic rights to public services aims to realize the successful implementation of the Karo Government. A successful government in this regard provides comfort, security, and convenience in every public service. The provision of public services is in principle carried out and responsible for by the central, regional, and environmental governments of state-owned enterprises or regions in an effort to meet the needs of the community and in the context of implementing the provisions of laws and regulations. Public service is a much-needed scope in every country; public service is defined as providing services or serving the needs of people who have an interest in an institution in accordance with applicable rules and methods (Haqie, 2020). A bureaucrat is a person who carries out public services in accordance with the recommendations of the functions of the state apparatus. Public service is one of the key responsibilities and roles of the State Civil Apparatus (ASN) profession as a state employee and as a community volunteer, among its other main responsibilities and tasks (Putri, 2022). Therefore, the position of government officials in public services is very strategic because it will greatly determine how capable the government is of carrying out its functions properly in accordance with the original purpose of its formation. One of the goals is to get support from the community for other government work programs. Therefore, the government must ensure that the services provided are good. According to Hardiyansyah (Kusdyana, 2020), the formation of public or public services is the outcome of interests, and since these interests take many different forms, a range of public services are produced. The public services are divided into three groups, namely:

i) Administrative Services

Administrative services are services that specifically provide printing services for important administrative documents that must be owned by the community, for example: identity cards (KTP), land certificates, Indonesian children's cards, birth certificates, motor vehicle owner's books (BPKB), passports, building permits (IMB), and so on.

ii) Goods Service

Goods services are services that are specifically provided for goods that are made into public needs, for example: telephone networks, electricity providers, the provision of clean water.

iii) Service Services

Service services are services that are specifically provided for various forms of services needed by the public, for example: higher and secondary education, health maintenance, transportation administration, postal services, environmental sanitation, waste, roads and sidewalks, disaster management (including floods, earthquakes, volcanoes, and fires), and social services.

In addition to goods and services, administrative services are the most important services that must be carried out by the government, especially population administration services. The population administration of the community will experience changes in status according to the changes. So that the population administration of each community must be registered or changed according to the latest public status, a community initially living in an area and wanting to change residence to another area must have clarity of legal status from the government as a sign that it is true that the community is a recognized citizen of the state. This administrative service includes the issuance of population documents through population registration, civil registration, and information management for the benefit of community administration. For people who do not have a clear identity, they will be considered illegal citizens. The government reserves the right not to recognize the person. Population administration services are organized by authorized agencies, in this case the Population and Civil Registration Service, which has offices in each district and city throughout Indonesia.

The importance of the completeness of population administration is evident in every requirement in registration to obtain services such as school registration, employment status, obtaining health services, obtaining permits, and other services. All require appropriate population administration. But over time, the status of every human being will change, such as the status of work, marriage, and education. From the time a child is born in the world, he or she will be registered with the relevant service to obtain a national identity number indicating the status of residence in a country. Until the person's death, they will always need an administrative document of residence.

In accordance with the main task of the state, which is to provide services for the benefit of society, the government must continue to improve the quality of services (Chrismonita, 2020). Population administration services are regulated in Law Number 23 of 2006 concerning Population Administration, as amended by Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration, which is further developed by ministerial regulations and regulations in agencies and service areas that take place. The agency responsible for providing population administration services to the community in Karo Regency is the Population and Civil Registration Service of Karo Regency.

In realizing the improvement of population administration services to the community supported by the development of technology such as the emergence of the internet, it has encouraged various fields of life to use technology as optimally as possible. In line with Distel (Bambang Irawan, 2020) who said that "the development of technology and information has affected all fields of human life, including the field of government." Not to be left behind is the Karo Regency Government, which also

uses the internet to provide services. The use of the internet in the field of government encourages the realization of e-government, which is expected to provide benefits for improving population administration services to the people of Karo Regency and improving the efficient and effective management of population administration services. "E-government" is the application of information technology to improve the performance of traditional government functions and services. "More specifically, is the use of digital technology to transform government activities that aim to improve effectiveness, efficiency, and service delivery" (Mustafa, 2020). E-government explains that "as a new mechanism in the interaction between government and society, in the use of information technology, especially the internet, it must be able to improve services to the community" (Shafira, 2021). The development of information and communication technology has led the Karo Regency government to make updates in providing services to the community so that they are more efficient, fast, and recognized. With the internet, communication between the government and the public is easier. The development of information technology gave rise to a new revolution, namely the transition from conventional work systems to the digital era. In government agencies, this change is marked by the abandonment of traditional government, which is synonymous with paper-based administration, in favor of electronic government, or e-government (Ningsih, 2022).

Services using technology facilitate government interaction with the community in terms of providing services. The internet is a tool for accessing services online. Then it is necessary to make changes. Services for administrative management can already be done online. So far, the management of population administration is carried out directly by the office concerned. Over time, it is easy for people to take care of it online, which can be done anywhere and anytime. The advantages of using online services are that they save costs and time that must be spent by service users and avoid illegal levies. Online services that do not require face-to-face (Lies Sunarmintyastuti, 2021). In line with (Djadjuli, 2019) view, which explains that:

One of the advantages of using the network that has been built is transparency. By using the network, everyone can access information from anywhere, even though the place where the community lives is quite far away. The process is how and how much it costs to get the service, which allows no illegal levies beyond the predetermined levy because everyone knows and is open to legal levies based on the rules for getting certain services.

Every citizen who wants to take care of the application for registration of population administration can do it anywhere while supported by an easily accessible internet. So as not to be left behind by technological developments and to accelerate public services. The government, through the Ministry of Home Affairs, issued Minister of Home Affairs Regulation Number 7 of 2019 concerning online population administration services. This regulation stipulates that, in the context of more efficient and effective administrative services, an administrative creation system be organized using internet media. According to (Rafieqah Nalar Rizky, 2021) "one of the innovations implemented by the government is related to online population administration services (online administration). Online administration is expected to make it easier for people to take care of administration without having to come directly to the Population and Civil Registry Service." The community as service users can easily, quickly, accurately, and accountably take care of population administration alone.

In Karo Regency, the implementation of this e-government has been underway since January 22, 2021, with the issuance of Karo Regency Government Karo Regent Letter Number: 477/0133/

DK/2021, dated January 22, 2021. Regarding online services, which contain that the Population and Civil Registration Service of Karo Regency can serve the issuance of population documents online via e-mail.

For the requirements that must be provided by the community for those who want to take care of administrative documents, they can first access the website of the Karo Regency Population and Civil Registration Service at www.disdukcapil.karokab.go.id and through printed brochures that can be obtained at the Karo Regency Population and Civil Registration Office, at each sub-district office, and at the village head's office in Karo Regency.

All requirements must be the original scan in one file in PDF form. Furthermore, it is sent via email in accordance with the interests of managing community documents.

Emails used by the public as applicants for administrative documents are required to use a personal email or one of the family members contained in the family card. This is in accordance with the Regulation of the Minister of Communication and Informatics of the Republic of Indonesia Number 20 of 2016 concerning the Protection of Personal Data in Electronic Systems and the Regulation of the Minister of Home Affairs Number 7 of 2019 concerning Online Population Administration Services contained in the Letter of the Population and Civil Registration Service of Karo Regency Number: 477/805/DK/2021 dated September 10, 2021 regarding Online Services.

The time required in the process of completing each administrative document takes two working days at the latest, three working days for the complete document requirements. However, for people who have not completed the requirements, it is recommended that they complete every file needed in the management of administrative documents needed by the community. Any administrative documents that have been completed by the Population and Civil Registration Service of Karo Regency will be sent back to the applicant's email. However, specifically for applicants handling KTP and KIA, proof of collection is only sent to the applicant's email because the applicant is required to come directly to the Karo Regency Disdukcapil Office to collect the card by showing proof of card collection.

This policy is considered very appropriate because people do not have to come to the Office of the Population and Civil Registration Service to complete population administration matters.

However, in practice, it is not necessarily easy to do. There are various factors that affect the implementation of this regulation. Problems in the field show that:

1. The lack of maximum socialization carried out by the Population and Civil Registration Service of Karo Regency is proven by the fact that there are still many people who are not aware of the existence of online administrative services.
2. There are still many people who do not understand using the internet or other technological means, giving rise to the assumption that people feel that online administration is troublesome and complicated.
3. There is still no internet network in several villages in Karo Regency. People who want to register online are disturbed by the inaccessible internet.

In connection with the above problems, the research questions in this study are:

1. How is the performance of e-government policy implementation in Karo District?

2. What are the factors that influence the performance of e-government policy implementation in Karo District?

In this case, the use of online services does provide many benefits to users, but lack of knowledge about the use of technology is a factor that affects the performance of these services. As a result of this conclusion, the researcher wishes to investigate the implementation of policies based on online administrative services at the Population and Civil Registration Service of Karo Regency and determine what factors influence whether or not policies are implemented properly.

METHODS

In essence, the research method is a process of finding the truth that is carried out by researching real-world conditions to produce more in-depth knowledge. According to (Yusuf, 2014), "Researchers in qualitative research attempt to understand the meaning of an event or event by attempting to interact with people involved in the situation or phenomenon." Another perspective of qualitative research is that it includes researchers in order for them to know the situation and setting of the natural phenomena being examined (Fadli, 2021). The method used to reveal the facts and at the same time answer the above problems is the descriptive qualitative research method. This method aims to reveal the performance of e-government policy implementation and the factors that influence the performance of e-government policy implementation in Karo Regency. In qualitative research, the interviewee who is the source of the data is called an informant. The definition of an informant is a research subject that can explain information about phenomena or problems raised in research. In another sense according to Bungin, an informant is a person interviewed, asked for information by the interviewer, who is estimated to master and understand the data, information, or facts of a research object (Fajar Nurdiansyah, 2021). The key informants are the Head of the Population Administration Information Processing Division at the Karo Regency Dukcapil Office and the Population Administration Information Processing Officer, who knows the technical outline of online services provided to the community. Meanwhile, the main informants, namely the three people who have taken care of administrative documents, are considered the most able to provide information to researchers related to online services. In addition, the informant added one village device, which is a person who works in the sub-district government and has a relationship with the Population and Civil Registration Service in the population administration service.

The data sources in this study are divided into two categories: the first is primary data, namely direct interview data sources from informants. Second, secondary data is a source that does not provide data directly to the data collector, for example, through someone else or through a document. Secondary sources include personal letters, diaries, minutes of association meetings, and official documents from various government agencies that can help the author conduct research in this study using secondary data sources, namely online service brochures, the website of the Karo Regency Population and Civil Registration Service, data on the number of online service users from the Karo Regency Population and Civil Registration Service, and data on the condition of cellular telecommunication services in the Karo Regency environment in 2021 and 2022 from the Karo Regency Communication and Information Service.

With the aim of obtaining relevant data based on research objectives, the data collection techniques used in this study are:

1. Interviews

The first data collection technique is the interview. In the interview activities, it is carried out with a direct or face-to-face question and answer process between the questioner and the source to obtain more accurate information about the problem to be researched.

2. Study of Documents

A document study is a collection of documents that are considered important and that can support and strengthen the results of this study, such as data that is original and complete rather than estimated, and by using data already available in existing document records. The study of this document is carried out through journals, books, reports, magazine literature, and legislation. With this technique, it can provide an opportunity for researchers to broaden their horizons about the research.

Data analysis in this study involves grouping data into categories, then decomposing it into units, choosing which ones are important and have been studied, and drawing conclusions so that they are easily understood by yourself and others. In analyzing the data, researchers refer to several stages, including the following:

1. Data Collection Through Interviews

Interviews conducted with sources of information that can provide accurate information on research case studies

2. Data Reduction

The large amount of field data requires researchers to record more detailed information; to get more detailed data, it requires data reduction.

3. Confirmability Test

The meaning of the confirmability test is to test research results that are linked to research that has been carried out. If the research results are a function of the research program carried out, the research has been accepted for confirmability standards.

4. Drawing Conclusions

Conclusions are drawn by looking for the meaning of the explanatory pattern. So it is done carefully and meticulously by doing several studies.

Results and Discussion

The results and discussion descriptions include access, scope, frequency, bias, service accuracy, accountability, and program suitability with needs. This explanation is much broader than just a description of the attainment of goals and objectives which are usually carried out in policy implementation research. The aim is for this research to contribute more broadly to the existing literature. The same thing is also done when explaining the factors that influence the performance of e-government implementation, namely wanting to analyze whether the four factors such as environmental conditions, relationships between organizations, resources, and the character of implementing institutions have the same character as Rondinelli and Cheema's studies.

1. Performance of e-Government Policy Implementation in Karo Regency

1.1. Access

Access to services is very important to make it easier for people to manage population administration online. In addition, the implementing parties can be easily contacted by the target group to get information about the ongoing service. Online population administration services at the Karo Regional Population and Civil Registration Service are easily accessible. Employees who handle online population administration service information will reply to the registration application when it is found that the registration application has not submitted all the required documents requested. So that with a quick response from employees, it makes it easy for the public to get information when they get a shortage of files to immediately send back the requirements to include in the service process stage. However, access to all types of services is still limited. This means that there are still administrative services that must be taken care of directly or offline, such as marriage certificates and divorce certificates, because they are related to both parties who have the status of husband and wife, and many files that must be prepared and requested by both parties must be addressed directly with the service officer. Then there are files that must be signed with wet signatures.

1.2. Scope

Scope is used to assess how many target groups have been reached by implemented policies or regulations. The amount of public data that has been reached by online services is still small. This can be seen from the small number of people who applied for online services in the period from February 2021 to June 9, 2022. As for the details of the number of applicants, starting in February there were as many as 4 applicants; in March there were as many as 5 applicants; in April there were as many as 6 applicants; in May there was as many as 1 applicant; in June there were as many as 1 applicant; in July there were as many as 2 applicants; in August there were as many as 4 applicants; in September there were as many as 8 applicants; in October there were as many as 32 applicants; in November there were as many as 21 applicants; and in December, so the total number of applicants in 2021 is 110. Furthermore, in January 2022 there were 23 applicants, February had 7 applicants, March had 5 applicants, April had 4 applicants, May had 26 applicants, and until June 9 of that year there were as many as 15 applicants. So the total number of applicants from January 2022 to June 9, 2022 is 80 applicants.

1.3. Frequency

Frequency is used to assess how often the target group uses the promised service of a regulation. People who often use a service will get good value for the implementation of the regulations that are carried out. online service that aims to invite the special community of Karo Regency to take care of population administration more efficiently and effectively to help the community save costs and shorten time in managing population administration online through Gmail of the Population and Civil Registration Service of Karo Regency. However, the people of the regency still rarely use online services, as it is known that the community still takes care of administrative documents directly or offline. People rarely use online services because they do not know how online service procedures work with Gmail, especially those who do not know how to use technology. The community still needs the assistance of others to teach the submission of requirements for registration for the creation of an administrative document.

1.4. Bias

A bias is an assessment of the objectives of the implemented public policy. Bias is used to assess services implemented by implementers who are biased (deviant) toward groups of people who are not worthy of services. Karo Regency's online population administration service serves all people living in Karo Regency in accordance with the interests taken care of by each community, as well as people who want to enter the Karo Regency area and people who want to move from Karo Regency. The online services of the Population and Civil Registration Service of Karo Regency are not biased because anyone who is part of the community deserves online services. It is unrestricted so that any community from any area can be served according to the interests of administrative documents.

1.5. Service accuracy

The accuracy of services in implementing online services is a very sensitive indicator of implementation performance assessment. The faster a document is completed, the more public satisfaction there is with the implementation of online services. The time for completing an online population administration document carried out by the Population Service and Civil Registrar of Karo Regency is 2 working days and no later than 3 working days. Online services at the Population and Civil Registrar Office of Karo Regency are on time and in accordance with the time promised by employees to the community, which is no later than 3 working days for each file that is taken care of through online services.

1.6. Accountability

Accountability is used to assess the accountability of implementers in carrying out tasks in conveying policy or regulatory outputs to target groups. Based on the Letter of the Regent of Karo Number 470/1297/capil/2020 on June 26, 2020 concerning changes in the blanks of the Family Card, Register, and Quotation of the Civil Registration Deed, starting July 1, 2020, the replacement of the blanks of the Family Card, Register, and Quotation of the Civil Registration Deed is enforced with specifications using 80 grams of HVS paper size A4 in white color, one duplicate. Accountability for files printed by the community can be held accountable by the Karo Regency Occupation and Civil Registration Service, which is sent via e-mail, such as family cards, death certificates, birth certificates, and moving letters using 80 grams of white A4 size HVS paper.

1.7. Program suitability with needs

The suitability of the program to the needs is used to assess the policy or regulatory output received by the target group in accordance with the needs of the target group. Online service that aims to invite the special community of Karo Regency to take care of population administration that is more efficient and effective to help the community in saving costs incurred and shortening time in managing population administration online through email from the Karo Regency Population and Civil Registration Service. The online services that are held are in accordance with the needs of the people of Karo Regency, as can be seen by the reduced costs and time sacrificed by the community because they only take care of documents online in accordance with the purpose of online services, which is to save costs and time that must be spent by the community in managing administrative documents.

2. Factors Affecting the Performance of e-Government Policy Implementation in Karo Regency

2.1. Environmental Conditions

Environmental conditions are very influential in determining the means of the network at the place of residence of the community that applies for registration of population administration. Environmental conditions that support the existence of a network will make it easier for people to register online. Online services at the Population and Civil Registration Office of Karo Regency were followed up through the available emails. The need for a cellular telecommunications service network is very necessary to be able to send documents because this service is online.

Online services are easily accessible to the public for those who have an internet network. However, there are several areas in Karo Regency that cannot access the internet network to open emails, based on data on the condition of cellular telecommunications services in the Karo Regency environment that researchers obtained from the Karo Regency Communication and Informatics Office. Environmental conditions in Karo Regency support most people's ability to access population administration documents online from where they live. Because it is influenced by the condition of the telecommunications network in the Karo Regency environment, most of them can access the network.

2.2. Relationships between Organizations

The relationship factor between organizations is also very influential in the implementation of policies or regulations because of the cooperation with outside parties to carry out a rule or policy. In addition, sometimes in implementing a policy, responsibility is shared among several implementing organizations; therefore, coordination is needed in order to control an implementation. In accordance with the Regulation of the Minister of Home Affairs Number 7 of 2019 concerning Online Population Administration Services, it is intended to realize E-Government in the Population and Civil Registration Service of Karo Regency, which is intended for the people of Karo Regency. The Population and Civil Registration Office of Karo Regency collaborates with each sub-district and village government to disseminate information related to online services and procedures for sending files online. So far, socialization has been carried out only through banners in each sub-district and the provision of brochures. Brochures are given to each sub-district administration and forwarded to each village head. However, it is not fully known by the community, and only a few use the online services due to the lack of socialization carried out by the Karo Regency Population and Civil Registration Service and the sub-district and village governments directly to the community. So that the people of Karo Regency still go to the Karo Regency Office of Population and Civil Registration to take care of the interests of the administrative documents of each community. Influenced by the lack of coordination or relationship between the Karo Regency Dikdukcapil and every district government and village government in Karo Regency, people are not all aware of online services, and not many have used them.

2.3. Resource

Human resources (HR) are a factor that greatly influences the success of a regulation or policy. The availability of resources to operate a regulation is one of the factors that must be considered. In order to run online services, human resources must be employees who are experts in the field of service. Employees who handle online services according to the field they are working in, which is computer science, The employees also have knowledge about population administration.

The choice to use Gmail is based on avoiding leakage of population data and civil registration. The resources for online service support facilities are complete by using online services via Gmail because computers, papers, and printers are already in a state of being able to operate properly.

2.4. The Character of implementer institution

The character of the implementer institution is very influential on the performance of policy implementation because, with this character, it will be able to speed up or slow down the completion of a service carried out. The character of the implementer institution is a factor that tends to influence the attitude of the implementers of regulations in carrying out functions, responsibilities, and authorities in accordance with the established service regulations. so that the character of the institution implementing the policy also has a very important role to play in the process of implementing policies and regulations. Based on the results of research in the field, employees directly respond to every email that enters the Gmail account of the Karo Regional Population and Civil Registration Service. Online services carried out at the Population and Civil Registration Service of Karo Regency are easy, in accordance with the motto of service made by the Population and Civil Registration Service of Karo Regency, which is easy. All these conveniences are influenced by the character of the institution that implements them, which is quick to respond when serving the community.

CONCLUSION

The performance of the implementation of e-government policies as stipulated in Minister of Home Affairs Regulation Number 7 of 2019 concerning online services at the Karo Regional Population and Civil Registration Service has not been so good. This means that some have been implemented well, but some are still experiencing problems. Not all administrative services can be provided online, such as the processing of marriage and divorce certificates. In addition, people are still very limited in their access to this application due to their ignorance and the absence of a network where they live. Thus, the scope of people who use this application to manage population administration services is still very limited.

There are various factors that affect the performance of e-government policy implementation. The factors referred to are factors that affect implementation performance, namely: environmental conditions, relationships between organizations, resources, and the character of implementation institutions.

Based on the conclusions above, the implications of the research are: first, it is hoped that the seriousness of the service in disseminating information about this online service to the public is not only through brochures or banners but also the delivery of online service information using social media, and it is also necessary to carry out direct socialization to teach the public about the registration procedure and the printing of documents. So that more and more people who take care of administrative documents do not have to come to the Population and Civil Registration Service of Karo Regency. Socialization can be carried out by the Information Service Section of the Population and Civil Registration Service of Karo Regency by inviting the cooperation of sub-district and village officials in providing socialization services online, in addition to the use of social media such as Facebook, Instagram, and TikTok to reach the public and get information about this online service. Furthermore,

the Population and Civil Registration Office of Karo Regency also invites the District Government and Village Government to provide service space in each sub-district and village office using the budget provided by the Dinas and for additional use of village funds in providing supporting tools, such as the availability of one unit computer, one unit printer, and A4 paper weighing 80 grams, and one person who is able to operate them and can teach the community to do so. Further document management can be done online, and the results can be printed in an office that already has an administrative management service room because in the printing place there is not necessarily a stipulated paper size. Second, the availability of service rooms in each sub-district and village office to assist people who do not understand using technology to take care of population administration online.

Furthermore, the limitations of this study are as follows, first, the locus of research is only in one district, so it cannot provide generalizations that describe this also happening in other districts in Indonesia. Second, research informants are still limited, especially added informants who come from users, which is due to the difficulty in detecting who the actual e-government users are, because the basis is via e-mail. Third, the lack of openness of local officials as the keys informants in providing information about the implementation of e-government.

Based on the limitations of the research above, it is recommended for further research to conduct the same research for several districts in Indonesia in order to obtain generalizations regarding the implementation of public services through e-government as stipulated in the Regulation of the Minister of Home Affairs Number 7 of 2019. In addition In addition, further research can also be focused on the impact of e-government-based public services on increasing public trust in government.

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