Ineffectiveness of the Smart City Program in the Demographic Field
(Study on the Use of E-SIAP in Disepndukcapil Blitar Regency)

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Abstract

Smart city is a program that has been implemented by various countries, including Indonesia. The application in different countries is also different. In other words, this program is adjusted to the capabilities of each country and citizens. This program has many derivative programs in various fields, including the demographic field which in serving the community related to ownership of population documents utilizing E-SIAP. The purpose of writing this scientific paper is to find out the cause of ineffectiveness in the use of E-SIAP. In writing this scientific paper using qualitative research methods with the type of descriptive research to illustrate the ineffectiveness of E-SIAP in Blitar District. By using an interactive analysis model that was initiated by Miles and Huberman to analyze the ineffectiveness of E-SIAP such as the causes of the program that was not well understood, not on target, not on time, and not achieving its goals. In other words, the government must continue to increase the effectiveness of the use of E-SIAP to realize the stated goals of the agency.

Keywords: effectiveness, smart city, e-governance

INTRODUCTION

The science of public administration is one of the growing scientific disciplines. The evolution of the paradigm of public administration includes:
a) Paradigm 1, the dichotomy between administration and politics (1900-1926),
b) Paradigm 2, Administrative Principles (1927-1937) that gave rise to: period of orthodoxy, scientific management, bureaucracy, POSDCORB ,and administrative behavior,
c) Public Administration as Political Science (1950-1970),
d) Pulik Administration as management (1956-1970) in this period gave rise to public management,
e) Public Administration as Public Administration (1970-1990),
f) fRevorm movement, which gave rise to: new public administration, reinventing government, new public management, and new public service,
g) From Government to Governance (1990), h) E-Governance, for example: E-KTP, e-Banking, e -billing, and more [1].

The paradigm of public administration until now has reached the 8th paradigm, namely e-governance.

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E-Governance is an electronic-based governance that seeks to create friendly, comfortable, transparent and inexpensive interactions between government and society or what can be called G2C (government to citizens), government and business companies or what can be called G2B (government to business enterprises) and the relationship between the government or what can be called G2G (inter-agency relationship), the following explanation [2]:

1. Government and Society (G2C)
Is the most common way of e-government development, namely: by means of the government building and using various kinds of information technology with the primary goal of improving connections in interacting with the public. The main objective is to eliminate the distance between the government and its people through various public service applications that can be accessed by the public so that the community can easily reach the services provided by the government to meet various daily service needs.

2. Government and Business Owners (G2B)
The duties of the government are numerous. One of the tasks of the government is to establish a conducive business environment with the aim that the wheels of the country's economy can run well, as planned. In carrying out daily activities, business people such as private companies need a lot of data and information that is owned by the government. The establishment of good relations between the

government and business circles not only aims to expedite business practitioners in running the wheels of their companies, but furthermore many things can bring positive value to the government if there is a good and effective interaction with the private sector.

3. Government and Government (G2G)

The increasing need for countries to communicate more intensely with each other from day to day not only revolves around diplomacy, but also to facilitate cooperation between state entities such as local governments and related agencies in conducting activities development. Various applications that have taken place such as administrative relations between government offices using the website both at the Ministry level to the local government.

4. Government and Workers (G2E)

To improve the performance and welfare of state civil servants or government employees who are not state civil servants working in public service agencies such as the career development system of the state civil apparatus, which in addition to ensuring the improvement in the quality of human resources, is also needed to support the mutation process , rotation and promotion of all government employees, health insurance and education for the state civil apparatus that has been integrated with health institutions (hospitals, polyclinics, pharmacies) and educational institutions (schools, colleges, vocational) to ensure the level of welfare the state civil servants and their families. Its applications include: a) Providing e-learning, b) 2. Socializing Knowledge Sharing, c) Providing access to the widest possible information and knowledge, d) Providing the opportunity for every employee from various levels to receive training and higher education, e) Give awards in the form of material and non material for outstanding employees.

In line with this, the concept of smart city emerged. Smart city is an international issue that is currently booming. The word Smart City was first coined by IBM in 1998 but the new Smart City was developed in the 2000s. Smart City consists of six dimensions, namely smart people, smart governance, smart environment, smart living, smart economy, and smart mobility. [3].

For checking E-KTPs that are ready to print, residents do not need to go to the office just to check through the Blitar Regency KTP Check application. Likewise, filing for population administration can take place through the E-SIAP

Online Blitar Regency application. Or you can also through the website at siak.blitarab.go.id and checkktp.blitarkab.go.id. All of that is a derivative of the smart city program in Blitar Regency.

An assessment of program suitability is a way to measure program effectiveness. The effectiveness of the program can be known by comparing the objectives of the program with the program output [4]. To measure the effectiveness of the program, According to Sutrisno (2007: 125-126) identified the results of experts' studies regarding the size of program effectiveness in an organization, namely:

1. Understanding the program: seen to what extent the community can understand program activities.
2. Right on target: seen from what you want achieved or become reality.
3. On time: seen from the suitability between how long the program runs which is then matched with the planning time needed for the program to run during the program planning process takes place.
4. Achievement of objectives: measured through the achievement of the objectives of activities that have been carried out.
5. Real change: measured through the extent to which these activities have an effect or impact and real change for the community in place.

MATERIAL AND METHODS

This type of research is a type of descriptive research using a qualitative approach. Research that uses descriptive research is research that examines the status of a group of people, a group of objects, a group of conditions, systems of thought, or events that are happening now. Whereas the purpose of this type of descriptive research is to draw pictures or paintings systematically, truth based on reality, and really exist about events, traits and relationships between phenomena under investigation [6].

The approach used in this study is a qualitative approach. Qualitative approach is a method of approach that is based on the philosophy of pospositivist understanding, which functions to examine the condition of natural objects, (as opposed to being an experiment) that positions researchers as a tool or key instrument of research. While the data collection technique is done using triangulation (combined) data collection techniques, data analysis is inductive or qualitative, and the results of

qualitative research emphasize more on meaning than generalization [8].

DATA COLLECTION

Data collection techniques used by researchers in this study in the form of triangulation techniques. In this technique, the triangulation technique can be arised as a data collection technique that has the property of combining various data collection techniques and data sources that are already available. Researchers also made observations that are participatory, in-depth interviews with informants, and documentation. This is done to get the same data source simultaneously [8].

Observations were made in the Disepndukcapil Blitar Regency. To obtain in-depth information, researchers conducted interviews with both population administration applicants and Blitar District Dispendukcapil service employees, and researchers also conducted documentation on several data sources such as population data, ownership of population administration, and other documents related to research.

While the data analysis method used is the data analysis method. Data analysis uses an interactive analysis model proposed by Miles and Huberman. Miles and Huberman divided the analysis activities into several parts, namely: collecting data, reducing data, presenting data, and drawing conclusions or verifying the data that has been obtained. The following figure shows the "Analysis Interactive" model: Figure 1. The concept of interactive analysis by Miles & Huberman [9].
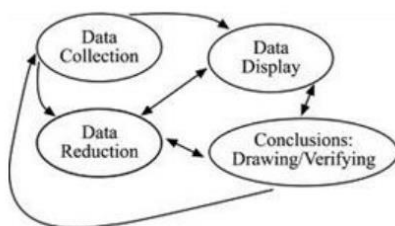
Picture 1. The concept of interactive analysis by Miles & Huberman [9]

Based on the picture above, in general the data analysis in this study was carried out through the following stages; 1) record all the findings of the phenomenon in the field through observation, interviews and documentation; 2) reviewing the records of observations, interviews and documentation studies, and separating data that is considered important and not important, this work is repeated again to examine the possibility of classification errors; 3) describe the data that has been classified by taking into account the focus and objectives of the study; and 4) make a final analysis in the form of a research report.

RESULTS AND DISCUSSION

It has become the aim of the Blitar District Disepndukcapil that "Improving the orderly population administration" is the translation of the Blitar District Government's mission of "Improving good governance through bureaucratic reform, as well as information technology-based public services." Ordering in possession of population documents can make it easier to carry out various government planning programs going forward.

From this it can be seen that ownership of population documents has an important role in regional development planning in the area. Especially with the registration of Blitar Regency in the list of Regencies and Cities that pass the selection of the feasibility of applying the concept of smart city, it is expected to have a positive impact in improving population administration document services.

With the E-SIAP (Electronic Population Administration Information System) which is a product of the smart city program implemented by Dispendukcapil Regency of Blitar with the help of the private sector in its construction, it is hoped that it can provide better service and administrative order than before the application.

Along with the launch of E-SIAP which was used for services, the Blitar Regency Disepndukcapil disseminated the application to all Village Regristration Officers. The socialization activity contained the introduction of E-SIAP, the use of E-SIAP, the provision of pamphlets, and videos of the use of E-SIAP to the Village Registration Officer in the hope that what was obtained in the socialization could be conveyed to the local village community. And the use of queuing services for citizens' documents related to the completeness of the problematic population administration documents. With a note that in one day only one village applicant was permitted. As well as an appeal to the Village Registration Officer who has participated in the socialization to report the activity to the Village Head. With the hope that the Village Head is pleased to notify all village officials on duty if there are residents who make requests related to

population administration directly contact the Village Registration Officer.

Dissemination of information related to E-SIAP has also been done through the official website of the Blitar Regency Disepndukcapil, Blitar Intermediate Information, Mayangkara FM Radio, and banners installed at village offices in each village. This was done so that the population of Blitar Regency, which numbered around 1.2 million people, knew and could use E-SIAP.

In fact, not all Village Registration Officers participating in the socialization related to E-SIAP can understand E-SIAP and its use. So when doing service in the village, villagers who make the applicant for population administration are immediately given a queue number to go directly to Disepndukcapil. And for villagers who have aged without assistance will have difficulty understanding and using E-SIAP.

In addition, not all Village Registration Officers participated in the socialization activities, which were delegated to other officers. So, when serving the community, there is a confusion in the flow of requests for population administration. There are also Village Registration Officers who have participated in socialization related to E-SIAP but do not report this to the Village Head, so villagers who make requests related to population administration are handled by officers who are not Village Registration Officers. And information related to E-SIAP obtained by the Village Registration Officer has not been conveyed widely to the local village community.

For people who apply for population administration documents through E-SIAP, the service takes around 3 to 5 working days. If the administrative document has been completed by the officer, the applicant will receive an SMS notification on the registered SIM card number. However, there are people who do not get SMS notifications because they have already replaced the SIM cards that have been registered because their internet packages have run out but have not made changes in the ownership data of cellphone numbers on an E-SIAP account. As a result, residents do not know when the submission file has been completed by the Blitar Regency Disepndukcapil officer.

The following is presented data related to the percentage of ownership of population administration documents in the past 5 years:

Table 1 Table of Family Card Ownership (KK) in Blitar District

Year	Total Population	Number of Family heads	% Have a KK
2015	1.321.701	453.500	100 %
2016	1.347.028	463.400	100 %
2017	1.373.456	464.186	100 %
2018	1.337.275	477.206	100 %
2019	1.261.897	486.509	100 %

Source: Disepndukcapil Blitar Regency (2019)

From this tebel it can be seen that in 2015 with a population of 1,321,701 with 453,500 households, there were 100% of households with a KK. In 2016 with a population of 1,347,028 with 463,400 households, the population who had a KK was 100%. In 2017, with a total population of 1,373,456 with 464,186 households, the number of households with a KK was 100%. In 2018 with a population of 1,337,275 with 477,206 family heads, the population who had a KK was 100%. In 2019 with a population of 1,261,897 with 486,509 households, there were 100% of households with a KK.

Likewise, E-KTP ownership. This can be seen from the table below:

Table 2 Ownership of E-KTP in Blitar District

Year	Total Population	E-KTP		%
		Required E-KTP	Already Have	
2015	1.321.701	1,012,239	821.002	81%
2016	1.347.028	1,039,819	826.554	79,5%
2017	1.373.456	1,068,970	862.586	81%
2018	1.337.275	1,035,396	887.771	86%
2019	1.261.897	965,018	935.798	97%

Source: Disepndukcapil Blitar Regency (2019)

From this tebel it can be seen that in 2015 with a population of 1,321,701, residents who already had E-KTP were 821,002, as many as 81% of residents who already had E-KTP from compulsory residents of E-KTP totaling 1,012,239. In 2016 with a population of 1,347,028, residents who already had E-KTP were 826,554, 79.5% of the population had E-KTP from the required

population of E-KTP totaling 1,039,819. In 2017 with a population of 1,373,456, residents who already had E-KTP were 862,586, 81% of the population had E-KTP from the required population of E-KTP totaling 1,068,970. In 2018 with a population of 1,337,275, residents who already had E-KTP were 887,771 as many as 86% of the population who had E-KTPs from the required E-KTP population of 1,035,396. In 2019 with a population of 1,261,897, residents who already had 935,798 E-KTPs had 97% of the population who had E-KTPs from the required population of 965,018 E-KTPs.

Also valid with birth certificate ownership. Can be seen from the table below:

Table 3 Ownership of Birth Certificates in Blitar Regency

| Year | Total Population | Birth Certificate | | % |
		Mandatory Deed	Already Have	
2015	1.321.701	327,996	265.454	81%
2016	1.347.028	327,858	265.739	81%
2017	1.373.456	325,878	272.447	84%
2018	1.337.275	316,311	272.989	86,3%
2019	1.261.897	314,506	274,177	87%

Source: Disepndukcapil Blitar Regency (2019)

From this tebel it can be seen that in 2015 with a population of 1,321,701, residents who had birth certificates as many as 265,454 were 81% of the population who had birth certificates from residents required to birth certificates totaling 327,996. In 2016 with a population of 1,347,028, residents who had birth certificates as many as 272,447 as many as 84% of the population who had birth certificates from residents required birth certificates totaling 327,858. In 2017 with a population of 1,373,456, residents who had birth certificates as much as 272,447 as many as 84% of the population who had birth certificates from residents required birth certificates totaling 327,858. In 2018 with a population of 1,337,275, residents who had birth certificates as much as 272,989 were 86.3% of the population who had birth certificates from residents required of birth certificates totaling 316,311. In 2019 with a population of 1,261,897, residents who had birth certificates as many as 274,177 were 87% of the population who had birth certificates from residents required of birth certificates totaling 314,506.

On the ownership of a Child Identity Card (KIA), the number and percentage of ownership can be found out from the following table:

Table 4 Ownership of Child Identity Cards (KIA) in Blitar District

| Year | Total Population | KIA | | % |
		Required KIA	Already Have	
2015	1.321.701	-	-	-
2016	1.347.028	-	-	-
2017	1.373.456	-	-	-
2018	1.337.275	296,879	13,442	4,5%
2019	1.261.897	295,475	45,934	15%

Source: Disepndukcapil Blitar Regency (2019)

KIA is an identity card that is owned by children aged 0 to 17 years. Even though the ownership of the KIA was only implemented in 2018, the enthusiasm of the community to complete the population administration with the KIA was quite good. This can be seen from the table above. In the first year, 2018 with a population of 1,337,275 KIA compulsory residents as many as 296,879, there were 4.5% of those who had KIA or a total of 13,442 residents. In the following year 2019 with a total population of 1,261,897 MIA compulsory residents totaling 295,475, there were 15% of those who had KIA or a total of 45,934 residents.

Increasing the percentage of ownership of population administration documents can be affected by a number of Blitar District Disepndukcapil output programs prior to E-SIAP such as Pick Up Soccer (Jebol) or population administration services carried out by Disitarndukcapil officials in Blitar Regency to the community by going directly to sub-districts and or villages in Blitar Regency as well as the Adminiduk Awareness Movement (GISA) program. In addition, the need for population administration documents at several agencies and various community needs such as: birth certificates are used to register children entering kindergarten, KK is used to obtain social assistance (Bansos), registration of mobile numbers, and E-KTP is used to open an account , booking several means of transportation, applying for jobs, and others.

However, there are some population administration services that cannot yet be

provided through E-SIAP, such as: migration and arrival services, broken families, KITAP ownership, KITAS, marriage registration, child recognition, and KIA ownership. For people who want to make an application for ownership of these documents must be required to the office. With the existence of E-SIAP which made it easier for population administration services, applicants who filed files to take care of population administration directly to the Blitar Regency Disepndukcapil office were reduced. Before the existence of E-SIAP the number of applicants directly to the office per day reached around 400 people. After E-SIAP is ready, the number of applicants directly to the office per day reaches around 200 people. In other words there is a decrease of about 50%.

CONCLUSION

From the results of the above research, researchers can draw conclusions that:

1. The understanding of the Program by the community has not been maximized, this is due to the low level of understanding of some Village Registration Officers related to E-SIAP as well as people who are elderly without assistance will have difficulty in understanding and using E-SIAP.
2. Submission of information related to E-SIAP is not yet on target. Because, village officials who participated in the socialization were not Village Registration Officers, Village Registration Officers who participated in the socialization did not report their activities to the village head, as well as a lack of information about E-SIAP to the local village community.
3. Information regarding completion of services on population documents that have been done in a timely manner by the employee concerned is not acceptable to some people because they did not receive SMS notifications because of the SIM card change but did not change the cellphone number on the E-SIAP account.
4. With E-SIAP, it can facilitate services and increase ownership of population documents for the community. This is inseparable from the programs that have preceded it and the need for completing administrative documents for the public for various purposes.
5. With the existence of E-SIAP applicants who come to the office down about 50% of the

number of applicants before the existence of E-SIAP.

SUGGESTION

From the conclusions obtained by the researchers from the results of the above research, suggestions that researchers can provide are as follows:

1. Increasing the capacity of the village apparatus in carrying out services related to population administration.
2. Increasing awareness of the delivery of information between the Village Registration Officer, the Village Head, the village apparatus, and the delivery of information to the community.
3. Increased accuracy in paying attention to menus in E-SIAP (change of cellphone number).
4. Increasing the population administration sub menu in E-SIAP.
5. Have a target of decreasing the number of visitors each month. And aggressively disseminating information related to E-SIAP.

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