

## **IMPLEMENTATION OF DAILY SERVICES FOR JEMBER POPULATION ADMINISTRATION LAHBAKO (Daily Service for the Jember Population Administration) IN AMBULU DISTRICT**

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*Received: 27 March 2022, Revised: 28 April 2022, Accepted: 30 April 2022*

### **ABSTRACT**

*Public services are present as a form of service and government performance as a regulator in running and managing the ongoing government. The form of public services is divided into various forms and each has its own target as an effort to enforce the government process and control the administration. The community as the recipient of public services is also the party who is obliged to not only receive services, but also to implement and comply with the rules set by the government as a government regulator. The form of public service itself is dynamic enough to adapt to the conditions and needs that develop in the community. The online population administration process and program as implemented by Dispendukcapil Jember in the Lahbako application network is one example of the implementation of public services in the population administration sector which has experienced adjustments and changes due to several factors that occur in the community itself. Ambulu sub-district is a quite interesting locus, apart from heterogeneity but also various other factors that make the implementation of the LAHBAKO application network in the sub-district has a different and interesting value.*

**Keywords:** *Implementation, population administration, LAHBAKO*

### **ABSTRAK**

*Pelayanan publik hadir sebagai wujud pelayanan dan kinerja pemerintah sebagai regulator dalam menjalankan dan mengelola pemerintahan yang sedang berjalan. Bentuk pelayanan publik terbagi dalam berbagai bentuk dan masing-masing memiliki sasarannya sendiri sebagai upaya untuk menegakkan proses pemerintahan dan pengendalian penyelenggaraan pemerintahan. Masyarakat sebagai penerima pelayanan publik juga merupakan pihak yang berkewajiban tidak hanya menerima pelayanan, tetapi juga untuk melaksanakan dan mematuhi aturan yang telah ditetapkan oleh pemerintah sebagai regulator pemerintah. Bentuk pelayanan publik sendiri cukup dinamis menyesuaikan dengan kondisi dan kebutuhan yang berkembang di masyarakat. Proses dan program administrasi kependudukan secara online sebagaimana yang dilaksanakan oleh Dispendukcapil Jember dalam jaringan aplikasi Lahbako merupakan salah satu contoh pelaksanaan pelayanan publik di bidang administrasi kependudukan yang mengalami penyesuaian dan perubahan karena beberapa faktor yang terjadi di masyarakat itu sendiri. Kecamatan Ambulu menjadi lokus yang cukup menarik, selain heterogenitas tetapi juga berbagai faktor lain yang membuat implementasi jaringan aplikasi LAHBAKO di kecamatan memiliki nilai yang berbeda dan menarik.*

**Kata kunci:** *Implementasi, administrasi kependudukan, LAHBAKO*

## **INTRODUCTION**

Technology has become a part of human life, almost all sectors of life cannot be separated from technology. Technology is here to facilitate and help humans to complete their work. The existence of technology covers almost all sectors of daily activities, both simple and complex. Technology is not only limited to the realm of individuals, banking and corporations, but has also penetrated the realm of government. A real example is the application and use of technology for virtual services for various needs and correspondence in government. One of the tangible forms is the management of population administration which has developed a lot thanks to technological advances.

Population Administration and Civil Registration is defined as a series of structuring and controlling activities in the issuance of population documents and data through population data collection, civil registration, population administration information management and the utilization of the results for public services and development and development of other related sectors as in the Public Service Information System, (2020).

Population and Civil Registration is one indicator of the success of the Government in providing population administration services to its citizens. In the era of service development, public service providers continue to seek improvements in service development efforts with several new breakthroughs. In Indonesia, the party that plays an important role as a public service provider is the government because the government is the main actor in providing public services and is responsible for fulfilling the rights of the community.

Online Population Administration Services in the Minister of Home Affairs Regulation (Permendagri) Number 109 of 2019 It is said in article 1 it is explained that "Online services are services for publishing population documents in which data/file requirements are sent using web-based electronic media by utilizing technological facilities, communication and information or through the Dukcapil Self Service Kiosk". Currently, the online population document management in Jember Regency consists of 3 services, namely SIP Application, WA Adminduk and LAHBAKO (Daily Service for Jember Population Administration) at the District level.

The presence of LAHBAKO (Daily Service for the Jember Population Administration) is an effort to actualize public services. Utilizing technology that continues to develop to provide convenience in managing various population administration needs.

The existence of the lahbako application makes it easier network system administration of population administration from the sub-district to the Dispendukcapil of Jember Regency has become easier and more efficient. The sub-district no longer needs to transmit and fill in data conventionally as was done before the LAHBAKO

application network system. The sub-district only needs to fill out and send data online through the LAHBAKO network system that has been installed and integrated in all sub-districts in Jember Regency.

According to Ita Setyawati (Aplikasi Lahbako Di Kecamatan, Inovasi Layanan Warga Yang Efektif Dispendukcapil Kabupaten, 2020) during its initial launch, LAHBAKO was intended as an alternative service during the Covid-19 pandemic. The LAHBAKO network was then presented as an alternative Population Administration management service in line with the conditions and developments of COVID-19 and taking into account the applicable health protocols. Although it exists as an alternative application network, according to him, it is in line with the integration of all sub-districts in Jember Regency and their progress so far. The LAHBAKO network has the potential to continue to be used and developed in the future.

Apart from the number of population administration arrangements, there are several obstacles and problems that researchers obtained from observing and monitoring the implementation of the existing and installed LAHBAKO network system in all sub-districts in Jember Regency, specifically in Ambulu District where researchers conducted in-depth research and data collection. as a form and description of the implementation of the LAHBAKO application network system for the creation and management of population administration.

It turns out that the achievement target of this LAHBAKO application has not yet reached the maximum number. This is based on the data that researchers have collected which show that from 2020 until now there has been no significant change. This means that from June 2020 to August 2021, service indicators using the Lahbako application network still have not shown significant and satisfactory results related to the use and utilization of the LAHBAKO application network for the needs of making and managing population administration in Ambulu District, Jember Regency.

One of the results obtained is quite surprising, where many people consider that the administration of population administration using the LAHBAKO application network is not efficient enough when compared to administering directly or conventionally to the Jember Dispendukcapil. The time required for the administration of population administration, which is still relatively long, is one of the real and real obstacles felt by the community as applicants for population administration.

Previously, post-delivery activities and population administration that had been processed would be delivered specifically using the Pendopo Express, but along with the changing of the Regent and the political dynamics that occurred, the Pendopo Express is now no longer operating and making online population administration management through the LAHBAKO network system less efficient and effective, also making it not much different from conventional population administration which requires waiting time which is not much different from using LAHBAKO. This makes

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the implementation of the LAHBAKO network system aimed at providing efficiency and convenience less useful.

Based on the background discussion above for the development of the LAHBAKO network as an alternative population administration management service for the people of Jember, the following problem formulation is related to How to Implement Population Administration Services Using the Lahbako Network at the Ambulu District Office?

This study aims to determine the Implementation of Population Administration Services Using the LAHBAKO Network at the Ambulu District Office in Jember Regency as an alternative form of population administration services for the community. This measurement is carried out through some collected data which is then compared to find out the Implementation of Population Administration Services Using the Lahbako Network at the Ambulu District Office.

## **RESEARCH METHODS**

### **Types of Research**

This research used descriptive-qualitative research type. Descriptive method is a method in examining the status of a group of people, an object, condition, system of thought or events in the present. According to Lexy J. Moleong (2010:6) defines qualitative research as research that intends to understand the phenomenon of what is experienced by the research subject, for example behavior, perception, motivation, action, holistically by means of description in the form of words and language, in a special natural context by utilizing various scientific methods. in this study aims to describe certain social phenomena. In this case, the phenomenon to be described is related to the implementation of population administration using the lahbako application network in the Ambulu District office.

### **Research Sites**

This research is located at the Ambulu District Office, Jember Regency and this research also focuses on Population Administration which uses the Lahbako application network in Ambulu District.

### **Data Source**

- a. Primary data is sourced from respondents directly. the results of interviews and observations of researchers regarding the implementation of population administration services using the Lahbako network at the Ambulu District Office, Jember Regency.
- b. Secondary data is obtained from various sources, such as documents, reports, and literature related to research

### **Method of Collecting Data**

- a. Interview Techniques

Interviews are two-way communication between researchers and informants in research. Interviews are one form of interaction conducted by researchers with the aim of digging up information related to the research theme directly to informants. The researcher in this study conducted interviews with research informants consisting of the Ambulu Sub-district Head, Head of Service, Lahbako Network Operators and the Ambulu District community. Interviews are broadly divided into two, namely structured interviews and unstructured interviews.

b. Observation Technique

Observation is a data collection method used by conducting observations accompanied by recordings of the state or behavior of the target object which is carried out directly at the location that is the object of research. The term observation is directed at the activity of paying attention accurately, noting phenomena that arise, and considering the relationship between aspects of the phenomenon. The observation method used in this study was to collect data related to the implementation of the use of the Lahbako network in Ambulu District.

**Informant Determination Method**

According to Moleong (2016:132), informants are people who are used to provide information about the situation and condition of the research setting. To obtain the depth of the material presented and the validity of the data obtained, the selection of informants is very important considering that they were the beginning of the data obtained and developed in the next process. In the early stages, to obtain accurate information related to the research focus, the informant was determined using purposive sampling, the researcher contacted certain informants intentionally to ask him for information, then it would continue to develop to other informants who were still related to the research focus until finally data and information were obtained complete. (Milles and Huberman, 1992:15).

**Data analysis method**

1. Data collection, namely the process of collecting data the researchers did from the preparation of the research to the implementation of observations, interviews and documentation. At the time of preparation, the researcher first began to collect information about the online learning model by means of observation. After that, the researcher conducted interviews with several informants who had been appointed by the researcher.
2. Condensation is the stage after data collection which consists of several processes consisting of: the researcher will carry out the process of selecting a theme or selecting, followed by focusing on the theme. After the results of narrowing the theme are obtained, the researcher will simplify the theme (simplify), summarize the results of the final research theme (abstract), and perform data transformation (transforming) to be presented.

3. Presentation of data in this study, will present it in the form of a narrative text (Miles, M.B, Huberman, A.M, and Saldana, J, 2014). By displaying data, it will be easier to understand what is happening, plan further work based on what has been understood.
4. Conclusions in qualitative research are conclusions from the findings of the themes that have been presented in the data. Research conclusions are the final results obtained by researchers after going through several stages of research.

### **Data Validity**

Extension of attendance on credibility is done by re-checking the data carried out by revisiting the research location. This is done so that the results obtained are truly the actual conditions. Data triangulation is used to validate data so that the data obtained by the researcher is consistent with data consistency. Triangulation is used to see the credibility of the data from research findings with existing theories

## **RESULTS AND DISCUSSION**

### **Research Result**

#### **1. Research Informants**

Informants in this study consisted of 4 people consisting of:

Mr. Daryanto SE, MSi, Markatin Eko Rini S.Sos, Setiya Cuwung, and Siti Romlah.

#### **2. Research Implementation**

The research implementation in this study consisted of the stages of observation, interviews and documentation. This research was conducted at the Ambulu Jember District Office which is located at Jl. Raya Suyitman No.120, Sumberan, Ambulu, Kec. Ambulu, Jember Regency, East Java 68172. This research was conducted for 30 days starting from March 08 to April 08 2022. Researchers conducted observations and documentation on March 7 and 8 2022. The interview phase with informants was carried out on March 08 – 08 April 2022. Researchers conducted observations, documentation of the Ambulu Jember District Office. Interviews were conducted at the Ambulu Jember District Office and residents' homes. The research instrument uses a list of questions related to "Implementation of Population Administration Services Using the Lahbako Network at the Ambulu District Office."

#### **3. Research Data**

This study aims to determine the implementation of population administration using the Lahbako application network at the Ambulu District Office. The questions in this study consisted of 2 concepts, namely the concept of policy and the concept of the environment. The policy concept consists of 5 indicators, namely influencing interests, types of benefits, degree of change to be achieved, location of decision making, program implementers and resources used. The environmental concept consists of 3

indicators, namely power, interests and strategies of the actors involved, characteristics of institutions and regimes in power, and compliance and capture power.

Data analysis was carried out by researchers using the NVivo 12 plus software. To achieve the objectives of efficiency and effectiveness in research. In Nvivo, the data sources analyzed can be divided into four, namely the first internal writing data sources (internals), the second external writing data sources (external), the third written notes during data collection (memos) and the fourth is the matrix framework (framework matrices).

### **Content of Pollicy**

#### **a. Influential Interests**

Population administration is one of the administrations that must be owned by every region in Jember Regency. Population administration at the sub-district level is the domain of the local sub-district. The implementation of population administration is influenced by policies that affect the implementation of online population administration with LAHBAKO.

Policies that affect online applications through the Lahbako Application are in accordance with government regulations and Permendagri Regulation Number 109 of 2019 and provide convenience for sub-district officers and the community. Lahbako as an online application is currently prioritized to form all sectors of officers and the public during a pandemic when there are restrictions on activities to reduce the spread of the Covid-19 virus.

#### **b. Benefit Type**

The Lahbako application provides benefits and facilities to the sub-district office and the community when accessing population administration using the Lahbako application network.

The benefits of the Lahbako application can be felt by all sectors, both the community as service recipients and population administration officers in Ambulu Sub-district who no longer need to send documents to the Dispendukcapil, just enter documents in the application.

#### **c. Degree of Change You Want to Achieve**

The Lahbako application is an application through a network that is used to perform online population management. The Ambulu District has a high expectation of success through the Lahbako network application.

In this study, it can be seen that the degree of change to be achieved by changing the conventional management to the Lahbako network application is the ease, efficiency and effectiveness of adminduk management.

#### **d. Location of Decision Making**

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The Lahbako network application is an internet application that is made into an information system at the District level. Operations are operated by service staff and assisted by network operators.

In this study, it can be seen that data verification is carried out through the application system. The initial file verifier will see the completeness of the document, which will then be forwarded to the operator in the sub-district as the final approval of the entry document on the application and the data will be processed by the Dispendukcakil.

e. Program Implementation

The implementation of the use of the Lahbako network is a Jember Regency government program for each District, one of which is in Ambulu District which is managed through the internet network. The implementation of the Lahbako application network program which has been running since 2020 and is strengthened by the Minister of Home Affairs Regulation No. 109 of 2019 which is the basis for Ambulu Sub-district until now has been going well but there are several obstacles in implementing the administrative program using the Lahbako application.

f. Resources used

Human resources are an important element in policy implementation, because humans will carry out policies. Human criteria that can support the success of the population application network are potential, have skills, are smart, educated and trained and are ready to implement policies.

Sources of policy that can determine the success of the implementation of the population application network in improving public services, based on the results of interviews, are Human Resources, Capital and Time. Human Resources is one of the three things that can determine the success of the implementation of the population application network policy, because humans are the driving and implementing elements of the policy.

Human resources that can determine the success of the implementation of the population application network are human resources who have reliable potential. The reliable potential can be seen based on the criteria, the criteria in question are determined by the Jember Regency Population and Civil Registry Office. The criteria needed are those who are experts in the field of computers and are able to operationalize them and are experts in administration.

Ambulu District is still making adjustments by changing the manual management to an online application. The Ambulu District Government has made an increase in human resources, time to accelerate the operation of the Lahbako application to the community.

From the graphic data from the interview above, the concept of policy content (content of policy) in this study analyzes the influencing interests, types of benefits,

degree of change that is cool to achieve, location of decision making, program implementation and resources used.

LAHBAKO network application was established in accordance with Permendagri No. 109 of 2019 concerning Online Population Administration Services. The LAHBAKO application is made to build effective and efficient governance, it is necessary to develop a new population administration service system, become a population administration service system that needs to be carried out in an easier and faster way to the community by implementing an online service mechanism, and it is necessary to stipulate a Ministerial Regulation Domestic Affairs concerning Online Population Administration Services.

The data from interviews which were then collected, concluded that it produced a picture in which the understanding and grasping power of the LAHBAKO application network was still limited to actors and parties directly involved in the process.

licensing and operations parties who have a good understanding and related to the LAHBAKO application network are informants 1, 2, and 3 who are directly active in the operational process of the LAHBAKO Application Network itself. Informant 4 who is the general public still shows a tendency for understanding and low understanding of the LAHBAKO Application Network which is implemented and prioritized in the District area in Jember Regency for administrative needs.

The interview data above also provides an interesting finding where in the implementation of the LAHBAKO Application Network in Ambulu District, both internal informants from the District and external informants from the community have and receive the same and almost the same types of benefits. This illustrates that the LAHBAKO implementation process has succeeded in providing the types of benefits received and felt as a whole, not limited to the parties involved or carrying out the operational process but also to the wider community.

The content of the policy can be concluded that it has been conveyed properly and thoroughly by taking into account the sampling results which show the similarity in the responses and responses given by each informant in the research conducted by the researcher. The LAHBAKO application is a network application that aims to simplify the process of administering the Adminduk by the community. The LAHBAKO application is one of the network applications that are prioritized by the current Ambulu District government, besides during the pandemic there are restrictions on mobility and community activities that apply and are required by the government as an effort to mitigate the Covid-19 pandemic.

### **Context Implementation**

a. Powers, interests and strategies of the actors involved

The power of interest regarding the adminduk application through the Lahbako network application and the strategy of officeholders in Ambulu District is integrated with the Ambulu District Head who directly delegates to subordinates. In carrying out his duties of authority in the District, the Head of the Ambulu District uses a strategy of approaching the community with program socialization.

#### b. Characteristics of Institutions and Entrepreneurs

Network application operation program using the lahbako, the Regent's role as the Head of the Regency-level autonomous region. Where the characteristics of institutions and administrators as regents play a role in program implementation in the form of policy No. 21 Tanun 2013 the transfer of administrative management authority through the regions.

#### c. Compliance and Capability

The implementation of the Lahbako network application has strong integration between the Dispendukcapil government and Ambulu sub-district and the community. The socialization process is often carried out by the Dispendukcapil and sub-districts, both through community meetings and even personal education through the heads of RW and RT. The device on duty that gets changes in adminduk management starts with a bit of difficulty following because they have to get used to the internet. Network and server constraints that are often down are also felt.

Changes that occur from conventional to digital require a lot of improvement because there are still many obstacles that occur in the implementation of this program, both technically and according to the related parties.

### ***Context Implementation***

From the graph produced by the Nvivo application above, it can be seen that the power of interest regarding the adminduk application through the LAHBAKO network application and the strategy of office holders in Ambulu District is integrated with the Ambulu District Head who directly delegates to subordinates this is in line with the results of interviews with 4 informants .

The implementation of the Lahbako network application has a strong integration between the dispendukcapil and the Ambulu sub-district government and the community. The socialization process is often carried out by the sub-district, both through community meetings and even personal education through the heads of RW and RT. People who get changes in adminduk management begin to have a little difficulty following because they have to get used to the internet. Network and server constraints are also felt by operators. But the dispenduk has prepared employees who will help if they experience problems.

The implementation of the Online Population Administration System in Jember Regency, namely the Lahbako application in question has several impacts that can be

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felt directly by the community and other related parties. The innovation in the population administration system is one of the policies made by the Government and in the sub-district 33% provides services 21% operators 25% community 21% and implemented in all Jember Districts including Ambulu District to facilitate the community and also Jember District Government agencies themselves in providing services to the community. Some of the advantages of implementing the Lahbako application that can be felt by the community in Ambulu District are first, the application of the Lahbako application system makes it easier for people in Jember Regency to take care of population administration data.

People no longer need to wait a very long time to take care of the required population administration documents. Save time, in the sense that when taking care of population administration documents needed by the community, it can save time in managing the required population administration registration. Operators on duty in the sub-district can access the online application wherever and whenever they are to send the files needed for population administration submissions submitted by the community. Technology can be used to save time in the registration process for population administration in Ambulu District by using the Lahbako application.

## CONCLUSION

Based on the results of this study it can be concluded that:

1. The implementation of the Lahbako network application in Ambulu District, Jember Regency has been going well, but there are several obstacles in implementing the Lahbako application
2. The Lahbako network application was made by the Ambulu District government based on Permendagri No. 109 of 2019 concerning Online Population Administration Services for regulations from the regent to support the Lahabako application.
3. The Lahbako network application is currently a priority in managing adminduk in Ambulu District because it has high efficiency and effectiveness as well as in the midst of the Covid-19 pandemic which can reduce the spread of Covid-19 because operators can take care of adminduk via online.
4. Implementation of the Lahbako network application program is assisted by network operators who help interconnect with the information system that has been prepared.

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