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Digitization of Population Administration Services : Analysis of the Need to Improve Digital Literacy of Village Government Apparatus

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Abstract : This study aims to analyze the need to improve the digital literacy of village government apparatus in supporting the digitization of population administration. The problems raised in this study are (1) what digital competencies are needed by village officials to improve the quality of population administration services and (2) what training programs are relevant to improve their digital literacy. The research method uses a qualitative approach with data collection techniques in the form of in-depth interviews, observations, and documentation studies. Data analysis was carried out inductively to understand the challenges and needs of village officials in managing technology-based administration. The results of the study show that the digital literacy of village apparatus is still low, especially in the operation of population administration applications, data security, and the optimal use of information technology. In addition, the limitations of technological infrastructure such as hardware and internet connection are the main obstacles. This study recommends the implementation of basic and advanced training, strengthening technological infrastructure, and supporting policies to improve the digital competence of village apparatus. The conclusion of this study confirms that increasing digital literacy is very important to support the digital transformation of population administration. With adequate competence, public services can become more efficient, accurate, and transparent, which has a positive impact on rural communities and sustainable development.

Keywords: Digital, Literacy, Village, Apparatus, Administration.

1. INTRODUCTION

In today's digital era, the use of information and communication technology (ICT) in various sectors of life, including government administration, has become a must (Rahayu, Gunawan, & Oktaviani, 2021). One of the sectors that can benefit greatly from digitalization is population administration, which serves as the main foundation in the implementation of government policies (Yulanda & Frinaldi, 2023). As an agency that is directly related to the community, the village government has a very important role in the implementation of population administration, including data management and administrative services related to the identity of the population (Insyira & Purnamasari, 2024). To achieve efficient, fast, and accurate population administration services, village governments are required to utilize digital technology in every service process (Mayasiana, Dwimahendrawan, & Rohim, 2024). The use of technology in public services Stating that technology can be applied in improving the efficiency and quality of population administration services (Mante Gulo, Waruwu, Mendrofa, Ndraha, & Lahagu, 2023).

However, although many villages in Indonesia have implemented various advanced technologies in the implementation of population administration, there is a fairly fundamental problem that hinders this success, namely the low capacity or digital literacy of village

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government apparatus (Miskan, Iswanto, Zohandy, & Sholikha, 2024). Low digital literacy causes difficulties in operating technology-based systems and applications, so that services designed to improve the efficiency and quality of population administration cannot be carried out optimally (Prasetya, Nurhaeni, Hidayat, & Risdianti, 2024). This is a big challenge, especially considering the importance of the quality of population administration services in supporting the village development process and community welfare (Fridatien, Cahyani, & Jamil, 2024).

The importance of digitizing population administration services in villages has been recognized by various parties. The central government through various policies and programs, such as the Population Administration Information System (SIAK) and other technology-based applications, has encouraged village governments to utilize digital technology in population administration management (Laili & Kriswibowo, 2022). However, in reality, many village government officials do not have sufficient digital competence to operate these systems effectively (Aprilia & Nirmalasari, 2024). Lack of understanding of technology, as well as lack of adequate training, are the main factors causing the low digital capacity of village government officials.

Digitalization of population administration has enormous potential in improving the quality of public services (Iqbal & Mirza, 2024). Servqual's theory, which focuses on measuring the quality of services, can be applied to improve the quality of village apparatus services by utilizing technology (Berry, Parasuraman, & Zeithaml, 1988). In this context, technology plays an important role in facilitating more efficient communication between village officials and the community, speeding up administrative processes, and increasing transparency and accountability in each service (As Sya'ban, Fachrezi, & Azijah, 2023). By integrating technology-based information systems, village apparatus can improve the five dimensions of Servqual, namely reliability, responsiveness, assurance, empathy, and physical evidence, which will ultimately increase community satisfaction with the services provided, thereby increasing the efficiency and effectiveness of village government tasks.

However, in order for this potential to be realized, adequate digital competence is needed in every village government apparatus. These competencies include the ability to operate technological devices, the use of population administration applications, and an understanding of data and information that is managed digitally (Yasir et al., 2024). On the other hand, increasing the digital literacy of village government apparatus cannot be done carelessly. Training programs that are well designed and relevant to the needs of village officials in managing population administration are needed (Miskan et al., 2024). The development of

apparatus competencies provides an overview of the importance of increasing the capacity of village government apparatus so that they can carry out their duties and functions properly (Prasetyo, 2019).

Therefore, this study aims to analyze the need to improve the digital literacy of village government apparatus, in order to improve the quality of population administration services. There are two main problem formulations that want to be answered in this study, namely: first, what digital competencies are needed by village government apparatus in the implementation of quality population administration, and second, what digital literacy improvement programs are needed to create capacity or competence of village government apparatus in the context of digitizing population administration.

From this research, it is hoped that policies, programs, or activities needed to improve the digital literacy of village government apparatus can be found, with the aim of improving the quality of population administration services. This increase in digital literacy will not only help village officials in carrying out their duties, but will also have a positive impact on the community, because faster, more accurate, and easily accessible population administration services will improve the quality of life of village communities.

2. METHODS

This study aims to analyze the need to improve the digital literacy of village government apparatus in order to improve the quality of population administration services. To achieve this goal, the research approach used is a qualitative approach. The qualitative method was chosen because of its in-depth, holistic nature, and can provide a better understanding of the phenomenon being researched (Sugiyono, 2020), in this case about the challenges and digital literacy needs of village government apparatus in managing population administration.

Qualitative methods are more suitable for use in this study because the focus of the research is to understand the phenomena related to the digital competence of village apparatus in the context of population administration. This study not only aims to measure how good the digital skills of village officials are, but also to explore the factors that affect their low digital capacity, as well as to understand how policies and training programs can be improved to support the development of their digital literacy.

In qualitative research, the data collection techniques used include in-depth interviews, observations, and documentation studies. Each of these techniques has a different purpose, but

complements each other to provide a more comprehensive picture of the problem being studied. Data analysis in qualitative research is carried out inductively, meaning that data obtained from interviews, observations, and documentation studies will be analyzed to find the main themes that emerge. To ensure the quality of the research, several validity and reliability steps will be taken. First, member checking will be carried out by asking for the participation of village officials to check the transcript of interviews and the interpretation of research results. This is to ensure that the researcher has accurately understood the perspectives and experiences conveyed by the informant. In addition, peer debriefing will be carried out by involving research colleagues or competent experts to provide input and feedback related to data interpretation. Finally, the researcher will maintain transparency in all research processes, including data collection, analysis, and conclusion drawing.

The qualitative method used in this study is expected to provide an in-depth and comprehensive picture of the condition of digital literacy of village government apparatus and the existing needs in increasing their capacity. Thus, this research can make a meaningful contribution to the development of digital literacy improvement policies that can support the digitization of population administration in villages, which in turn will improve the quality of public services to the community.

3. RESULTS AND DISCUSSION

This study aims to analyze the need to improve the digital literacy of village government officials in order to improve the quality of population administration services. Based on the analysis conducted through in-depth interviews, observations, and documentation studies, several key findings can be described which include an understanding of the necessary digital competencies, the challenges faced, and the need for digital literacy improvement programs for village government officials.

Digital Competencies Required by Village Government Apparatus Basic competencies in information technology

One of the main findings of this study is the importance of basic competencies in the use of information technology for village government officials. Almost the majority of village officials interviewed revealed that although they are familiar with technological devices such as computers and smartphones, they do not fully understand how to optimize these tools in the context of population administration. Most village officials only use technology in a limited

way, for example to access social media or messaging applications. They are not fully skilled in using population administration software provided by the government, such as the Population Administration Information System (SIAK) or other data-based applications.

The basic competencies required include an understanding of the use of hardware such as computers and data processing software. Village officials need to be trained to operate applications related to population administration, from data input to reporting. Most of the village officials involved in this study admitted difficulties in using the advanced features of the SIAK application, such as big data management and statistical analysis. This shows that basic training in the use of technological devices based on population administration is very necessary. The more often a person uses and practices with technology, the more proficient they are at operating the device and maximizing its benefits (Sary & Mazaimi, 2023). Sustainable practice allows individuals to understand existing features, overcome technical challenges, and improve efficiency in using technology for various purposes, this is in line with the Diffusion Theory of innovations (Rogers, 1962). Over time, their digital skills will be further honed, allowing them to not only operate the technology smoothly, but also take advantage of the full potential it offers to improve productivity and quality of work. Continuous training in the use of technology will make individuals more confident and adaptive to new technological innovations that continue to develop (Syahadiyanti & Subriadi, 2018).

Competency in the Use of Population Administration Applications

The population administration application used by the village government aims to facilitate the management of population data, but its operation requires special expertise (Sulistiawan, Puspitorini, & Purnama, 2020). The findings of this study show that only a small part of the village apparatus has in-depth knowledge of the features and functions of the application. Most village officials rely only on basic instructions in operating the application, leading to errors in data input or the inability to use advanced features such as report generation or integration with other systems.

The competencies required here include an in-depth understanding of population data management, starting from how to enter individual data, manage data changes, to understand legal aspects related to personal data protection (Law of the Republic of Indonesia Number 35, 2013). In addition, village officials also need training to understand the importance of using accurate data, to support government policies and provide optimal services to the community.

Data Security and Information Protection Competencies

Another competency that is very important is knowledge of data security and personal information protection. Population data is highly sensitive data, and its management requires special attention in terms of data confidentiality and integrity (Setiawan & Najicha, 2022). This study found that most village officials do not have a sufficient understanding of how to secure the data they manage. They are often unaware of the importance of secure data management, such as the need to use strong passwords, as well as procedures to avoid data leaks.

Village officials are responsible for protecting population data from the threat of leakage or misuse, which can harm the community and damage public trust in the government system (North Kayong Regency, 2023). By increasing understanding of the importance of data security, village officials can take preventive measures, such as the use of encrypted systems, strict access management, and training on how to maintain the confidentiality of information (Hidayatussalamah & Widyatama, 2024). This awareness will strengthen the integrity and accountability of village governments, as well as ensure that the data managed remains safe and protected from potential threats.

These findings show that training on personal data protection and information security needs to be provided to village officials, so that they can manage population data safely and in accordance with applicable legal provisions. This training must include an understanding of legal aspects, such as the Personal Data Protection Law (PDP) that has begun to be implemented in Indonesia, as well as technical procedures in securing data through a digital-based system.

Challenges Faced by Village Government Apparatus in Digitizing Population Administration

Although technology is available, most village officials face difficulties in operating the technology. The main challenge faced is the lack of adequate training to use a digital-based population administration system. Most villages do not have a structured training program to improve the digital literacy of village officials. In fact, in some cases, the existing training is not in-depth enough and is more of a basic introduction, so that village officials still have difficulty in operating more sophisticated systems. Although technology can bring major changes in the efficiency and quality of public services, without adequate skills from village officials, the application of technology will be in vain (As Sya'ban et al., 2023). Village officials

who are skilled in using digital devices and administrative applications will be able to manage data more accurately, quickly, and safely, as well as provide more responsive services to the community. Therefore, the development of digital skills through continuous training and coaching is very important to ensure that village officials can make the most of the potential of technology, supporting the achievement of more effective and efficient governance (Prasetya et al., 2024).

In addition to the skill factor, another problem faced by village officials is the limitation of technological infrastructure. Some villages still have limited access to adequate technological devices to support the digitization of population administration. These limitations include a lack of computer devices, unstable internet connections, and outdated software or not integrated with other systems. Without adequate infrastructure, the operation of a sophisticated population administration system is very limited, and the potential for digitalization to improve service quality is not optimal. Infrastructure factors have a very important role in the success of digitalization, especially at the village level (B & Anirwan, 2024). Adequate infrastructure, such as stable and fast internet access, appropriate technological devices, and other supporting systems, is the basis for effective technology implementation (Jannah, Oktaviani, Qodir, & Hilqiya, 2024). Without adequate infrastructure, the digitalization process will be constrained, reducing efficiency and hindering public access to technology-based public services. In the context of village government, good infrastructure allows village officials to manage population data, process administration, and provide faster and more transparent services to residents (Wibisono, Setiawan, Wahyudi, Sobana, & Setiadiputra, 2021). Therefore, the development and maintenance of quality digital infrastructure must be a top priority in efforts to encourage digitalization in villages.

The results of this study also show that there is a big difference in the level of digital literacy between villages and each other. Some villages have adopted technology well, and their village apparatus has been able to manage population administration with a more sophisticated system. However, on the other hand, many villages still rely on manual or semi-digital systems, which affects the effectiveness of population administration services. This difference is caused by various factors, such as the level of technology accessibility, the level of education of village officials, as well as support from the local or central government in terms of training and procurement of equipment.

Program to Improve Digital Literacy of Village Government Apparatus

Based on the findings above, this study provides recommendations related to digital literacy improvement programs needed by village government officials. This recommendation aims to create the capacity or competence of village government officials in carrying out quality population administration digitalization.

One of the important steps that can be taken is the implementation of basic and advanced training on the use of technological devices and population administration applications. Basic training should focus on the introduction of hardware and software used in population administration, as well as basic training in data and information management. Basic training focused on the introduction of hardware and software used in population administration is essential to ensure village officials understand and can operate technology properly (Windarsyah, Kamarudin, Maulana, & Ihsan, 2024). In addition, basic training in data and information management is also crucial to avoid errors in data input, as well as maintain the accuracy and security of the information managed (Tedy et al., 2024). Advanced training, on the other hand, needs to cover more in-depth topics such as data analysis, report generation, as well as the use of advanced features in population administration applications. Further training needs to cover more in-depth topics, such as data analysis and report generation, to ensure that village officials can process information more effectively and generate useful insights (Muhadi et al., 2023). In addition, this training must also teach the use of advanced features in population administration applications so that village officials can fully utilize the potential of technology to improve service quality (Andriyati et al., 2023).

As part of increasing digital literacy, it is important to provide education on data security and information protection. This program should include an understanding of personal data protection regulations and policies, as well as procedures for keeping population data safe and secure. In addition, training must also teach village officials about effective ways to avoid data leaks and cyberattacks that can harm the community (Miskan et al., 2024). With a good understanding of data security, village officials can prevent potential threats that can harm public trust and damage the integrity of the population administration system.

In addition to training, there is an urgent need to strengthen technological infrastructure in villages. The government needs to provide adequate equipment, such as computers, the latest software, and stable internet access, so that the digitization of population administration can be

carried out properly. In addition, improving internet network infrastructure is also an important factor that can support the smooth operation of digital systems (Wahyu Widagdo, 2023).

The training program should not be a one-time one-time, but must be part of a long-term capacity building program for village officials. The government must ensure that the training provided is constantly updated in accordance with technological developments and new administrative needs. In addition, monitoring and evaluation need to be carried out periodically to find out the extent of the ability of village officials to use technology and to adjust training to the challenges that continue to grow.

Policies and Programs Needed to Improve Digital Literacy of Village Government Apparatus

From the results of these findings, there are several policies and programs needed to improve the digital literacy of village government officials in the context of digitizing population administration. These policies include: (1) Local governments must allocate sufficient budget to organize digital literacy training programs for village officials, including for further training and periodic skill updates, (2) Central and regional governments need to accelerate the distribution of technology devices and ensure that each village has access to adequate infrastructure to support the digitalization of population administration, (3) To ensure the quality of the training provided, the village government can cooperate with educational or technology training institutions that have experience in developing digital skills and (2) The central government needs to ensure that policies regarding technology-based population administration are properly integrated into village government policies, so that each village has the same opportunity to access and use the digital system in a timely manner. effective.

Increasing the digital literacy of village government officials is an important step in realizing efficient and effective digitization of population administration. Based on the results of this study, it can be concluded that the digital competence of village apparatus is currently still low, and they face various challenges in operating a technology-based population administration system. Therefore, more comprehensive training programs, strengthening technological infrastructure, and policies that support digitalization at the village level are urgently needed to improve the quality of population administration services. Thus, it is hoped that the quality of public services can be improved, provide convenience for the community, and encourage more equitable development throughout Indonesia.

4. CONCLUSION

This research highlights the importance of increasing the digital literacy of village government officials in supporting the digitization of population administration. The findings show that the digital literacy of village apparatus is still low, which has an impact on the less optimal implementation of technology in population administration services. Village officials often face difficulties in operating technological devices, administrative applications, and understanding aspects of data security. In addition, the limitations of technological infrastructure, such as inadequate hardware and unstable internet connections, further exacerbate the situation.

The required digital competencies include basic skills in operating technological devices, the use of population administration applications such as the Population Administration Information System (SIAK), and an understanding of data security and personal information protection. This competency is important to ensure data management that is accurate, secure, and in accordance with applicable laws and regulations. However, the study also found that most village officials have not received adequate training to develop these skills. Existing training tends to be basic and does not cover advanced technical requirements.

To address these challenges, the study recommends several strategic steps. First, the implementation of a structured and sustainable digital literacy training program is a top priority. This training must cover basic to advanced aspects, such as data analysis, population administration application management, and data security. Second, the government needs to strengthen the technological infrastructure in villages by providing adequate hardware and stable internet access. Third, supporting policies must be designed to ensure that every village has equal access to technology and training.

In addition, collaboration between the central government, regions, and educational or training institutions is essential to ensure the success of this program. Regular monitoring and evaluation are also needed to assess the effectiveness of training and adjust the program according to the needs of village officials. In conclusion, increasing the digital literacy of village government officials is a crucial step to realize efficient and effective digitization of population administration. With adequate digital competence and good infrastructure support, public services can become faster, more accurate, and more transparent. This not only improves the quality of life of village communities but also encourages more equitable development

throughout Indonesia. Digitalization of population administration at the village level is an important foundation for sustainable national digital transformation.

This study has several limitations, including geographical coverage that is limited to certain areas so that the results cannot be generalized to all villages in Indonesia. In addition, the qualitative approach used emphasizes more on the depth of data, but does not provide a quantitative picture related to the level of digital literacy of village apparatus as a whole. Another limitation is the lack of longitudinal data to see changes in digital literacy over time. For further research, it is recommended that a study be conducted with a wider area coverage and use a mixed approach (qualitative and quantitative) to get a more comprehensive picture. Future research can also explore the effectiveness of the latest technology-based digital literacy training programs and their impact on the quality of population administration services in the long term.

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