

Principles of Good Governance in Digital-Based Population Administration Services through the SIMPELAKU Application in Cianjur Regency

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ARTICLE INFO

Keywords: Good Governance; SIMPELAKU; Digital Public Services; Population Administration; E-Government

Received: 24 April

Revised: 24 June

Accepted: 24 July

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ABSTRACT

This study examines the application of good governance principles in digital-based population administration services through the SIMPELAKU application at the Cianjur Regency Population and Civil Registration Office (Disdukcapil). Using a descriptive qualitative approach with data collection through interviews, observation, and documentation of 12 informants, this study analyzes eight indicators of good governance according to the UNDP and the World Bank: participation, rule of law, transparency, responsiveness, consensus-oriented, justice and inclusiveness, effectiveness and efficiency, and accountability. The results show that SIMPELAKU has generally met good governance standards, but there are still gaps in the responsiveness dimension that need to be improved. Improvement efforts are being made through tiered outreach, utilisation of social media, and continuous system improvements.

INTRODUCTION

The digital era has transformed the paradigm of public services in Indonesia, including in the field of population administration. Digital transformation is an urgent need to improve the quality of public services, ensuring efficiency, transparency, and accountability. The Indonesian government, through various policies, has encouraged the implementation of e-government as a manifestation of bureaucratic modernization and the application of good governance principles, in line with the Electronic-Based Government System (SPBE) mandated by Presidential Regulation Number 95 of 2018 and the Digital Transformation of Public Services agenda of the Ministry of Administrative and Bureaucratic Reform (PANRB).

Population administration services are a form of basic public service that is the responsibility of regional governments, as stipulated in Law Number 25 of 2009 concerning Public Services and Law Number 23 of 2014 concerning Regional Government. As a manifestation of the implementation of the principles of good governance, these services must consider aspects of community participation, the rule of law, transparency, responsiveness, consensus-oriented justice and inclusiveness, effectiveness and efficiency, and accountability.

The Cianjur Regency Population and Civil Registration Office (Disdukcapil) has been implementing innovative digital-based population administration services through the SIMPELAKU (Population Service Management Information System) application since 2019. Initially developed in collaboration with a consultant for three months, the application was then developed independently. In 2020, amid the COVID-19 pandemic, the application began operating in response to the public's need to access services without having to visit the office in person.

Despite the availability of digital services, field data shows that manual service usage remains higher than online services. Service data for November 2025 recorded 51,735 offline services compared to 8,415 online services out of a total of 59,588 services. Several public complaints regarding accessibility, ease of use, and response speed remain a concern. This study aims to describe the application of good governance principles in digital-based population administration services through the SIMPELAKU application and identify efforts made to improve its quality.

LITERATURE REVIEW

Good Governance

Good governance is a concept of governance that prioritizes transparency, accountability, efficiency, responsiveness, public participation, and justice in the provision of public services. According to the UNDP (1997), good governance is a process of governance that ensures the management of public resources is carried out effectively, openly, and responsibly for the benefit of the community. The World Bank (1992) defines good governance as the implementation of solid and responsible development management, in line with the principles of democracy and efficient markets.

UNDP (1997) formulated eight main principles of good governance, namely:

1. Participation: community involvement in conveying aspirations and assessing services;
2. Supremacy of Law: services are carried out in accordance with applicable regulations;
3. Transparency: information on procedures and service requirements is presented clearly and easily accessible;
4. Responsiveness: service providers respond to needs and complaints quickly and professionally;
5. Consensus-Oriented: policies accommodate various community interests;
6. Justice and Inclusivity: every member of society has the same opportunity to access services without discrimination;
7. Effectiveness and Efficiency: optimal utilization of resources to produce maximum output;
8. Accountability: the provider is responsible for the service process and results.

Public Services and E-Government

According to Law Number 25 of 2009, public service is an activity aimed at fulfilling the service needs of every citizen, in accordance with statutory regulations, for goods, services, and/or administrative services provided by public service providers. Pasolong (2021) defines public service as the provision of services to the public who have an interest in the organization in accordance with established basic rules and procedures.

E-government is the use of information and communication technology (ICT) by the government to provide information and services to its citizens (Indrajit, 2020). According to the World Bank, e-government is the use of information technology by government agencies that has the ability to transform relationships with citizens, businesses, and other stakeholders. interested parties. Digital population administration services are a form of e-government implementation that aims to increase efficiency, transparency, and ease of access to public services through online systems such as the SIMPELAKU application.

SIMPELAKU Application

SIMPELAKU is an integrated population administration service management information system from the Cianjur Regency Population and Civil Registration Office (Disdukcapil) that allows the public to submit online applications for population documents, such as electronic ID cards (KTP), Family Cards (KK), and birth certificates. This web-based application can be accessed via mobile phone or computer, simplifying document processing without having to visit the office in person. Its operational legal basis is Decree of the Head of the Office Number 800/Kep.42/Disdukcapil/2021 concerning the Establishment of Online Population Administration Service Activities through the SIMPELAKU Application.

METHODOLOGY

The type of research used was descriptive qualitative. According to Creswell (2014), qualitative research is a method for exploring and understanding the meaning that individuals or groups ascribe to social or humanitarian issues. The descriptive qualitative approach was chosen because the research problem required an in-depth overview of the application of good governance principles in digital-based population administration services through the SIMPELAKU application.

The research was conducted at the Population and Civil Registration Office (Disdukcapil) of Cianjur Regency, Jl. Raya Bandung No. KM 4.5, Bojong, Karangtengah District, Cianjur Regency, West Java. Data collection used three techniques:

1. direct observation to understand the context of data in various situations;
2. unstructured interviews to obtain rich information from informants; and
3. documentation to expand the data that has been found.

Informants were selected using purposive sampling technique, totaling 12 people consisting of:

1. Head of Population Registration Services Division, Cianjur Regency Population and Civil Registration Office (1 person);
2. Application implementation/operator staff SIMPELAKU (5 people); and
3. SIMPELAKU application user community (6 people).
4. Data analysis used the Miles and Huberman (1994) model, which includes three main components: data reduction, data display, and conclusion drawing/verification. Data validity was ensured through source triangulation techniques.

RESEARCH RESULT

SIMPELAKU Service Mechanism

The service mechanism through the SIMPELAKU application has been specifically designed to reduce bureaucracy. The service process begins with account registration, self-uploading of required documents, and verification by an operator. The hybrid system implemented allows the public to receive effective service without having to physically queue. Furthermore, officers actively provide assistance in front of the office for those experiencing technical difficulties uploading documents. Village facilitators act as a bridge for communities in remote areas or those with limited digital literacy.

Implementation of Good Governance Principles

1. Participation

Public participation in Cianjur Regency is considered very high due to the ease of access offered by the SIMPELAKU application. Using source triangulation techniques, researchers found data alignment between the massive socialization and the enthusiasm of users who actively provided feedback through the official WhatsApp hotline. This indicates that participation is not only in the form of service use, but also involvement in the evaluation process. As stated by one officer: "Public participation in using SIMPELAKU is very good;

it is evident from the increasing number of daily applicants" (Interview with Informant ZN, April 1, 2026).

2. Rule of Law

The implementation of the rule of law at the Cianjur Regency Population and Civil Registration Office (Disdukcapil) is firmly grounded in Law Number 24 of 2013 concerning Population Administration and related regional regulations. Operator data confirms that all SIMPELAKU application operations are subject to this principle. Strict Standard Operating Procedures (SOPs). Service users also acknowledge that the services they receive have clear legal standing. "All our actions have a clear legal basis; no service process occurs outside of the SOP" (Interview with Informant DN, April 2, 2026).

3. Transparency

Transparency is demonstrated through easy access to information on requirements disseminated through various digital channels such as Instagram, YouTube, TikTok, and the official website. Community informants validated that the application procedures were quite transparent, although minor technical issues persisted with data loading. "The socialization of requirements was carried out openly through digital channels such as Instagram, YouTube, TikTok, and the official website" (Interview with Informant SI, April 2, 2026).

4. Responsiveness

The responsiveness indicator demonstrates the agency's efforts to serve all stakeholders within a reasonable timeframe, namely 1–7 business days. A dedicated team handles complaints via social media. However, triangulation results indicate a gap: the public feels that verification is sometimes slow at certain times. "There is a dedicated team that checks complaints from WhatsApp or social media and immediately forwards them to the relevant operators" (Interview with Informant HU, April 2, 2026). This is an important note for the Population and Civil Registration Office (Disdukcapil) to increase server capacity or the number of verifiers when the workload is high.

5. Consensus Orientation

In the context of SIMPELAKU, consensus orientation is evident in the efforts of the Civil Registration and Population and Civil Registration Office (Disdukcapil) to bridge the community's need for rapid service despite limited digital literacy through the provision of hybrid services (online and offline) and the involvement of village officials as facilitators. "Coordination between sectors is carried out continuously to improve services, both digitally and in-person" (Interview with Informant ZN, April 1, 2026).

6. Equity and Inclusiveness

SIMPELAKU is designed to provide equal opportunities for all residents of Cianjur Regency to obtain population documents without the need to queue physically. The system processes data in the order in which it is entered digitally, thereby minimizing the potential for discrimination. Inclusivity is also

demonstrated through a policy of providing assistance through village officials to residents who are hampered by technology or distance. "There is no differences in treatment; services are provided fairly and equally to all members of society" (Interviews with all user informants, 2–4 April 2026).

7. Effectiveness and Efficiency

The research results show that SIMPELAKU is highly effective in optimizing resources. The public experienced significant savings in transportation costs, while the digitization of files made operators' work more organized. "We feel very helped because we don't have to queue physically and it saves a lot on transportation costs" (Interview with DR & UA Informants, April 4, 2026). Operators still experience challenges with using two systems (system dualism), but overall, the application has met its target of utilizing technology to improve service quality.

8. Accountability

The principle of accountability is upheld through regular performance audits and the imposition of sanctions on operators who commit errors, ranging from warnings to account suspensions. High public trust in SIMPELAKU data security is an indicator that the agency is accountable for its mandate to the public. "We routinely evaluate application performance and impose strict sanctions, ranging from warnings to account suspensions, if operators commit errors" (Interview with Informants ZN, HU, SI, & NA, April 1–2, 2026).

Table 1. SIMPELAKU Application Socialization Data

No	Type of activity	Frequency	Target	Information
1	Socialization to the village	1 year	Village apparatus	Introduction to the SIMPELAKU application & how to use it
2	Socialization to the sub-district	1 year	Subdistrict employees	Introduction to SIMPELAKU application & basic technical
3	Technical Training/Workshop	2 years	Village Officials & Sub-district Employees	Application feature operation & problem handling

4	Daily Socialization	Every day	Applicant community	Short education on application usage & document errors
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Source: Population and Civil Registration Service, Cianjur Regency, 2025

DISCUSSION

The findings of this study indicate that the SIMPELAKU application in Cianjur Regency generally meets the eight principles of good governance as defined by the UNDP and the World Bank. The transformation of services through this digital application has brought significant positive changes to the quality of population administration services.

In terms of participation, SIMPELAKU creates an inclusive digital space where the public can not only access services but also actively provide feedback. This aligns with the concept of e-participation as an integral part of digital governance. In terms of transparency, the strategy of disseminating information through multiple social media channels and the official website demonstrates a strong commitment to information transparency, in line with the World Bank's principle that information should be freely accessible to all stakeholders.

However, responsiveness indicators reveal a gap between policy and public perception. Although the agency has established a dedicated complaint handling team, users still perceive that verification speeds are sometimes slow during peak hours. This is consistent with previous research by Nuryani et al. (2024) and Pratidina & Assayuti (2023), which also found that responsiveness remains a challenge in digital population administration services. This gap is primarily due to the limited number of verification operators (7) and complaint teams (15) relative to the high volume of service requests.

The principles of fairness and inclusivity are realized through a hybrid service model and the involvement of village facilitators, which bridges the gap for communities with limited digital literacy or geographic constraints. This approach demonstrates that digital transformation does not have to eliminate conventional service channels, but rather integrate them to create an inclusive service ecosystem. The effectiveness and efficiency dimensions show significant results: digital services eliminate the need for physical queues and reduce transportation costs for service users, in line with Sutanta's (2021) argument about the benefits of e-government in reducing administrative costs.

The theoretical implications of this research reinforce the theory that good governance principles can be accelerated through digital transformation. The use of the SIMPELAKU application demonstrates that transparency and participation are no longer limited to physical interactions but can be fostered through the free flow of information on social media and online platforms. Furthermore, the use of qualitative methods with triangulation of data sources has proven highly effective in mapping the gap between policies established by leaders and the realities experienced by the public as service users.

CONCLUSIONS AND RECOMMENDATIONS

Based on the results of research and discussion regarding the application of good governance principles in digital-based population administration services through the SIMPELAKU application at the Cianjur Regency Population and Civil Registration Office (Disdukcapil), several conclusions can be drawn. First, the service mechanism through SIMPELAKU has transformed into a more concise and modern system, starting from account registration, independent document uploads, and verification by operators. Second, the implementation of the eight indicators of good governance has generally met good governance standards, although there are still gaps in the responsiveness dimension that need to be improved. Third, the Cianjur Regency Disdukcapil has made efforts to improve service quality through a multipronged strategy including education and strengthening the capacity of officials and the community, utilizing contemporary social media, and continuous system improvements.

Based on these conclusions, it is recommended:

1. The Civil Registration Service needs to carry out regular server maintenance and increase the number of verification operators to improve service speed;
2. The public is expected to be more proactive in updating information through official channels and using the complaint feature wisely;
3. Further researchers can conduct further research on the level of public satisfaction using quantitative methods to complement the qualitative findings in this study.

ADVANCED RESEARCH

This study has several limitations. The qualitative approach, while providing analytical depth, limits the generalizability of the findings to other contexts. The study was conducted within a specific timeframe and may not capture the full dynamics of the SIMPELAKU application's development. Further research is recommended to conduct quantitative studies measuring public satisfaction with SIMPELAKU services using structured questionnaires with a larger sample size. Comparative studies comparing the implementation of good governance in digital population administration applications in other districts/cities will also be useful.very useful for identifying best practices and areas for improvement.

ACKNOWLEDGMENT

The authors would like to thank the Head and all staff of the Cianjur Regency Population and Civil Registration Office, especially the Head of the Population Registration Services Division and all SIMPELAKU operators, for their time and assistance during data collection. Special thanks are also extended to Djuanda University, Bogor, Faculty of Social and Political Sciences, and the supervisors: Dr. Muhamad Husein Maruahey, M.Sc. and Faisal Tri Ramdani, S.Sos., MAP, for their guidance and support throughout this research.

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