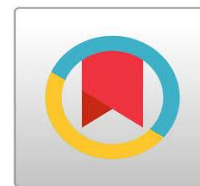


Analysis of Sidampak Service Innovation as Glocalization of E-government In Wukirsari Village, Sleman Regency

Analisis Inovasi Layanan Sidampak Sebagai Glokalisasi E-government Di Desa Wukirsari, Kabupaten Sleman

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ARTICLE INFORMATION	
<p><b>Keywords</b>                      E-Government                      Glocalization;                      Population Data Utilization System (Sidampak)</p>	<p><b>ABSTRACT</b>                      The Population Data Utilization System (Sidampak) in Wukirsari Village, Sleman Regency is a population administration service program that has provided many benefits. The background lacks clear planning in developing services to the community and a low level of community participation in the administration of population documents which then becomes the basis for creating a population administration service system that can provide complete, accurate, fast, easy and integrated results. This then led to a commitment for the village government of Wukirsari in making public service innovations. This innovation is not only the value of fast, easy, inexpensive, but more on the value of services that can be adapted to the culture of the Wukirsari community. Related, this study found that there are public services that consist of the Population Data Utilization System (Sidampak) program in Wukirsari Village which can then change service policies to better suit the social conditions of the community. Meanwhile, the research method used by researchers is a qualitative descriptive research method</p>
<p><b>Kata Kunci</b>                      Globalisasi E-Government;                      Sistem Pemanfaatan Data Kependudukan (Sidampak);</p>	<p><b>ABSTRAK</b>                      Sistem Pemanfaatan Data Kependudukan (Sidampak) di Desa Wukirsari Kabupaten Sleman adalah program layanan administrasi kependudukan yang telah memberikan banyak manfaat. Latar belakangnya kurang memiliki perencanaan yang jelas dalam mengembangkan layanan kepada masyarakat dan rendahnya tingkat partisipasi masyarakat dalam administrasi dokumen kependudukan yang kemudian menjadi dasar untuk menciptakan sistem layanan administrasi kependudukan yang dapat memberikan hasil yang lengkap, akurat, cepat, mudah dan terintegrasi. Ini kemudian mengarah pada komitmen bagi pemerintah desa Wukirsari dalam membuat inovasi layanan publik. Inovasi ini tidak hanya nilai cepat, mudah, murah, tetapi lebih pada nilai layanan yang dapat disesuaikan dengan budaya masyarakat Wukirsari. Terkait, penelitian ini menemukan bahwa ada layanan publik yang terdiri dari program Sistem Pemanfaatan Data Kependudukan (Sidampak) di Desa Wukirsari yang kemudian dapat mengubah kebijakan layanan agar lebih sesuai dengan kondisi sosial masyarakat. Sementara itu, metode penelitian yang digunakan oleh peneliti adalah metode penelitian deskriptif kualitatif.</p>
<p><b>Article History</b>                      Submitted 26th Sept 2019                      Reviewed 26th Dec 2019                      Accepted 14 th February 2020</p>	<p>Copyright ©2020 <a href="#">Jurnal Aristo (Social, Politic, Humaniora)</a>                      This is an open access article under the <a href="#">CC-BY-NC-SA</a> license.                      Akses artikel terbuka dengan model <a href="#">CC-BY-NC-SA</a> sebagai lisensinya.</p> <div style="text-align: right;"> </div>

## **Introduction**

Through information and communication technology that has become a standard in the world, everyone can easily connect in the global community to exchange ideas, goods and services and support globally through digital processes. In other words, the domestic or local community is now part of the international trade chain, the exchange of ideas and companies (Arfani, 2004). Held said that globalization can be understood as a change in the economic and social sphere combined with the formation of unique regional and global relations, which are broader and more intensive than the previous period, which challenges and reshapes the political community, and in particular, the modern state (Winarno, 2008). Thus, the whole world is connected in one link and must follow the rules of the game. However, globalization also requires competition and competence which are spaces for the development process in this region. Therefore, globalization requires competition so that those who are able to emerge can provide quality goods that meet the values of the latest cultural standards in the world, while those who are unable to be in opposite positions. Therefore, to increase the strength of competition, the global movement must be highly based on the locality of each culture, spirit, and local wisdom (Featherstone, Lash, & Robertson, 1995). Or, it can be overcome by thinking about global acting locally (Sigismondi, 2011). This needs to be done so that local institutions can be the most effective agents for framing globalization. Meanwhile, what needs to be done is to increase the capacity of local institutions in accordance with standards that meet the latest cultural standards in the world.

Glocalization is interpreted as an idea of the mind, namely thinking globally and acting locally (Pastuh, 2015). Furthermore, glocalization is a concept that occupies the most important part in cultural hybridization (Giulianotti & Robertson, 2007). Meanwhile, glocalization can be defined as interpenetration between global and local, thus creating unique results in different geographical regions (Ritzer, 2003). That is, there is a process of adjusting the values of the latest cultural standards in the world which are then adopted by local institutions. This adjustment process creates two dependency relationships, namely positive and negative relationships. Positive relationships are created when culture can benefit and not create conflict, while negative relationships are created when culture does not provide benefits and create conflict. As such, glocalization is the process of adjusting the latest cultural values in the world by local institutions and creating positive relationships for these institutions. In addition, local frameworks and enthusiasm must continue to allow groups to act as subjects and agents of change (Ritzer, 1983). That is, it becomes interesting then to see the process of adjusting local institutions to the values of the latest cultural

standards in the world. One of the newest forms of cultural standard values in the world is the application of e-government.

According to the results of studies and research from Harvard JFK School of Government (Indrajit, 2016), to apply the concept of digitalization in the public sector, there are three elements of success that must be taken seriously. Each element of success is: (1) the supporting element is the most important element in the development of e-government, it needs support or is usually called a political will from public officials so that the concept of e-government can be applied; (2) the element of capacity is the resources needed in the development and development of e-government so that the concepts that have been made can become reality; (3) the value element is based on the benefits obtained by the government as a service provider and also the community as a recipient of e-government services. In addition to these six things, there are other things that are a factor in the success of e-government, namely the concept of developing e-government infrastructure. Development of e-government in government institutions, based on: (1) e-government superstructure which includes, inter alia, leadership management institutions (e-leadership), human resources (human resources) and regulations at the institutional level related to e-government development -government (regulation); (2) network infrastructure that includes communication, topology, technology and security protocols, which can be seen further in the Government Portal Infrastructure Development Guide; (3) information infrastructure that includes data structures, data formats, data sharing methods, and security systems, which can be seen further in the Electronic Document Management System Guide; (4) application infrastructure that includes public service applications, application interfaces, and back office applications which can be seen further in "Guidelines for Quality Standards, Service Coverage, and Application Development". All of this infrastructure can be built in a single framework, which will then be developed into a blueprint for the development of e-gov in each government agency (Informasi, 2003). That is, the concept of e-government infrastructure development is directed towards the purpose of utilization.

Furthermore, aspects of the significance and dominance of government agencies on the quality of public services are then explained by observing the organization of the village government of Wukirsari, Sleman Regency in providing public service innovations. The implementation conditions are then seen from the aspect of the significance and dominance of government agencies on the quality of public services. Later, the quality of public services can be assessed from: (1) service policy; (2) HR professionalism; (3) public service infrastructure; (4) public service information systems; (5) consultation and complaints; (6)

innovation (Indonesia, 2017). Service policy indicators seen from the availability of service standards, the process of preparing service standards has involved the community and stakeholders, available documentation about the set of service systems, service systems in accordance with statutory provisions, information about service standards that can be easily accessed, service users with high involvement. Indicators of professionalism can be seen from the availability of service providers with competence according to the needs of the type of service, time-responsive service providers, vigilance of the implementers in providing services, the available code of ethics and the code of conduct that applies services, delivery, sanctions, service culture. Indicators of public service facilities are seen from the available parking spaces that are safe, comfortable and easily accessible, waiting room facilities that are comfortably available, special toilet facilities available for service users, facilities and infrastructure available for service users, front office facilities available for consultation and services face to face information. Indicators of public service information systems can be seen from public service information systems available for public information, public service information systems that support service operations, available site ownership and site management, data and information updates on the site, non-electronic information that supports services. Indicators of consultation and complaints can be seen from the facilities available and media consulting services, consultation documentation available, facilities and media available for complaint services, complaint documentation available. Thus, innovation indicators are seen from the innovations available in providing public services.

Regional innovation is intelligent and original local policies and ideas, in the face of all forms of boundaries or optimizing each form of excellence owned by the region (Sobari, 2019). Furthermore, Innovation is a dynamic process that changes the overall architecture of government, identify issues, challenges, develop new processes, creative, and selection and implementation of new solutions (Matei & Bujac, 2016). In understanding the process of innovation, researchers use a new institutionalist perspective. New-institutionalist is a perspective in looking at institutions that place the relationship between individuals and institutions. In addition, this study also outlines structuration theory, in which not only institutions influence agency behavior, but institutions are seen as dependent factors of agency existence. Therefore, this can be seen how institutions can form individuals, and of course individuals can reshape existing institutions. Furthermore, the consequence that emerged during this research using a new institutionalist perspective was seeing institutional norms in the village government of Wukirsari, Sleman Regency. Institutional norms that can influence the village government of Wukirsari, Sleman Regency are the supra-government

environment, namely in the form of local government, provincial government, central government, which have adopted the values of applying digital-based governance. In addition, as one goal of service science and service systems is to provide a basis for service innovation, through which costefficiency and value creation is enabled, we discuss how service innovation explores means of securing knowledge leadership, which is crucial for further growth of the service sector (Stoshikj, Kryvinska, & Strauss, 2016). Therefore, this study also made observations about the role of institutions in the village administration of Wukirsari, Sleman Regency.

Thus, this study examines the elements and success factors of e-government glocalization as a public service innovation strategy. The target of this research is the Population Data Utilization System (Sidampak) Program of the village government of Wukirsari, Sleman Regency. This issue is interesting to study because of concerns about the inclusion of elements of globalization in local activities caused by e-government policies. The anxiety that arises then is not about anti-globalization values or processes, but rather how to "localize" globalization. "Localization" is meant here is how to adjust the flow of globalization with the social conditions of society and the regulations that exist in the area. That is, there is a strategy undertaken by the village government of Wukirsari, Sleman Regency in conducting e-government policy innovations by adjusting the local values that exist in Wukirsari Village. Through the Population Data Utilization System Program (Sidampak), the village government of Wukirsari, Sleman Regency is able to innovate public services based on the process of adjusting local institutions to the cultural values of e-government which are then contextualized to the needs of Wukirsari villagers, especially in the government sector.

## **Method**

The research method used by researchers is a qualitative descriptive research method. Descriptive qualitative method, namely as a research procedure that produces descriptive data in the form of written or oral words from people and observable behavior. Whereas on the other hand, qualitative research methods emphasize attention to human action, the process of forming action, social interaction and others. The initial phase of the study was carried out by mapping the problems, theories, and regulations relating to e-government and the Population Data Utilization System (Sidampak) Program. Therefore, this stage included an internal discussion with the village government of Wukirsari, Sleman Regency. This discussion was conducted by conducting an interview with the Administration and General Affairs Section of

the village government of Wukirsari, Sleman Regency. Meanwhile, in-depth interviews were conducted with Rosyid Ma'ruf as Head of Administration and General Affairs of the village government of Wukirsari, Sleman Regency, as well as the initiator of the sidampak program. It aims to find regulations, documents and other related references. Thus, the initial stage of this research can contribute to the next stage in the form of in-depth studies of the focus and problem formulation in this research. In collecting data, this research collects data through the intersection of various data sources derived from literature studies, observations and interviews. Secondary data that can be used is: (1) Decision of the Village Head No.24/KPTS.ADAD/2015 concerning Administrative Service Standards for Communities; (2) Village Head Decree No.41/KPTS.ADAD/2015 concerning Use of Data Utilization System for Sidampak Population Administration; (3) Village Head Decree No.42/KPTS.ADAD/2015 regarding the Implementation of the Death Certificate Facilitation Program. Furthermore, data reduction is carried out on the data that has been obtained by summarizing the data, sorting out the main points and focusing on things that are related and also important for this research. Furthermore, the data analysis method used is interactive data analysis, which is an analysis carried out in an interactive form on the main components that are interrelated with each other: (1) data reduction is defined as the process of selecting focus on simplification, abstracting and transformation of "rough" data "arising from notes written in the field; (2) data presentation, this subprocess is a form of "presentation" which is interpreted as a set of structured information that gives the possibility to draw conclusions and take action; (3) making conclusions or diversification, in this sub-process, researchers begin to interpret actions that give meaning to the data or information that has been presented (Miles & Huberman, 1994). This analysis process takes place like a cycle. The researcher moves between three main components. This is intended to understand and gain a deep, comprehensive and detailed understanding so as to produce conclusions as a result of the researchers' understanding.

## **Results and Discussion**

The Population Data Utilization System (Sidampak) in Wukirsari Village is a population administration service program that has provided many benefits. Background there is no clear plan in the development of services to the community and the low level of community participation in ownership of population administration documents which then becomes the basis for creating a population administration service system that can provide complete, accurate, fast, easy and integrated results. This then has consequences for the



village government of Wukirsari in making public service innovations. This innovation is not only the value of fast, easy, inexpensive, but more on the value of services that are tailored to the culture of the Wukirsari community. One of them is the Lukadesi program and my birthday program. The program then changes public service innovations to better suit the social conditions of rural communities. In terms of service policy, the Sidampak program has set service standards and includes the involvement of the community of Wukirsari Village in providing input to stakeholders in the village government of Wukirsari about the concept of service desired by the community. Furthermore, with the Sidampak program, it has been shown that service providers with competence are in accordance with the needs of the type of service and the readiness of service providers in providing services that are responsive to service time. In addition, there are data and information updates related to population administration services in Wukirsari Village. In addition, front office facilities are also available for face-to-face consultations and information services for residents of Wukirsari village in relation to population administration. This can also be used as a means of consultation and complaints.

In the Lukadesi program, the village government of Wukirsari implemented a death certificate making activity that could be accessed by the community only through social media applications. This makes the process of making death certificates more quickly resolved. Through the population data collected in the Sidampak program, the village government only needs to complete filling in the death data. Furthermore, filing can be proposed given the very importance of the activity of making death certificates. In addition to the ease of accessing services for making death certificates, the interesting thing is that the village government of Wukirsari also makes reminders for living families related to what dates or months a ceremonial prayer program will be held. This is very helpful for families who are outside the city and do not have free time. Although only to provide reminders and ease in accessing the program, the Lukadesi program has been able to increase the participation of Wukirsari villagers in accessing the program.

In my birthday program, the village government of Wukirsari implemented the e-ID card manufacturing activity. This was done by giving a greeting card to 17-year-old Wukirsari villagers. This can be done due to data from the Sidampak Program. The Sidampak program can then bring up the age details that exist in the villagers of Wukirsari. This then led to consequences for villagers in Wukirsari to carry out administrative discipline related to making e-IDs. Even though it is only a reminder, my birthday program has been able to increase the participation of Wukirsari villagers in accessing the program. Thus, it can be

seen that the Sidampak Program has provided many benefits in the form of detailed data on villagers from Wukirsari. This can then be developed into several other community service programs. In addition, the making of the program from the development of the Sidampak program was directed at resolving population administration problems, and adjusted to the social values that existed in the village community of Wukirsari. The existing local values are how electronic-based public service programs can humanize the residents of Wukirsari village. This means that the village government of Wukirsari is not a producer and residents of the village of Wukirsari are not consumers of public services, but the village government of Wukirsari is a servant of the community of Wukirsari village.

The Sidampak Program is a program created by the Head of Administrative and General Affairs of the Wukirsari Village Government. The head of administrative and general affairs became an actor of change in the administration of population administration in the village of Wukirsari. This change is based on input from the village community and the wishes of the head of administrative and general affairs with the desire to change population administration services so that they can provide easy and fast services to the community. At the beginning of the initiation of the Sidampak program, the attitude of the head of administration and general affairs of the Wukirsari Village Government was still influenced by practical awareness of how to formulate community service innovations in the form of easy, fast, cheap and safe services. The process is passed by building and improving relations with existing stakeholders, both internally the village government, as well as external parties such as the hamlet head, rw head, and rt head. Intermediation in innovation serves to establish or improve the link between different actors with complementary skill sets or interests in order to support the generation and diffusion of innovation (Edler & Yeow, 2016). In developing the process of developing the Sidampak program, the attitude of the head of administration and general affairs began to develop a critical awareness that the Sidampak program could be developed into a monitoring mechanism for village government officials related to the interests of population administration. Meanwhile, the existing data are further analyzed in more detail by the administration and general affairs of the Wukirsari village government related to the causes of population administration barriers, and can be used as material for analysis used by other parts of village administration. Therefore, policy to support public sector innovation requires data on how public sector organizations innovate and how a strategic management approach to innovation can influence the types of innovations that are developed (Arundel, Bloch, & Ferguson, 2019).



Studies on public service innovation have been carried out. Therefore, service science is perceived as a multidisciplinary approach with the service system as its most important element (Stoshikj et al., 2016). However, there is a need for theory development specific to public sector innovation and for the development of methods and metrics appropriate for its measurement, in order to help researchers understand this phenomenon and to help managers and policymakers understand and deal with it (Sousa, Soares, Najberg, & Medeiros, 2015). In its development, supporting the people and organizations where they are involved in developing this expertise is the key to creating the system changes needed to tackle complex social problems (Bijl-brouwer, 2019). That is, environmental factors become a driver for someone to initiate an innovation. Furthermore, there are also human resource factors, financial resources, material resources, Information and Communication technology infrastructure, and innovation development. In addition, that delivering messages in a timely manner and location is the most important factor that must be understood by the residents of this delivery channel as effectively (Shareef et al., 2019). Therefore, the ability of the apparatus to process and respond to the value of benefits for the community. Further, study effective interactions between programs that support the elements of the will of human capital (Lenihan, Mcguirk, & Murphy, 2019). With the public sector reforms of the past decade, organizational and institutional conditions for the provision of transportation services have changed, and the private sector is playing an increasingly prominent role in the provision of these services (Weber, Heller-schuh, & Godoe, 2014). Therefore, if you look at the division of labor, the public service provider will be divided into the provision that comes from the government and also the provision that comes from the private/market. In its development, public service providers can come from both sectors in synergy. That is because there is quasi public goods. Quasi public goods occur because of the nature of the public good itself. That is, the further growth and development of hybrid public services depends to a large extent on how different logic is played in the broader institutional context and the quasi-market is involved (Vickers, Lyon, Sepulveda, & McMullin, 2017).

However, not all public goods can then move public goods to be the responsibility of the private sector/market in providing these services. Therefore, the consequence is that the state becomes an actor in public service providers, especially community administration. Larger agents can achieve high benefits from their service innovation in a culture that avoids low risk if new service innovations are developed and in a culture that avoids high risk if managers are able to combine collaborative innovation, complementary innovation and active management strategies into integrated strategies (Torregrosa-hetland, Pelkonen, Oksanen, &

Kander, 2019). Conceptualization of value creation through five elements (customer involvement, self-service, customer experience, problem solving, and joint design) is a valid description of the value creation process (Petros, Johnson, & Enquist, 2016). In its development, the value creation process can be raised with the benefit of a policy or program. This is also a consequence of public service innovation in the digital age because it is getting faster, cheaper, and easier. That is, what is called "internet governance" implies not only public information policy initiatives regarding such arrangements and regulation of infrastructure and content transferred through such infrastructure, but also includes creating incentives for various institutions to collaborate and pursue common goals (Scupola & Zanfei, 2016). In addition, public service innovation in the long term has the potential to contribute to more efficient service delivery and organizational performance (Rivera & Landahl, 2019).

Furthermore, the Population Data Utilization System (Sidampak) in Wukirsari Village is an innovation program for population administration services that began in 2012. There are a number of problems that lead to the Sidampak program, namely: (1) There are no clear targets and targets related to development of services to the community; (2) There is no population database with high validity; (3) Lack of data processing can provide benefits in terms of comprehensive product services, village reports and statistics; (4) Service quality that does not meet the prime service elements; (5) There is input from the community about community service satisfaction in Wukirsari Village. This landscape background is then used as a basis for creating a population administration service system that can provide complete, accurate, fast, easy and integrated results. This then has consequences for the village government of Wukirsari in making public service innovations. This innovation is not only the value of fast, easy, inexpensive, but more on the value of services that are tailored to the culture of the Wukirsari community. One of them is the Lukadesi program and my birthday program. The program then changes public service innovations to better suit the social conditions of rural communities. This then becomes a pressure point for community activity in managing population administration in the village of Wukirsari. In addition, the purpose of the Sidampak system is to support the process of improving the quality of services to the community, internal village government, village institutions, village stakeholders in Wukirsari, academic institutions and vertical institutions in terms of speed, accuracy and accuracy as well as improving the quality of public service administration and population administration in prime.

Meanwhile, the population administration database in the Sidampak program can be developed into: (1) the Lukadesi Program (grieving family memorial village). The program aims to provide services to the community in the form of submitting death certificates, condolences from the village government, and quoting death certificates at the time of bodily departure. In addition, the village government also gives notice when a joint prayer event is held for families left behind during the usual period. This was felt to be beneficial for the people of Wukirsari Village who had the habit of praying together after the body was buried, which was 7 days, 40 days, 100 days and 1000 days. In the lukadesi program, information media for reporting that can be used in the form of SMS, social media, telephone calls delivered by the Bupati to the service of the Wukirsari Village Government. Meanwhile, the Lukadesi program from the Wukirsari Village Government was implemented in 2015. Furthermore, this program has been duplicated by 60 villages in Sleman Regency. That is, the process of implementing the Lukadesi program of the Wukirsari Village Government shows the village government's ability to innovate the Lukadesi program. Meanwhile, the dynamic that still emerges is the readiness of the district government in supporting the Lukadesi program. Therefore, the death certificate was issued by the district government. (2) My birthday program. This program is a community service innovation aimed at children aged 17 years. This means that the Wukirsari Village Government gave a birthday wish letter to the child through physical files and soft files distributed to the hamlet head. This is intended so that citizens who will be 17 years old can immediately process electronic ID card registration. The output of this program increases the awareness of citizens to record populations through electronic KTPs. Meanwhile, my birthday program began in 2015. The obstacle to my birthday program is the outcome of this program which is related to the making of ID cards, where the authority lies with the district or sub-district governments. (3) Birth data services. Birth data service program is a service innovation to the public in storing data in the form of monthly, semester and annual statistics. This program provides benefits for detailing the number of babies born, average baby weight, average length, average age of parents, gestational age, normal surgery or surgery process, gestational age of infants including premature or normal, to the source of the funding process birth. The perceived impact is the ease for the service in the regional government in utilizing the data. In addition, this data can also be used for the village government of Wukirsari to see the social situation of the people of the village of Wukirsari, especially the social problems of the community. (4) Public services and population hotlines. A hotline is provided for people in the village of Wukirsari who want to serve requests for public statements, residence letters, and consultations on

population affairs and public services. It aims to assist and facilitate the Wukirsari village community in carrying out population administration. Meanwhile, public services and population hotlines have started in 2015. The program is still limited to human resources and communication elements. Therefore, there is a custom of the community to come directly in consultation and reporting.

(5) Facilitation of Death and Birth Certificates. Facilitation services for death certificates and birth certificates are services provided to the public in obtaining birth certificates / death certificates, ratifying birth certificates, and ratifying death certificates. This service is provided to villagers in Wukirsari without charge to the community. Meanwhile, this facility will begin in 2015. Meanwhile, this facilitation program has encouraged the district government to make changes related to the service of making death and birth certificates, namely the speed of the process.

(6) Data services move residents and occupants to come. This service is provided in connection with data on residents who move and residents who come. In addition, this service also provides shipping administration services for residents who move and future residents. Meanwhile, data on population and population movements are documented regularly, namely daily and monthly. The perceived impact is the ease for existing offices and offices in local governments in utilizing the data. In addition, this data can also be used for the village government of Wukirsari to see the social situation of the people of the village of Wukirsari, especially the social problems of the community.

(7) Statistical services on diseases that cause death. This service provides data related to the types of diseases that cause the death of residents of Wukirsari Village. This is useful for extension workers and preventative measures taken by the Wukirsari Village Government. However, there is a need for coordination for the village government of Wukirsari on offices and offices that specifically have authority over the problem

(8) Recapitulation of statistical services where residents are buried. This service provides data related to the recapitulation of where the residents of Wukirsari Village are buried. In addition, the data can also read the density of graves in the village of Wukirsari. This is useful as input in planning for the management of graves in the village of Wukirsari. The dynamics that emerge are the problems of communication and land supply.

(9) Statistical services to recapitulate the time of death and birth reporting in each village. This service provides an overview related to the average length of time to report deaths and births in each hamlet. This is also beneficial for the village government and the village community of Wukirsari in seeing the performance of the hamlet head in providing services to report deaths and births. This can then provide input on changes in service delivery improvement.

Furthermore, Sidampak innovation also initiated other uses, namely Sidampak as data processing, Sidampak as village asset administration, Sidampak as a community satisfaction index (IKM) data processing system, Sidampak as a population administration database information system, Sidampak as an administrative system for marriage registration (Sidantik). Meanwhile, funding support for Sidampak innovation is as follows: (1) Village budget in 2015 amounted to Rp. 16,339,885; (2) Village budget in 2016 is Rp. 12,205,000; (3) 2017 village budget of Rp. 239,442,500; (4) Village budget in 2018 amounting to Rp. 85,051,000. Thus, the Sidampak program has improved the quality of public services in the Wukirsari Village Government. In terms of service policy, the Sidampak program has set service standards and includes the involvement of the community of Wukirsari Village in providing input to stakeholders in the village government of Wukirsari about the concept of service desired by the community. Furthermore, with the Sidampak program, it has been shown that service providers with competence are in accordance with the needs of the type of service and the readiness of service providers in providing services that are responsive to service time. In addition, there are data and information updates related to population administration services in Wukirsari Village. In addition, front office facilities are also available for face-to-face consultations and information services for residents of Wukirsari village in relation to population administration. This can also be used as a means of consultation and complaints.

In an interview with the village government of Wukirsari, the Sidampak Program was a program created by the Head of Administrative and General Affairs of the Wukirsari Village Government. The head of administrative and general affairs became an actor of change in the administration of population administration in the village of Wukirsari. This change is based on input from the village community and the desire of the head of administrative and general affairs in providing easy and fast services to the community. Therefore, the head of administration and public affairs wants to create a system that can complete 18 administrative and public works. That is, at the stage of making the Sidampak program, the head of administrative and general affairs is greatly influenced by practical awareness in formulating community service innovations in the form of the Sidampak program. In developing the process of developing the Sidampak program, the attitude of the head of government and public affairs then began to build critical awareness that the Sidampak program could be developed into a monitoring mechanism for village government officials related to the interests of population administration. Meanwhile, the existing data are further analyzed in more detail by the administration and general affairs of the village

government of Wukirsari related to the causes of population administration obstacles. Because there is data on the level of population administration reporting that is often reported late, this is related to population data that is often associated with social conditions, namely marriage marriage. This can then be used as analytical material used by other parts of the village government.

Furthermore, innovation in community service in the form of the Sidampak program can change the pattern of community activities in managing population administration. Data shows that there is an increase in the community in managing death certificates which has now reached 99%, which is different when there is a Sidampak program that appears 2%. This then became the driving force for the head of administration and general administration of the village of Wukirsari in carrying out further innovations from the Sidampak program. At this time, changes to the Sidampak program have entered the fourth version. In addition, there are changes resulting from Sidampak's innovation: (1) Services are carried out quickly, according to the SOP, served by competent people, high levels of data accuracy, village governments have complete population data; (2) The emergence of interest from other departments and villages in implementing or adopting the system of the Sidampak Program and the village government can position itself as a community service; (3) Establishment of an orderly culture of population administration for the people of Wukirsari village.

## **Conclusion**

The Population Data Utilization System (Sidampak) in the village government of Wukirsari, Sleman Regency is a population administration service program that has provided many benefits. Background there is no clear plan in the development of services to the community and the low level of community participation in ownership of population administration documents which then becomes the basis for creating a population administration service system that can provide complete, accurate, fast, easy and integrated results. This then has consequences for the village government of Wukirsari, Sleman Regency in making public service innovations. This innovation is not only the value of fast, easy, inexpensive, but more on the value of services that are tailored to the culture of the Wukirsari community. One of them is the Lukadesi program and my birthday program. The program then changes public service innovations to better suit the social conditions of rural communities.

In terms of service policy, the Sidampak program has set service standards and includes the involvement of the community of Wukirsari Village in providing input to

stakeholders in the village government of Wukirsari, Sleman Regency about the concept of service desired by the community. Furthermore, with the Sidampak program, it has been shown that service providers with competence are in accordance with the needs of the type of service and the readiness of service providers in providing services that are responsive to service time. In addition, there are data and information updates related to population administration services in the village government of Wukirsari, Sleman Regency. The process is passed by building and improving relations with existing stakeholders, both internally the village government, as well as external parties such as the hamlet head, rw head, and rt head. In developing the process of developing the Sidampak program, the attitude of the head of administration and general affairs began to develop a critical awareness that the Sidampak program could be developed into a monitoring mechanism for village government officials related to the interests of population administration. Meanwhile, the existing data are further analyzed in more detail by the administration and general affairs of the village government of Wukirsari, Sleman Regency related to the causes of population administration barriers, and can be used as material for analysis used by other parts of village administration.

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