222

The Effect of Using the Sipenyu Application on the Effectiveness of Population Administration Services in the Covid-19 Pandemic Era in Berau Regency 2021

NAFRAH MAUDINA ⁱᴅ¹, BELLA KHARISMA ⁱᴅ², DIAN EKA RAHMAWATI ⁱᴅ³

ABSTRACT:

In the current era, the digitalization system is highly utilized both in terms of communication and information that is used to assist the work of government agencies in meeting the needs of the community, namely the fulfillment of public services. the community with government agencies, and previous service systems still have problems that prolong service delivery times and are less effective, therefore the application of a digitalization system is a solution to overcome these problems. This problem also occurs in BERAU Regency in population administration services, so DISDUKCAPIL implements the SIPENYU application as a solution to the service problem. This study uses a mixed method research with data analysis techniques using SEMpls to obtain respondents or community responses using the application, which collects respondents through questionnaires. Furthermore, using Vosviewers with Scopus journal data by using the document keyword to find out the analysis on public services is very influential in the application of IT or government digitization to facilitate services to the community. The purpose of this study is to reveal hypotheses related to the influence and factors that support the use of the SIPENYU application in realizing the effectiveness of administrative services in BERAU Regency. The findings of this study are that there is a significant effect related to the use of the SIPENYU application on the effectiveness of population administration services and this is evidenced by hypothesis testing with measurement indicators, namely Performance Expectancy, Effort Expectancy, Social Influence, on Perceived Enjoyment. on service effectiveness.

ABSTRAK:

Pada era sekarang ini, sistem digitalisasi sangat dimanfaatkan baik dari segi komunikasi maupun informasi yang digunakan untuk membantu pekerjaan instansi pemerintah dalam memenuhi kebutuhan masyarakat yaitu pemenuhan pelayanan publik, Apalagi mengingat di era pandemi ini, banyak pemenuhan pelayanan publik yang sedikit terhambat akibat penerapan pembatasan interaksi antara masyarakat dengan instansi pemerintah, dan sistem pelayanan sebelumnya masih memiliki permasalahan yang memperpanjang waktu penyampaian pelayanan dan itu kurang efektif, oleh karena itu penerapan sistem digitalisasi merupakan solusi untuk mengatasi

permasalahan tersebut. Masalah ini juga terjadi di Kabupaten BERAU dalam pelayanan administrasi kependudukan sehingga DISDUKCAPIL mengimplementasikan aplikasi SIPENYU sebagai solusi dari masalah pelayanan tersebut. Penelitian ini menggunakan jenis penelitian Mixmetode dengan teknik analisis data menggunakan SEMpls untuk memperoleh responden atau tanggapan masyarakat yang menggunakan aplikasi tersebut, yang pengumpulan responden tersebut melalui kuesioner. Selanjutnya menggunakan Vosviewers untuk mengetahui pada pelayanan publik sangat berpengaruhnya penerapaan IT atau digitalisasi pemerintah guna mempermudah pelayanan terhadap masyarakat. Tujuan dari penelitian ini adalah untuk mengungkap hipotesis terkait pengaruh dan faktor apa saja yang mendukung penggunaan Aplikasi SIPENYU dalam mewujudkan efektifitas pelayanan administrasi di Kabupaten BERAU. Temuan penelitian ini adalah terdapat pengaruh yang signifikan terkait penggunaan aplikasi SIPENYU terhadap efektivitas pelayanan administrasi kependudukan dan hal ini dibuktikan dengan pengujian hipotesis dengan indikator pengukuran yaitu Performance Expectancy, Effort Expectancy, Social Influence, terhadap Perceived Enjoyment pada efektivitas layanan.

Keywords: Sipenyu Application, Effectiveness, Population Administration Service, COVID-19, Berau

INTRODUCTION

In today's technological developments based on 4.0 to 5.0 that information and communication technology is very much used to help someone's work to government agencies, in government agencies, of course, the work done is to provide public services to the community because the technology that is growing or increasing will have an impact as well in providing public services to the community that is fast, precise, effective, efficient and of course quality. This modern technology is also used as best as possible to facilitate transactions with the community in the provision of public services (Frastinggo Saputra, 2021).

Talking about the technology used in providing public services to the community, it has been made in the form of E-government which is the use of internet networks and websites in providing services as well as government information to the community (Andana et al., 2021). In Indonesia, there are several e-government development actions, namely by making a website as a medium of communication information by government agencies that provide public services and of course socializing the website to the public, making applications for public services that are government to government (G2G), government to business

(G2B), and government to customers (G2C) (Apriliani et al., 2022). Through E-government, many websites and applications are made to facilitate or reach the effectiveness of public services so that the service that used to be used before using technology, of course, to get services was very convoluted in its management so that it made people sick of public services or it can be said that the index of the level of community satisfaction with public services decrease. Even though there has been E-government in Indonesia, of course, it has not promised the implementation of E-government in certain areas, and even though there are certain obstacles that will occur and it will not always run effectively (Citra Firmadhani, 2019).

Especially in this era of the covid-19 pandemic, where it is known that various activities have been limited or stopped, such as the work of government agencies that temporarily stop services for direct services and limit direct interaction with people who need public services. Also considering that this pandemic era demands a lot of people to be able to get used to the conditions of various forms of assistance to them from government agencies to be limited government agencies to the fulfillment of the public service index which must be adequate in Indonesia, which is 3.65 to 3.84 from 2020 to 2021 from data. elaboration of KOMINFO and the Ministry of PANRB (Cahyani et al., 2021). In this pandemic era with cases of high spikes in the spread of COVID-19, therefore government agencies take policies in the provision of public services, namely by implementing the digitalization of public services or IT-based transformations so that there are no crowds of people in obtaining the desired public services (Andana et al., 2021).

That public service is the government's way of fulfilling the basic needs and civil rights of the community (Haura Atthahara, 2018). Public services are also interpreted as one of the important indicators in the assessment of the performance of the central government to the regions because these services are directly oriented in realizing public health (Azzahra, 2021). Public ser-

vices that are often used or carried out by the community are related to population administration services. Population administration services in the form of services related to the arrangement of population data documents such as the management of Family Cards, E-KTP, Birth Certificates, and others. The population data arrangement is carried out of course through population registration and civil registration which are the tasks of the Population and Civil Registration Service or called DISDUKCAPIL, administrative services by DISDKCAPIL can still be ineffective because there are still many managements who are still not responsive and convoluted (Enitasari & Hertati, 2019).

BERAU Regency applies the Smart city concept in realizing effective and efficient public services to the community, therefore the SIPENYU application is held, where this application is already available on devices with the Android operating system so that it can make it easier for people to use it. The SIPENYU application was designed by the DISDUKCAPIL of BERAU Regency, as well as a form of action by the DISDUKCAPIL of BERAU Regency in overcoming problems of population administration services both before the Covid-19 pandemic era until now. This application was held in September 2019 and for operations carried out in early January 2020, Information data related to the use of the Sipenyu application can be accessed on the website of the Department of Population and Civil Registration (DISDUKCAPIL) of Berau Regency, namely https://disdukcapil.beraukab.go.id and http://simpenduk.com (Farhani & Adnan, 2021).

The SIPENYU application is one of the digital-based service innovations from the DISDUKCAPIL of BERAU Regency to answer problems related to population administration services that are hampered due to the COVID-19 pandemic and the population administration management system which is prolonged and takes a long time so that services can be said to be ineffective. With the SIPENYU application, the people of the BERAU

Regency only need to fill in personal data if they want to take care of such as Family Cards, E-KTP, Birth Certificates, transfers Letters (Transmigration), and others. In the explanation above, it is related to the procurement of turtle applications by the DISDKCAPIL BERAU in the effectiveness of population administration services in the pandemic era to answer problems that occur in the people of BERAU Regency regarding population administration services which are still convoluted and the system of limiting direct interaction by government agencies to people in need. population administration services (Farhani & Adnan, 2021). Based on the background description above, this study aims to reveal the hypothesis of the effect of using the SIPENYU application on the effectiveness of population administration services managing family Cards, E-KTP, Birth Certificates, Regional Moving Letters, or Transmigration.

E-GOVERNMENT

Research related to "Implementation of E-government in Improving the Quality of Public Services" where the researcher said that e-government is known as an innovation or new concept in service delivery carried out by government agencies by following the developments of the era which in this era has embraced technology system or digitalization in its management (Gasova & Stofkova, 2017). E-government is also defined as a form of way to make the best use of technology to increase the effectiveness and efficiency of the government in carrying out its work, such as providing various access to services for the general public and providing various access to information to obtain these services (Hariguna et al., 2019).

The use of e-government makes it easier for people to get access to various services, one of which is public services, where people do not need to go to government agency offices to get these services and can simply be accessed anywhere (Aris Setiawan et al., 2019). In this era of the COVID-19 pandemic, the use of e-government is very appropriate to obtain services, which we know

before the COVID-19 pandemic that many services had problems such as complicated management, a long time so that government performance systems could not occur. transparency and effectiveness to the community (Mustanir, 2020). Even when entering the era of the COVID-19 pandemic, services had additional obstacles, such as service management which was stopped for a long time in restrictions on community interaction to the community's increasing need for public services, therefore E-government was used as a solution to answer these problems and of course, the use or application of E-government is continuously being carried out by innovation to adjust the conditions of service management provided to the community so that service effectiveness can be realized even in the era of the COVID-19 pandemic (Mustanir, 2020).

PUBLIC SERVICE

Service is the provision of services to the community to meet their needs as citizens, public services can also be said to be public service activities carried out by government agencies to communicate to meet the needs of the community itself where the implementation of these services has been regulated laws and regulations (Kelly, 2020).

Speaking of public services, the community as the target demands the provision of quality or excellent service (Moch. Faisal, 2020). The prosecution occurs because the public services that have been received by the community so far have occurred due to the provision of prolonged services that take a long time, especially considering that in this era of the covid-19 pandemic, many public services are not carried out properly and the level of community need for these services is getting higher making government agencies have to find ways or take further action to resolve these problems, such as by utilizing technology or digitization such as making websites to applications that can be accessed anywhere to help the community get effective and excellent public services in this pandemic era (Charis, 2020). Regarding the

achievement of effective public services, of course, several indicators are considered, namely Ease of Access, Security, Right Time, Responsibility, Discipline, and Completeness of Facilities and Infrastructure (Kurniawan, 2016).

RESEARCH METHOD

The research carried out by the author is mixed methodology research, which is a methodology that provides philosophical assumptions in showing directions or giving instructions on how to collect data and analysis data as well as a combination of quantitative and qualitative approaches through several phases of the research process (Creswell, 2014).

Source The source of research data, namely primary data in this data can be obtained from the results of questionnaires that have been distributed to respondents, namely the people of BERAU Regency regarding the effect of using the SIPENYU Application on the effectiveness of population administration services in the era of the COVID-19 pandemic in 2020. Secondary data, data source from the DISDUKCAPIL BERAU website, online media, literature reviews, journals, print media, books and others.

Collection techniques were carried out by distributing questionnaires through google forms, the respondents in this study were people who used the SIPENYU application in the BERAU Regency with a total of 80 respondents.

Management uses SEMpls software to test the existence of a correlation between research variables or to prove hypotheses made by researchers regarding the effect of using the SIPENYU Application on the effectiveness of administrative services to obtain valid data, for indicators of the value of the questionnaire using a Likert scale approach (Very Disagree, Disagree, Average, Agree, and Strongly Agree) (1, 2, 3, 4, and 5). SEMpls to prove the hypothesis made by research and of course using measuring indicators or measuring theory in previous research, the hypothesis certainly contains questionnaire data that will be shared by

the respondent's father in this study. this can help the validity of this research. The indicators that measure the hypothesis used are of course Performance Expectancy, Effort Expectancy, Social Influence, and Percieved Enjoyment on service effectiveness.

Figture 1. Research Framework

Vosviewers tools with data sources in this research, namely international articles, and data collection is done with the Scopus database. This study is to search the Scopus database using the keyword "document search", the keywords used by the researcher are E-government and Public service which these keywords will be analysis descriptively based on the year of publication (2015-2021).

RESULT AND DISCUSSION

Analyze E-government on the Effectiveness of Public Service
In this study, it will prove that in the implementation or provision of public services to the community, of course it requires a tool or an innovation that facilitates its implementation, therefore this research proves the existence of these innovations through analysis or meta-analysis in order to find out the relationship between innovations such as the procurement of digitalization. on public services with people's satisfaction in obtaining services is very high or even it makes it difficult for them or only has a mediocre impact. In this study also by looking at the results of the meta-analysis, it can be concluded that with the implementation of digitalization or IT in the implementation of government tasks in the public sector, is it only in public services or maybe it can be another implementation, of course, in facilitating the needs of the community.

This study using the theory of e-government and digital pub-

lic service from Muhammad Iqbal's research with research measuring the effectiveness of using online public complaints media in the Special Region of Yogyakarta, The data obtained in previous research is that the use of online public complaints media in the Special Region of Yogyakarta has a significant influence in supporting the effectiveness of public services because community complaints are made easier to access because there is a digitalization system in the public service sector such as the online complaint media. Which helps to analyze the use or application of E-government on the effectiveness of public services, the following is a visualization of the mapping results. which for networks between topics or published articles amounted to 733. The mapping visualization obtained from the Scopus database was carried out using bibliometrics, overlays, and density in Vosviewers. A bibliometric network consisting of vertices and edges is used to show a strong or bound relationship represented by distance, the closer the distance between vertices, the more significant the correlation between vertices. Topics related to the use of e-government related to realizing the effectiveness of public services:

Figure 2. Implementation of E-government in Public Services
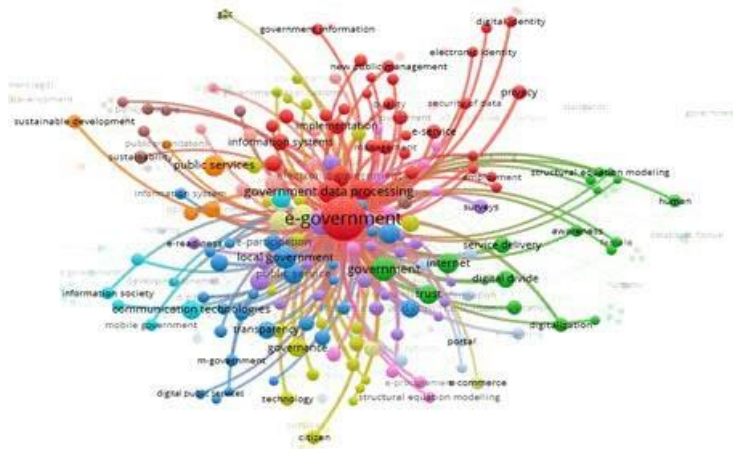
In Figure 2. Public services that implement E-government are government actions that utilize technology or digitalization systems in providing services to the community so that the realization of service effectiveness is in following with the expectations of the community in general, namely services that are not complicated in their management and do not take a long time. and excellent service quality. In realizing the effectiveness of these services through e-government, there is a service system that is all digital or technology-based, such as the existence of mobile government, portals, e-services, e-procurement, digital public services, and service delivery. The implementation of E-government is expected to be able to realize a government that is transparent, clean, and responsible so that it can gain the trust of the public for every implementation of its activities related to services.

Figure 3. Factors Affecting the Implementation of E-government in Public Services
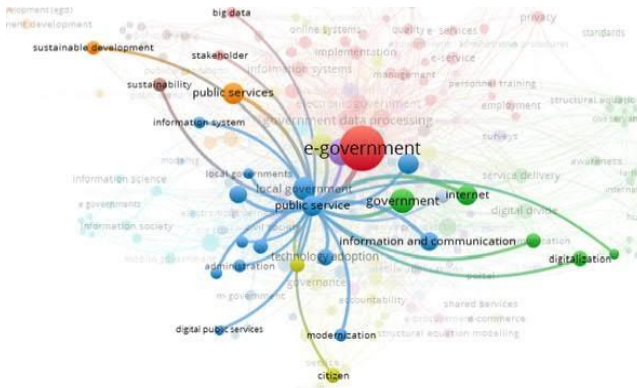
The target of E-government itself is to establish an information network between government agencies (Government information) to make it easier for them to know what are the obstacles when carrying out public services to the community, the establishment of communication between government agencies

232   as a form of their cooperation. in fulfilling public service infra-
structure facilities to the community (Pérez-Morote et al., 2020).
Furthermore, there is a management system in the performance
process of government agencies that are transparent and effec-
tive to obtain a smooth service process to the general public.

Figure 3. talking about the implementation of E-government
in public services, of course several factors support the imple-
mentation, namely stakeholders, citizens, information and com-
munication, internet, technology adaptation, and digital public
services (Roman Hadi Saputro & Safriansyah, 2021). Stakehold-
ers become actors who use technology or digitalization in the
implementation of their performance in an organization to
achieve their work targets, but if the citizen is a community or
subject intended for service delivery and who receives services
from the government through digital-based services or so-called
E-government (Mustanir, 2020). The two actors, namely stake-
holders and citizens, are supporting factors for the implementa-
tion of E-government in terms of actors, then information and
communication are the basis for implementing e-government
because these two things serve as a forum for connecting be-
tween government institutions and the community in to obtain
affordable public service. excellent, with the existence of com-
munication and information, it can be seen what are the ob-
stacles in providing services, namely services that are convoluted
and take a long time so that E-government is implemented as a
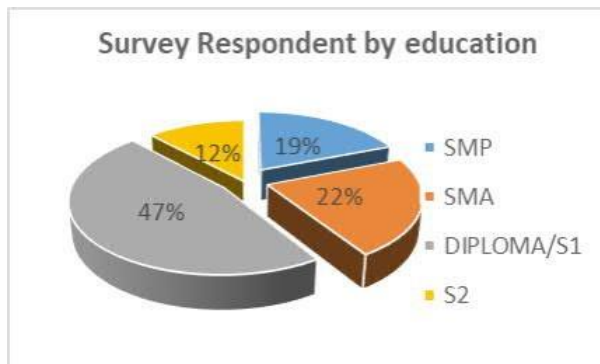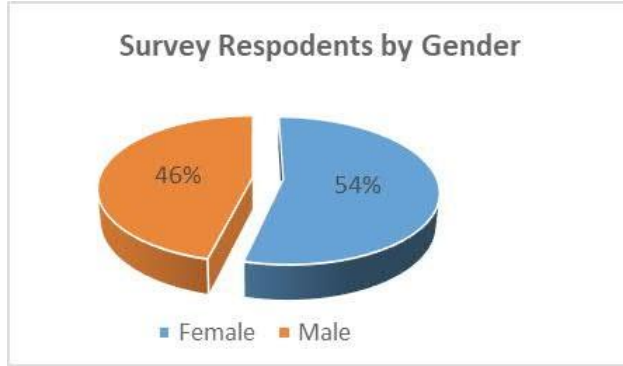solution to these problems (Niswaty et al., 2020).

Factors that influence the implementation of E-government
in public services when viewed from the picture above, namely
the internet which correlation with public services and E-govern-
ment, here the internet becomes a forum for accessing E-govern-
ment itself in obtaining public services, this is because if the
quality of internet connection is adequate, then the implemen-
tation or application of E-government is also adequate
(Suharyana, 2017). Because what we know is that E-government
exists due to the use of technology or digitization, such as by

procuring websites, social media accounts, to applications that can all be accessed using the internet network (Suciska, 2016). Furthermore, other factors related to the implementation of e-government are adaptation technology and digital public service, in this modernization era, which is 4.0 to 5.0, a lot of people's work until the work of government agencies has adopted or adopted technology to help smooth their performance to get performance rewards, therefore in management the provision of public services by government institutions or agencies utilizing this technology by creating a service application or digitizing services as a form of implementing E-government to facilitate the delivery of services to the community to realize service effectiveness and excellent quality (Sukarno et al., 2021).

Analyze of Effect SIPENYU Application on the Effectiveness of Population Administration Service in the COVID-19 era in Berau Regency
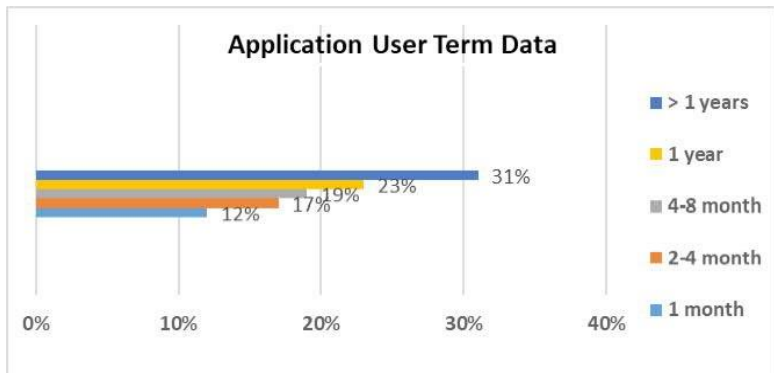
In the BERAU Regency, where the community experienced problems such as the above explanation regarding service management more specifically on population administration services until the DISDUKCAPIL held the SIPENYU application which can be accessed anywhere to obtain services, and of course, the application can be downloaded via Play-store. Based on the results of a questionnaire survey on Google Forms, 50% of users of the SIPENYU application are used by the 17-25 years old, 21.9% of the 26-35 years old, 15.6% of the 36-45 years old, and the 46 years old. above 12.5%, based on the exposure of the survey results, it can be concluded that the use of the turtle application is mostly from teenagers to adults. This is because for those aged 46 years and over, the understanding of service technology is still lacking. The results of this study, which surveyed 80 respondents through Google Forms, for the respondent's profile, of course, this study used the general gender, the length of time using the application, to the last education. The following is the survey data:

Diagrams 1 and 2. SIPENYU Application Users Based on Gender and Last Education

Survey Respodents by Gender

46% 54%

■ Female ■ Male

Survey Respondent by education

12% 19%

47% 22%

■ SMP
■ SMA
■ DIPLOMA/S1
■ S2

Source: Processed by Google Forms, 2022

Diagram 3. Period of Use of the SIPENYU Application

Application User Term Data

■ > 1 years
■ 1 year
■ 4-8 month
■ 2-4 month
■ 1 month

31%
23%
19%
17%
12%

0% 10% 20% 30% 40%

Source: Processed by Google Forms, 2022

Based on diagram 3. Many respondents have used the SIPENYU Application for a long time, as above that the dominant respondents have used the application for 1 month as much as 12%, 2-4 months as much as 17%, 4-8 months as much as 19%, for 1 year as much as 23%, and for those whose use has been above 1 year as much as 31%. Based on the long exposure to using the application, it can be concluded that many people in the BERAU Regency believe and are comfortable in using the application to meet the needs of population administration services.

Talking about public services in the era of the COVID-19 pandemic, one of which services, namely population administration, is indeed an important thing, this is because the management of population administration such as managing E-KTP, Family Cards, Birth Certificates, and others are needed in this era especially considering the many procedures that must be fulfilled in every community activity such as applying for jobs, registering for school, participating in COVID-19 impact assistance activities (BLTH) all of which require population administration files. The importance of the management of population administration by the people of BERAU Regency, so DISDUKCAPIL takes action to full these service needs by holding the SIPENYU Application so that the community can get access to population administration services even in the era of the COVID-19 pandemic which limits the direct interaction of the community with government institutions. The following is proof that there is an effect of using the SIPENYU application on the effectiveness of population administration services in BERAU Regency in the 2021 COVID-19 pandemic era which is tested through a hypothesis:

Figure 1. Hypothesis Test Results
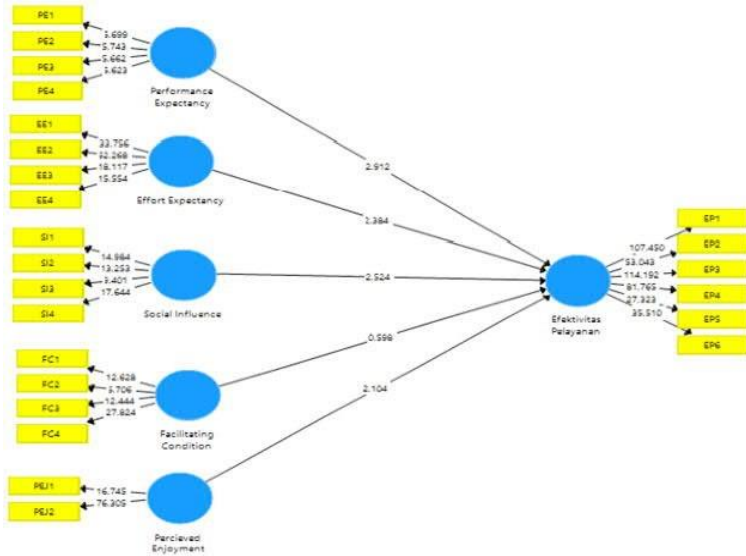
Source: Processed by primary data, 2022

In Figure 1 hypothesis testing is carried out between independent and dependent variables using the bootstrapping method on SEM-pls to determine the validity and reliability of the research data. In this test using T-statistics and P-values which will be presented in the form of a T-table, to find out valid research data, of course, the T-statistic value is > 1.96 and P-values are < 0.05 (Haryono, 2017). The following is a T-table of the results of hypothesis testing "The Effect of Using the SIPENYU Application on the Effectiveness of Population Administration Services in the BERAU Regency in the 2020 Coivd-19 Pandemic Era:

Table 2. Hypothesis Testing the Effect of Using the SIPENYU Application

VARIABEL	ORIGINAL SAMPLE	SAMPLE MEAN	STDEV	T-STATISTICS	P VALUE	HIPOTESIS
PE-EP	0.260	0.238	0.089	2.912	0.004	Accepted
EE-EP	0.332	0.330	0.139	2.384	0.017	Accepted
SI-EP	0.354	0.369	0.140	2.524	0.012	Accepted
FC-EP	0.089	0.084	0.149	0.589	0.550	Received
PEJ-EP	0.307	0.297	0.146	2.104	0.036	Accepted

Source: Processed by primary data, 2022

PERFORMANCE EXPECTANCY HYPOTHESIS – SERVICE EFFECTIVENESS

In the Performance Expectancy (PE) hypothesis on Service Effectiveness (EP) there is a T-statistic of 2,912 which includes the value (>1.96) and for the P-value of 0.004 which includes a value (<0.05), then from the test results From the hypothesis, it can be concluded that there is an effect of performance expectancy on service effectiveness as evidenced by the turtle application used by DISDUKCAPIL BERAU Regency in carrying out their work related to providing population administration services to the community faster and can improve the quality of their performance as well. Performance expectancy is one of the factors that influence the community to government agencies to adopt or implement an application innovation in increasing their performance productivity (Anggraeny et al., 2021).

In using the SIPENYU application, it to have a good impact on users, namely real-time population administration services, meaning that services in the management of E-KTP, family cards, birth certificates, and others have a predetermined time so that the public can find out when in obtained the management without guessing the time when completing various procedures for population administration services in BERAU Regency during the 2020 covid-19 pandemic era. The existence of the SIPENYU application to obtain population administration services by the people of BERAU Regency became more effective, this is because, with this application, the people of the BERAU Regency the public as users can access the services they want anywhere without having to go to the DISDUKCAPIL office, people who use the application simply meet the requirements needed to take care of an E-KTP, Family Card, Birth Certificate, and others without having to bring the file to the office and for population administration files that have been taken care of by the DISDUKCAPIL can be taken directly to the office when they have obtained information directly through the application.

238

**EFFORT EXPECTANCY HYPOTHESIS – SERVICE EFFEC-
TIVENESS**

In the Effort Expectancy (EE) hypothesis on Service Effec-
tiveness (EP) there is a T-statistic of 2,384 which includes a value
(> 1.96) and for a P-value of 0.017 which includes a value (<0.05)
then from the test results from this hypothesis, it can be con-
cluded that the ease of using and accessing the SIPENYU appli-
cation to obtain population administration services in the
BERAU Regency can affect the community, both from teenag-
ers to parents. The ease of using the SIPENYU application is
certainly supported by the access and efforts of the people of the
BERAU Regency itself, the age-friendly SIPENYU application
also supports that this application becomes easy to use and can
increase the intensity of the community to use the application.

**SOCIAL INFLUENCE HYPOTHESIS – SERVICE EFFECTIVE-
NESS**

In the Social Influence (SI) hypothesis on Service Effective-
ness (EP) there is a T-statistic of 2,524 which includes a value
(>1.96) and for a P-value of 0.012 which includes a value (<0.05),
then from the test results From this hypothesis, it can be con-
cluded that social influence has a significant influence on ser-
vice effectiveness, which is evidenced by the invitation from rela-
tives to related families to use the turtle application in managing
population administration because it is important. Don't forget,
the DISDUKCAPIL of the BERAU Regency does socialization
between sub-districts to schools to socialize the application so
that the public knows what the turtle application is like and how
easy it is to access it and the service becomes more effective if
you use the application, other socialization carried out by
DISDUKCAPIL of course through media social media, official
websites, to billboards.

Social influence is one of the factors that influence the appli-
cation of the application system to work by government agen-
cies, this is because social influence is related to how someone

treats or invites other people to participate in activities or use applications to facilitate their work (Anggraeny et al., 2021).

FACILITATING CONDITIONS HYPOTHESIS – SERVICE EFFECTIVENESS

In the Social Influence (SI) hypothesis on Service Effectiveness (EP) there is a T-statistic of 0.589 which does not include the value (>1.96) and for the P-value of 0.550 which does not include the value (<0.05), then from the results of the hypothesis test, it can be concluded that the facilitating conditions do not have a significant effect on the effectiveness of services, which is evidenced by the fact that several respondents who took the questionnaire service chose that the SIPENYU application usually had problems with the network infrastructure, especially considering that in BERAU Regency there is indeed a network infrastructure. need to be improved so that internet network access becomes smooth. However, although the internet network infrastructure in the use of the turtle application is constrained, it does not make the population administration services carried out by the DISDUKCAPIL of BERAU Regency ineffective. The following are the features of the SIPENYU application that can be accessed;

Figure 2. Features of the SIPENYU Application

Source: http://www.simpenduk.com

240

PERCEIVED ENJOYMENT HYPOTHESIS – SERVICE EFFEC-TIVENESS

In the Perceived Enjoyment (PEJ) hypothesis on Service Effectiveness (EP) there is a T-statistic of 2.104 which includes a value (>1.96) and for a P-value of 0.036 which includes a value (<0.05) then from the test results From this hypothesis, it can be concluded that perceived enjoyment has a significant effect on service effectiveness, which is evidenced by the fact that if there are obstacles such as the internet network infrastructure or application system when using the SIPENYU application, the public as users can report these problems through the DISDUKCA-PIL number.

BERAU Regency and can comment directly through the appraiser on Playstore to evaluate the application so that the obstacles that have occurred can be overcome and do not happen again in the future so that it also has an impact on the effectiveness of the services carried out by the DISDUKCAPIL related to administrative management (Wijaya & Aprilia, 2020). population trajectory in BERAU Regency. In the BERAU application, which provides various access to population administration services, the use of which is not confusing, so that the people of the BERAU Regency think that services using such a system or application-based are more fun, especially in the era of the covid-19 pandemic where everything is online in supporting community activities so that the adoption of the SIPENYU application in service management is the right choice to realize service effectiveness in this era of the covid-19 pandemic.

CONCLUSION

The purpose of this study is to prove the researcher's hypothesis, which is related to the effect of using the SIPENYU application on the effectiveness of population administration services in BERAU Regency during the 2020 covid-19 pandemic, public services in the covid1-9 pandemic era, one of which is population administration. This is because the administration of popu-

lation administration such as taking care of E-KTP, Family Cards, Birth Certificates, and others is very much needed in this era especially considering the many procedures that must be fulfilled in every community activity such as applying for jobs, registering for school, participating in Covid-19 impact assistance activities (BLTH), all of which require population administration files.

The importance of the management of population administration by the people of the BERAU Regency, so DISDUKCAPIL takes action to fulfill these service needs by holding the SIPENYU Application so that the community can get access to population administration services even in the era of the covid-19 pandemic which limits the direct interaction of the community with government institutions. From the various presentations on the results of the hypothesis test, it can be concluded that the various indicators measuring the use of E-government that have the highest value are ***Performance Expectancy*** with T-statistics (2.912) and P-value (0.004), followed by the ***Social Influence*** indicator with T-statistics (2.524), and P-value (0.012), ***Effort Expectancy*** with T-statistics (2.384) and P-values (0.017), and ***Perceived Enjoyment*** with T- statistics (2.104) and P-value (0.034) so that all of these indicators The gauge which has the highest value can have a significant effect on the effectiveness of population administration services. The ***Facilitating Conditions*** indicator has a T-statistical value (0.589) and a P-value (0.550) which means that this indicator does not have a significant effect but does not mean that the use of E-government cannot realize service effectiveness, especially population administration services.

Suggestions for further research can use indicators or measuring theory in this study which is still in the weak category and can be developed from the measuring theory into a new research, of course related to research that discusses E-government or public services.

REFERENCES

Andana, A, K. Sadu, W., & Andi, P. (2021). Penerapan E-government Dalam Meningkatkan Kualitas Pelayanan Publik Di Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu Kota Bandung Provinsi Jawa Barat "Implementation of Egovernment in Improving the Quality of Public Service in Department of Invest. 13(2), 145-157.

242

Anggraeny, C. D., Pribadi, U., & Iqbal, M. (2020). Faktor Yang Mempengaruhi Masyarakat Menggunakan Aplikasi Lapor Polisi Kita di Kabupaten Sleman. *ARISTO*, *9*(1), 30-50.

Apriliani, R., Meigawati, D., & Basori, Y. F. (2021). Efektivitas Pelayanan Online Dalam Pendaftaran Pembuatan Kartu Keluarga di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Sukabumi. Jurnal Ilmiah Muqoddimah: Jurnal Ilmu Sosial, Politik dan Hummanioramaniora, 6(1), 19-27.

Atthahara, H. (2018). Inovasi Pelayanan Publik Berbasis E-government: Studi Kasus Aplikasi Ogan Lopian Dinas Komunikasi dan Informatika di Kabupaten Purwakarta. *Jurnal Politikom Indonesiana*, *3*(1), 66-66.

Cahyani, G. A., Cikusin, Y., & Anadza, H. (2021). EFISIENSI LAYANAN SAMBAT ONLINE DALAM PENERAPAN E-GOVERNMENT DI KOTA MALANG. Respon Publik, 15(8), 1-5.

Christiani, C. (2020). Strategi Peningkatan Kualitas Pelayanan Administrasi Kependudukan (Studi Kasus Di Kelurahan Tempelan Kecamatan Blora Kabupaten Blora). *MIMBAR ADMINISTRASI FISIP UNTAG Semarang*, *17*(2), 123-143.

Creswell, J. W. (2014). A concise introduction to mixed methods research. SAGE publications.

Enitasari, R., & Hertati, D. (2019). Efektivitas Pelayanan Administrasi Kependudukan Berbasis Aplikasi Berkas Mlaku Dewe Di Kantor Kecamatan Sukodono Kabupaten Sidoarjo. *Public Administration Journal of Research*, *1*(2), 137-150.

Farhani, A., & Adnan, M. F. (2021). Efektivitas Pelayanan Dokumen Kependudukan Melalui Sistem Paduko. *JESS (Journal of Education on Social Science)*, *5*(1), 66-79.

Firmadhani, C. (2019). Efektivitas Penggabungan Kelurahan Dalam Meningkatkan Kualitas Pelayanan Administrasi Kependudukan di Kelurahan Nunang Bangun Kecamatan Payakumbuh Barat Kota Payakumbuh Provinsi Sumatera Barat. *Jurnal Media Birokrasi*, 157-174.

Gasova, K., & Stofkova, K. (2017). E-government as a quality improvement tool for citizens' services. *Procedia engineering*, *192*, 225-230.

Hariguna, T., Rahardja, U., & Aini, Q. (2019). Effect of Social Media Activities to Determinants Public Participate Intention of E-government. *Procedia Computer Science*, *161*, 233-241.

Kurniawan, R. C. (2016). Tantangan kualitas pelayanan publik pada pemerintah daerah. Jurnal Ilmiah Administrasi Publik Dan Pembangunan, 7(1), 15-26.

Mustanir, A. (2020). Implementasi E Government Pemerintahan Desa Dalam Administrasi Pelayanan Publik (Studi Kasus Web Site Desa Kanie Kecamatan Maritengngae Kabupaten Sidenreng. Rappang).

Mustofa, M. F., Afifuddin, A., & Hayat, H. (2020). EVEKTIVITAS PELAYANAN ADMINISTRASI KEPENDUDUKAN DALAM MENINGKATKAN TATA KELOLA PEMERINTAHAN YANG BAIK (Studi Pelayanan KK, KTP/E-KTP dan Akta Kelahiran di Kelurahan Merjosari Kecamatan Lowokwaru Kota Malang). Respon Publik, 14(3), 14-26.

Niswaty, Risma Maualana, A Muhammad Fajar Darwis, Muhammad Salam, Rudi. (2020). Effectiveness of Public Services At the Population and Civil Registry Office in Soppeng Regency. XVI, 71-82.

Napitupulu, S., Haryono, T., Laksmi Riani, A., Sawitri, H. S. R., & Harsono, M. (2017). The impact of career development on employee performance: an empirical study of the public sector in Indonesia. International Review of Public Administration, 22(3), 276-299.

Pérez-Morote, R., Pontones-Rosa, C., & Núñez-Chicharro, M. (2020). The effects of e-government evaluation, trust and the digital divide in the levels of e-government use in European countries. Technological forecasting and social change, 154, 119973.

Saputra, F. (2017). Efektivitas Pelayanan Pada Dinas Kependudukan dan Pencatatan Sipil Kota Palangkaraya Dalam Mewujudkan Pelayanan Prima. *Jurnal Ilmu Sosial, Politik dan Pemerintahan*, *6*(2).

Saputro, R. H. (2021). Tantangan Sistem Informasi Berbasis Pelayanan Publik di Era Revolusi Industri 4.0. Sawala: Jurnal Administrasi Negara, 9(1), 89-101.

Savira, A., & Kurniawan, I. D. (2021). Efektivitas Aplikasi "AKOne MAK'e" di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Sukoharjo. *Jurnal Inovasi Penelitian*, *2*(4), 1169-1178.

Setiawan, A., Hermini, R., & Manar, D. G. (2013). Efektifitas Penerapan E-Government Pada Dinas Kependudukan Dan Catatan Sipil Kabupaten Sragen Dalam Program Sistem Informasi Administrasi Kependudukan (SIAK). Journal of Politic and Govern- ment Studies, 2(3), 1-15.

Siswanto, A., & Setiawan, R. I. (2016). Efektivitas Kerja Pegawai Dalam Peningkatan Pelayanan Administrasi Kependudukan Se-Kecamatan Talun Kabupaten Blitar. *Riset Mahasiswa Ekonomi (RITMIK)*, *3*(2).

Suciska, W. (2016). Optimalisasi Penerapan E-Government Melalui Media Sosial Dalam Mewujudkan Good Governance. In *Prosiding Seminar Nasional Komunikasi" Akselerasi Pembangunan Masyarakat Lokal Melalui Komunikasi dan Teknologi Informasi"* (pp. 374-389). Program Studi Ilmu Komunikasi FISIP Universitas Lampung.

Suharyana, Yana. (2017). Implementasi E-Government Untuk Pelayanan Publik di Provinsi Banten. Jurnal Kebijakan Pembanguan Daerah, 1(1), 45-48.

Sukarno, M., Winarsih, A. S., Wijaya, H. H., & Cahyani, P. S. (2021). Analisis Pelayanan Publik Berbasis Media Sosial: Studi Kasus Provinsi Jawa Tengah. Journal of Social Politics and Governance (JSPG), 3(1), 12-22.

Wijaya, R., & Aprilia, R. (2020). Efektivitas Pelayanan Publik Dalam Meningkatkan Indeks Kepuasan Masyarakat di Kecamatan Jatinegoro Kabupaten Sumedang Provinsi Jawa Barat. *VISIONER: Jurnal Pemerintahan Daerah di Indonesia*, *12*(3), 465-477

243

ACKNOWLEDGEMENT