



Implementation of the Online Administrative Services Application for Population Management (Pasti Oke) in Garut Regency

Ucep Bayu Bastian

Al Ghifari University, Bandung, Indonesia
ucepbayubastian@gmail.com

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Abstract

This study employs a qualitative research method to examine the implementation of the PASTI OKE application at the Population and Civil Registration Office of Garut Regency. The objective of this research is to understand how the PASTI OKE application is implemented at the Population and Civil Registration Office of Garut Regency. This study is motivated by the fact that the majority of the public are unaware that population administration services are now available online. The techniques used to collect data in this study include interviews, documentation, and observation. The data analysis process involves steps such as reducing data, presenting data, and finally drawing conclusions. The number of research informants is three people. The results of the study indicate that one of the factors hindering the implementation of the PASTI OKE application is the community, particularly the elderly and residents with limited access to digital technology. To address this, the Population and Civil Registration Office has assigned two staff members to each sub-district to socialize and assist the community in using population services through the PASTI OKE application.

Keywords: Implementation, Obstacles, PASTI-OKE Application.

1. INTRODUCTION

Population administration is a very important part of public services, as it is directly related to the identity and basic rights of citizens. According to (Annisa Fitriani, 2023), population administration is a series of activities to manage population data by recording civil information, registering citizens, and processing various information related to population administration. Public services are a form of service provided by government institutions, both central and local (Rismayanti et al., 2021). According to Duhita (2018) in (Diffa Adristii Efelian Feblianto & Djoko Widodo, 2023), public services are activities carried out to meet the needs of the community with a focus on the common good, realizing efficiency in handling matters related to the public, reducing the time needed in the service process, and providing satisfaction to the community.

The government is obligated to provide services to the public in accordance with regulations stipulated in the law (Ismail & Ismail, 2022). The government is required to provide services that are efficient, accountable, and easily accessible to the public (Putri et al., 2025). To respond to the increasing expectations of the public regarding the services provided by the government, public service providers must also continue to develop and innovate in providing quality services (Widianis & Sukraaliawan, 2024). According to Wahyurudhanto (2020) in (Setiawan & Anisykurlillah, 2024), the government is continuously improving its service system using digital technology. They are striving to improve bureaucracy based on public expectations to ensure that the services provided are of higher quality. Bureaucracy plays a crucial role in government administration and national development.

Advancements in technology and information have opened opportunities in public administration services, prompting public sector organizations to transition from manual services to digital-based services (Irma Nurdiana & Khithoh Ayumi, 2024). Presidential Instruction No. 3 of 2003 on national policies and strategies for the development of electronic-based government requires every



government agency to create a website as part of efforts to realize a government that uses information technology, so that public services can be provided more effectively, quickly, and efficiently (Fachrul Nurhadi et al., 2020). The Population and Civil Registration Office of Garut Regency, in the context of the government promoting digital transformation in the population administration sector, not only provides direct (offline) services but also operates digital-based services through the PASTI-OKE (Online Population Administration Services) application. The presence of this application is an innovation in public services designed to simplify the process of handling population documents and improve efficiency in population administration management. The primary objective of operating the PASTI-OKE application is to make it easier for the public to access services without always having to visit the Disdukcapil office, while also accelerating service delivery through a shorter and more integrated process. Through this digitalization, it is hoped that various processes, from submitting document requests, verifying data, to issuing population documents, can be carried out more effectively, efficiently, and transparently.

The implementation of this digital-based service is also in line with the government's policy to promote digital transformation in the public service sector, emphasizing the importance of ease of access, speed, and accuracy in population administration services. As such, the PASTI-OKE application is expected not only to enhance public satisfaction but also to strengthen the performance of the Garut Regency Disdukcapil in providing excellent service. The PASTI OKE application provides various population administration services, such as the issuance of Family Cards (KK), the issuance and recording of E-KTPs, the submission of KIA, Birth Certificates, Death Certificates, as well as the processing of Moving and Arrival Letters. Additionally, users can update personal information, synchronize data, and track the progress of document submissions directly through the application. This application was created to provide administrative services to the residents of Garut Regency (Hadita et al., 2025). However, the implementation of the PASTI-OKE application has not been fully realized, particularly in areas located far from the city center or the Disdukcapil office. The relatively remote geographical conditions and limited technological infrastructure are among the factors hindering the optimal utilization of this application.

Based on the research findings, there are several problems faced by the community in accessing services through the PASTI-OKE application. These problems include internet network access disruptions that prevent the service from running smoothly, difficulties during the login process to the application that prevent users from continuing with their service applications, and unclear document processing procedures that cause confusion for some members of the community. These challenges indicate that while the PASTI-OKE app was designed to simplify administrative services for population management, its success heavily depends on the availability of supporting infrastructure, clarity of procedures, and ease of use. Therefore, continuous improvements in technical aspects and public awareness campaigns are necessary to ensure that this application can be accessed and used to its full potential by all segments of society, including those living in remote areas.

2. METHOD

In this study, the method used is a qualitative method. According to Wijaya et al (2025) in (Hibatullah Rifqi, 2025), qualitative research is an approach that aims to gain a deep understanding of social phenomena or human behavior, taking into account subjective perspectives and the context in which the phenomenon occurs. According to Safarudin et al (2023) in (Sucahyo et al., 2025), qualitative research aims to understand the symptoms of what the research subjects feel or obtain comprehensively, by describing them in words and language. The researchers used the policy implementation indicators proposed by Edward III in (Tiwa et al., 2023), which include indicators of communication, resources, disposition, and bureaucratic structure related to the phenomenon being studied. The purpose of the research is to analyze how the PASTI-OKE policy is implemented in practice. The techniques used to collect data in this study were interviews, documentation, and observation. The data analysis involved steps such as reducing the data, presenting the data, and



finally drawing conclusions (M. Ansyar Bora, 2025).

3. RESULT AND DISCUSSION

This study discusses the implementation of population administration services through the PASTI OKE application used by the Population and Civil Registration Office of Garut Regency. This study uses Edward III's theory, which covers several aspects such as communication, resources, disposition, and bureaucratic structure.

a. Communication

Communication in policy implementation is the way of conveying information, orders, or messages from policy makers to policy implementers and related parties, so that the intent, objectives, and content of the policy are easily understood and implemented correctly. According to Edwards in (Hintalo et al., 2024), for policy implementation to be successful, policies must be conveyed clearly, accurately, and consistently to individuals who have the ability to implement them. If the messages and instructions from the policy maker are unclear and poorly defined, there is a high likelihood of misunderstandings among the designated policy implementers. This will inevitably lead to confusion among implementers, particularly regarding how they should interpret task descriptions. This communication process is not one-way but involves two-way information flow through feedback mechanisms from policy implementers and beneficiaries back to the policy maker. This feedback serves to ensure that policy implementation is in line with the objectives that have been formulated and is able to respond to existing needs.

Clarity in the delivery of policy information is an important factor that determines the success of implementation in the field. Effective communication can minimize misunderstandings, facilitate coordination, and ensure that all parties involved have the same understanding of the steps that must be taken. In addition, communication also serves as a means to identify and convey obstacles or constraints encountered during the implementation process, so that appropriate corrective measures can be taken immediately. Thus, good communication between policy makers, policy implementers, and beneficiaries is one of the keys to the successful, efficient, and targeted implementation of policies.

Based on the results of the communication indicator research, the Population and Civil Registration Office (Disdukcapil) of Garut Regency has conducted outreach regarding the use of the PASTI-OKE application through various channels and methods. These efforts include the use of social media to reach a wide audience, the installation of banners in each sub-district as a means of visual information, and the placement of two Disdukcapil staff members in each sub-district who are specifically tasked with providing socialization and assistance to the community in using the application. This strategy is expected to facilitate public access to digital population administration services, thereby making the service faster, more effective, and more efficient.

However, despite the various outreach efforts, the effectiveness of information dissemination still faces limitations. Some members of the public, particularly the elderly and those with limited access to or ability to operate digital technology, still face difficulties in understanding the procedures for using the PASTI-OKE application. These barriers cause some members of the public to continue to rely on face-to-face services at sub-district or village offices, meaning that the main objective of implementing the application to speed up services has not been fully achieved. This situation indicates that the success of implementing a digital-based public service application is not only determined by the availability of technology and the intensity of outreach efforts, but also by the ability of the community as users to access and utilize it optimally. Therefore, a more inclusive and sustainable communication strategy is needed, such as direct assistance, training for specific community groups, or providing simple and easy-to-understand user guides for all segments of society.



b. Resources

Resources in policy implementation encompass all capabilities, potential, and assets owned or accessible by policy implementers to achieve policy objectives effectively and efficiently. These resources include various important elements that support each other, including competent human resources, adequate funding, supporting facilities and infrastructure, the availability of accurate information, relevant technological support, and clear authority in accordance with laws and regulations.

According to Edward III in (Nida Silvia Lestari et al., 2024), effective policy implementation is highly dependent on available resources. Resources are crucial to an organization's ability to achieve its goals. An organization cannot function properly without sufficient resources. There is no way to implement policies without resources. The availability and quality of resources are key determinants of policy implementation success. Without adequately skilled human resources, sufficient funding, and supportive infrastructure, even well-formulated policies may face obstacles in their implementation. Similarly, the appropriate use of technology and information will accelerate the implementation process, while clear authority will minimize overlapping tasks and responsibilities among implementers.

Therefore, the optimal fulfillment of resource needs is an absolute prerequisite for the successful implementation of policies. Weaknesses in any aspect of resources can affect the overall effectiveness of policy implementation and hinder the achievement of established goals. Therefore, policy implementation planning must always consider the availability, quality, and distribution of resources appropriately. Resource indicators in the implementation of the PASTI-OKE application at the Population and Civil Registration Office (Disdukcapil) of Garut Regency include the availability of experts, facilities and infrastructure, as well as adequate technological infrastructure support. Disdukcapil has expert staff in the field of information technology who play a crucial role in operating and managing the PASTI-OKE application. These experts are stationed at the Disdukcapil office as the service and system control center, and are supported by the deployment of two Disdukcapil staff members in each sub-district. This staff deployment aims to support the implementation of population administration services based on the application at the sub-district level.

The staff recruitment process is carried out from the selection stage of Civil Service Candidate (CPNS) to appointment as Civil Servants (PNS) within the Disdukcapil environment. Thus, the assigned staff are aligned with their respective competencies and expertise, enabling them to perform their duties and functions (tupoksi) as defined. In addition to expert personnel, facility support is also an important part of the resources available. Disdukcapil provides computer equipment functioning as servers, a stable internet network, and collaborates with the Communication and Information Technology Department (Diskominfo) to ensure that each sub-district office has Wi-Fi facilities. These facilities not only facilitate application implementers in accessing and operating PASTI-OKE but also assist the public in handling population administration matters online.

The availability of competent experts, adequate technological resources, and good network support are key factors in the smooth implementation of the PASTI-OKE application. This demonstrates that the Disdukcapil of Garut Regency has seriously prepared the resource aspects to ensure that population administration services can be carried out effectively and efficiently through the use of information technology.



c. Disposition

Disposition in policy implementation refers to the attitude, commitment, and willingness of policy implementers to carry out policies in accordance with the established objectives. Disposition reflects the extent to which implementers possess motivation, integrity, responsibility, and acceptance of the implemented policies. According to Edward III in (Nida Silvia Lestari et al., 2024), the tendency of policy implementers is the third factor that has a significant impact on the success of policy implementation. If implementers have a positive attitude toward a policy and this indicates support, they are more likely to implement the policy as expected by the initial decision-makers.

The disposition factor plays an important role because even though a policy has been well designed, its successful implementation is greatly influenced by the willingness and sincerity of the implementers in implementing it. Policy implementers who have a positive disposition tend to work consistently, proactively, and are oriented towards achieving the expected results. Conversely, a weak disposition can result in the policy not being implemented optimally, or even deviating from its original objectives. Disposition is also closely related to acceptance of policies. If implementers understand, accept, and believe in the benefits of a policy, its implementation will run more smoothly. This shows that building a good disposition requires support in the form of a clear understanding of policies, fostering work motivation, and enforcing integrity in the performance of duties.

According to Awaeh et al (2018) in (Amiliyah & Prihastiwi, 2025), the behavior of policy implementers also plays an important role in ensuring that policy implementation aligns with the objectives and targets set by policymakers. Thus, disposition is not only an aspect of the individual personality of the implementer but also the result of a combination of policy understanding, internal motivation, and a conducive work environment. Without a strong disposition, policy implementation risks encountering obstacles even if resources and procedures are well-prepared. In terms of disposition indicators in the implementation of the PASTI-OKE application, the Population and Civil Registration Office (Disdukcapil) of Garut Regency demonstrates a strong commitment to providing the best possible service to the public, both through offline and online services. This commitment is reflected in the ongoing efforts to optimize the quality of public services, including through continuous improvements and developments to the PASTI-OKE application to make it easier to use and better meet the needs of the community.

Additionally, as a demonstration of its commitment to supporting the implementation of digital services, Disdukcapil has assigned two specialized staff members to each sub-district. The primary task of these staff members is to conduct direct outreach to visitors at each sub-district office regarding the use of online services, including providing technical guidance on how to access and utilize the PASTI-OKE application for population administration procedures. With this approach, it is hoped that the community will better understand online service procedures, thereby increasing application usage and achieving the goal of public service digitalization. Consistency in maintaining service quality, supported by a commitment to continuous innovation, demonstrates that the policy implementers at the Garut District Disdukcapil are performing at a high level. This proactive attitude is one of the key factors in the successful implementation of the PASTI-OKE application, reflecting the strong motivation and willingness of the implementers to carry out the policy in accordance with the established objectives.

d. Bureaucratic Structure

The bureaucratic structure in policy implementation is a system that regulates the division of tasks, authority, and responsibilities in an organized manner within the institution or agency implementing the policy. This structure is designed to ensure that policy implementation is effective, efficient, and focused in accordance with the established objectives. According to George Edward III in (Nurcahyaningtyas & Wahyudi, 2024), the bureaucratic structure influences the success rate of public policy implementation, and the bureaucratic structure is responsible for implementing



policies that have a significant impact on their implementation.

The bureaucratic structure includes coordination mechanisms between work units, a clear hierarchy of authority, and standard operating procedures (SOPs) that serve as guidelines for policy implementation. The clarity of the division of tasks and authority allows each policy implementer to understand their roles and responsibilities, thereby minimizing overlapping work and conflicts of authority. In addition, a good bureaucratic structure ensures clear lines of communication and reporting between leadership and implementation levels. This is important for facilitating coordination, supervision, and performance evaluation during the implementation process. With standardized SOPs, policy implementation can be more consistent, transparent, and accountable.

Thus, a well-organized bureaucratic structure is one of the key factors in the successful implementation of policies. An unclear or overlapping structure has the potential to hinder smooth implementation, cause confusion among implementers, and ultimately reduce the overall effectiveness of the policy. For supporting documents, the community can request them directly from the local village or sub-district office. This mechanism provides convenience for residents who need services but do not yet have complete documents, while ensuring that the submitted files comply with applicable administrative requirements.

The availability of clear procedures, step-by-step instructions within the application, and coordination mechanisms between users, village officials, and sub-district offices demonstrate that the bureaucratic structure in the implementation of the PASTI-OKE application has been designed to support the smooth operation of public services. This aligns with the principle that the success of policy implementation is greatly influenced by the clarity of procedures and effective coordination among all parties involved.

4. CONCLUSION

Based on the results of the research and discussion conducted by the researcher regarding the In terms of communication indicators, Disdukcapil has made various efforts to convey information to the public regarding the existence of this digital-based population administration service. The strategies used include the use of social media, the installation of banners in each sub-district, and the placement of two Disdukcapil staff members in each sub-district to provide direct socialization to the community. These efforts are aimed at ensuring that the community is aware of, understands, and begins to utilize the online services that have been provided. In terms of resources, Disdukcapil has implementers who are skilled in the field of digital-based population administration services. The selection of implementers is carried out during the Civil Servant Candidate (CPNS) selection stage, so that the selected employees are in line with their main duties and functions (tupoksi). This competence is an important asset in ensuring the smooth implementation of online services. In terms of disposition, the implementers demonstrate commitment and consistency in socializing the PASTI-OKE application to the community, both at the sub-district and village levels. Additionally, Disdukcapil continuously develops and improves the application to enhance user-friendliness and service effectiveness. And in terms of bureaucratic structure, the online-based population administration service program is under the authority of Disdukcapil as the main managing agency. Implementation is carried out in stages at the sub-district and village levels, so that the policy can reach all levels of society. Clear coordination and division of tasks between Disdukcapil, sub-districts, and villages are factors that support the smooth implementation of this service.



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