

THE EFFECTIVENESS OF WEBSITE-BASED SERVICE TROUGH THE “PELAKU PARADEWI” APPLICATION AT THE POPULATION AND CIVIL REGISTRATION OFFICE OF MOJOKERTO REGENCY

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ABSTRACT

This study aims to describe and analyze the effectiveness of website-based services through the Pelaku Paradewi application at the Population and Civil Registration Office of Mojokerto Regency. This study uses a descriptive qualitative approach with Duncan's (1973) theory of effectiveness, which includes goal achievement, integration, and adaptation. Data collection techniques included interviews, observation, and documentation, while informant selection techniques used purposive sampling and snowball sampling. Data analysis techniques were carried out through data collection, data condensation, data display, and conclusion drawing/verification. The validity test used source, technique, and time triangulation. The results of the study show that the services provided through the Pelaku Paradewi application at the Population and Civil Registration Office of Mojokerto Regency are considered effective. In goal achievement aspect, population document services through the Pelaku Paradewi application are faster, easier, and more efficient. In integration aspect, coordination between the Population and Civil Registration Office and village officials runs well through intensive communication, technical assistance, and clear division of roles. In adaptation aspect, both parties can adjust to the application after training, supported by adequate infrastructure and facilities. Overall, services through the Pelaku Paradewi application are considered effective in improving the quality of population administration services.

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INTRODUCTION

Essentially, public services are services provided by the government as part of its responsibility to meet the various needs of the community (Maruao et al., 2020). Public services are essential for communities to carry out their social activities. Public demand has prompted governments to make changes by improving performance and service quality and ensuring that services are accessible to all (Kasih & Harsanti, 2022). In the provision of public services based on Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services. The government is required to provide services that support the needs of the community in accordance with the applicable legal regulations in the implementation of public services (Irianto et al., 2022).

One form of public service that is extremely vital is population administration services. Population administration services are services provided by the government to ensure order in population administration. These services include civil registration to produce accurate, valid, and up-to-date population data (Habibah, 2022). Population administration is regulated in Law of the Republic of Indonesia Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration. Population administration serves as an essential element that must be possessed by the community, because the existence of population documents forms the basis for fulfilling the right to public services and provides legal protection related to data and the identity of residents (Nugraha & Fanida, 2021).

In an effort to improve service effectiveness, the government has begun promoting the use of information and communication technology through e-government. In general, e-government is defined as the use of information and communication technology in the process of governance or electronic-based governance with the aim of improving the effectiveness, efficiency, transparency, and accountability of the government (Sadar, 2023). In Indonesia, this concept is implemented through the Electronic-Based Government System (SPBE) policy, which is regulated in Presidential Regulation Number 95 of 2018 and implemented based on the principles of effectiveness, integration, continuity, efficiency, accountability, interoperability, and security (Pemerintah Pusat, 2018). With these principles, it is hoped that SPBE can accelerate and facilitate public access to government services, as well as encourage digitization in population administration.

Local governments, particularly the Population and Civil Registration Office are responsible for providing services in the field of population administration (Aini & Rachman, 2020). Mojokerto Regency is one of the regions that has implemented e-government in its population administration services through digital service innovations. Administratively, Mojokerto Regency consists of 18 subdistricts, 5 urban villages, and 299 villages. As of 2024, the population of Mojokerto Regency is recorded at 1,156,144 people, with 581,967 males and 574,177 females. Compared to the population in 2023, the population of Mojokerto Regency has increased by 0.011% (Badan Pusat Statistik Kabupaten Mojokerto, 2025).

Table 1. Population of Mojokerto Regency in 2020-2024

No.	Year	Population (people)
1.	2020	1.119.209
2.	2021	1.122.165
3.	2022	1.134.913
4.	2023	1.147.435
5.	2024	1.156.144

Source: Badan Pusat Statistik Kabupaten Mojokerto processed by the author, 2025

With the increasing population, the need for fast and accurate services has become increasingly urgent. This has prompted the Population and Civil Registration Office of Mojokerto Regency to provide effective and efficient population administration services. Before the advent of digital service innovations, the provision of population administration services was still centralized at the Population and Civil Registration Office of Mojokerto Regency. Based on the service time standards set by the Population and Civil Registration Office of Mojokerto Regency, each service is designed to be completed in a relatively short time, approximately 30 minutes (Dispendukcapil Kabupaten Mojokerto, 2024). However (Setiavani et al., 2022) research explains that if there are not too many applicants, the service process can usually be completed in less than 60 minutes. When the number of applicants increases, the waiting time can reach several hours until the service is completed. This shows that the specified service time is relatively short, but in practice it still depends on the number of applicants who come.

This situation was exacerbated when the Covid-19 pandemic hit Indonesia, causing drastic changes to the public service system, particularly in the way state officials serve the community. Restrictions on mobility and health protocols necessitated a reduction in face-to-face activities. As stated in a study (Wuryani et al., 2023) since March 23, 2020, all civil servants at the central and regional levels, including the Mojokerto Regency Government, have begun implementing a work from home system. In response to this situation, the Mojokerto Regency Population and Civil Registration Office launched a service called Pos Ketanmu (Pelayanan Online Sistem Tanpa Ketemu) in early 2020. This service allows the public to independently manage their population documents via WhatsApp without having to visit the Mojokerto Regency Population and Civil Registration Office.

Despite implementing a digital system, the Pos Ketanmu service still faces various problems. Not all people can operate the Pos Ketanmu service due to several obstacles, such as residents who do not have mobile phones, residents who do not understand technology, and residents who do not know how to register and record

civil matters online via WhatsApp. Therefore, there is a need for special officers in each village to assist the community in registering their civil documents online (Wuryani, 2021a). In response to these issues, Population and Civil Registration Office of Mojokerto Regency introduced an innovative service called *Pelaku Para Dewa* (Pelayanan Khusus Perangkat Desa Lewat WA) which was launched in 2021. The *Pelaku Para Dewa* innovation was introduced as an initial solution, a breakthrough to facilitate population administration services for people who had difficulty registering for online services through Pos Ketanmu (Pemerintah Desa Pohkecik, 2021). To support this innovation, Population and Civil Registration Office of Mojokerto Regency collaborated with the Post and Giro Office to send population documents to applicants' homes via Cash on Delivery (COD) at a cost of IDR 20,000 (Wuryani, 2021b).

Although the *Pelaku Para Dewa* innovation is quite helpful, the reality on the ground shows that its implementation still faces challenges. The WhatsApp application is not designed for structured data management, making document processing and tracking less efficient. In addition, there are other challenges such as the large number of incoming messages and a limited number of responding officers, which causes messages to pile up and responses to be slow. Not only that, but sometimes spam messages also appear, causing important messages to pile up. To improve on the previous innovation, on December 1 2023 Population and Civil Registration Office of Mojokerto Regency developed a website-based application called *Pelaku Paradewi* (Pelayanan Administrasi Kependudukan Khusus Pegawai Registrasi Desa/Kelurahan Melalui Website) (Susilo, 2023). The emergence of the *Pelaku Paradewi* application innovation is to address issues in the provision of civil registration documents, which were previously only available at the Population and Civil Registration Office. This situation often resulted in long queues (Aliandu, 2024). The *Pelaku Paradewi* application was initiated by Amat Susilo, Head of the Population and Civil Registration Office of Mojokerto Regency. Through this application, the Population and Civil Registration Office of Mojokerto Regency focuses on facilitating public access to population administration services and accelerating the process of population administration (Susilo, 2023).

The *Pelaku Paradewi* application offers an interesting approach, as it is not directly aimed at the public as users of the application. The users of this application are village/sub-district officials who have registered and collaborated with the Mojokerto Regency Population and Civil Registration Office through a WhatsApp service that the office had previously implemented. The services available on the *Pelaku Paradewi* website include Indonesian Child Card, Family Card, Identity Card, birth certificate, death certificate, Indonesian citizen moving out, and Indonesian citizen moving in. (Dispendukcapil Kabupaten Mojokerto, 2023). The main issue that the *Pelaku Paradewi* application aims to address is the limited access of rural communities to administrative services without having to visit the Population and Civil Registration Office. Through this application, the community can simply take care of their documents at the village office, while the application is submitted by village officials who are directly connected to Population and Civil Registration Office through a website-based system. This application also overcomes the limitations of the previous service, which still used WhatsApp (Susilo, 2023).

This study also refers to several previous studies that discuss innovations in administrative services whose users are village officials as intermediaries. The study by (Zica & Fanida, 2022) entitled “Inovasi Pelayanan Administrasi Kependudukan (Adminduk) Melalui Aplikasi Administrasi Kependudukan Cepat Akurat Terintegrasi (Pandu Cakti) di Kantor Dispendukcapil Kabupaten Tulungagung”, focuses on the *Pandu Cakti* service innovation as a fast and accurate service solution. *Pandu Cakti* is considered to be able to speed up services by combining online and face-to-face systems, but it still faces obstacles in terms of socialization and network infrastructure in villages. Meanwhile, (Annaufal, 2023) in his research entitled “Efektivitas Program Nasi Uduk Dalam Penerbitan Kartu Identitas Anak Oleh Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Indragiri Hilir Provinsi Riau”, shows that the *Nasi Uduk* program is effective in increasing public awareness of the importance of KIA and accelerating the issuance process. This program is also based on services through WhatsApp (MAK WO), which makes it easier for villagers to access services from the village office without having to come to the Population and Civil Registration Office. However, this study noted obstacles such as limited forms and network disruptions as the main challenges. Based on the two previous studies, the use of village officials as intermediaries in digital population administration services has great potential to improve service effectiveness. However, neither study specifically discussed the effectiveness of website-based services implemented in the *Pelaku Paradewi* application in Mojokerto Regency. Therefore, this study aims to fill that gap.

Based on the above description, this study aims to describe and analyze the effectiveness of website-based services through the *Pelaku Paradewi* application at the Mojokerto Regency Population and Civil Registration Office. There are various factors to consider when assessing service effectiveness. Therefore, this study is guided

by Duncan's (1973) theory of effectiveness, which covers three aspects, namely goal achievement, integration, and adaptation. These three aspects are relevant for assessing the effectiveness of services through the Pelaku Paradewi application, which not only aims to speed up services but also involves coordination between officers and requires the ability to adapt to change.

METHOD

This research method uses a descriptive qualitative approach to provide an overview of the effectiveness of website-based services through the Pelaku Paradewi application at the Mojokerto Regency Population and Civil Registration Office. This study focuses on the effectiveness of services through the Pelaku Paradewi application using (Duncan, 1973) theory of effectiveness, which covers three aspects, namely goal attainment, integration, and adaptation. Data collection techniques in this study included interviews, observation, and adaptation. The informant selection techniques used were purposive sampling and snowball sampling, which allowed researchers to select relevant informants based on specific considerations and expand the network of informants through recommendations from previous informants. The informants in this study consisted of the Head of the Mojokerto Regency Population and Civil Registration Office, officials from the Population and Civil Registration Office and village officials in Mojokerto Regency who operate the Pelaku Paradewi application, as well as service users. The power analysis technique used the Miles and Huberman (2014) model in (Sugiyono, 2022) which consists of four main components, namely *data collection*, *data condensation*, *data display*, and *conclusion drawing/verification*. Data validity was tested using credibility testing through triangulation of sources, techniques, and time.

RESULT AND DISCUSSION

Through the Pelaku Paradewi application, the Mojokerto Regency Population and Civil Registration Office focuses on making it easier for the community to access population administration services and speeding up the process of population administration. With this application, the community does not need to visit the Mojokerto Regency Population and Civil Registration Office in person. As an alternative, the public can take care of their population documents at the village/sub-district office in their area. To analyze the effectiveness of website-based services through the Pelaku Paradewi application, this study uses the theory of effectiveness according to (Duncan, 1973) which explains that the effectiveness of an organization can be assessed through three main aspects, namely goal achievement, integration, and adaptation. These three aspects form the framework for analyzing the effectiveness of website-based services through the Pelaku Paradewi application at the Mojokerto Regency Population and Civil Registration Office.

Goal Achievement

Goal achievement is an important aspect in assessing the extent to which an innovation can achieve its planned results. According to (Duncan, 1973) service effectiveness can be seen from the extent to which a work unit or organization can achieve its formally established operational goals. This aspect reviews the effectiveness of administrative services through the application of Pelaku Paradewi in providing fast, easy, and efficient services. The purpose of developing the Pelaku Paradewi application is to accelerate and simplify administrative services for the community through cooperation between the Population and Civil Registration Office and the village government. This application is also expected to create an effective, efficient service system based on accurate population data.

The results of the study show that population administration services have become faster through the use of the Pelaku Paradewi application. The Mojokerto Regency Population and Civil Registration Office is committed to providing services in accordance with Standard Operating Procedures (SOP). Population documents are processed within one working day if the required documents have been submitted. They can even be completed within 5-30 minutes, but this depends on the type of document and the condition of the submitted requirements. The Pelaku Paradewi application can be accessed by officers 24 hours a day. Even village officials can submit civil registration documents on Saturday and Sunday, but the service process at the Population and Civil Registration Office of Mojokerto Regency is still carried out during working hours, namely from 08.00 to 16.00 WIB. The speed of this service is very different from the previous procedures, namely the Pos Ketanmu and Pelaku Para Dewa innovations, which were both WhatsApp-based and still depended on the response of Population and Civil Registration Service officials. In the two previous innovations, delays often occurred due to the high volume of submission messages and manual verification processes. With the shift to a website system, the Pelaku Paradewi application makes data processing more structured, where data is directly entered into the

system and can be verified online by Population and Civil Registration Service officials. This shows that the Pelaku Paradewi application truly addresses the challenges faced by previous innovations.

In terms of ease of service, the Pelaku Paradewi application has proven to make it easier for village officials to process residents' applications. Previously, the application process had to be done manually and took a long time. Now, village officials can directly input applicant data into a system connected to the Population and Civil Registration Office. This process minimizes data errors and also speeds up data verification. The convenience experienced by officials is also felt by the community. Before the digitization of services, people had to visit the Population and Civil Registration Office in person, which was quite far away, taking approximately 1 hour to travel there depending on where they lived. Now, people no longer need to travel long distances to the Population and Civil Registration Office. The service process can now be carried out through the village office, making it easier for the community to obtain the required population documents without having to travel long distances. This service process is considered to be able to cut down on the time, costs, and energy previously required by the community. Although previous innovations have used WhatsApp social media, its implementation has been less than ideal for population administration services because it was not designed for public service systems, but only as a communication tool. This situation often caused problems, such as data errors and a backlog of application messages. As an improvement, the Pelaku Paradewi application comes with a more organized and integrated website-based system. Thus, the service process becomes easier for both the community and the officers.

Furthermore, the use of the Pelaku Paradewi application in services is considered to be able to improve work efficiency within the Mojokerto Regency Population and Civil Registration Office. The Pelaku Paradewi application system helps ensure that the quality of the data and documents produced remains accurate. This is because the Pelaku Paradewi application system has been synchronized with the internal applications of the Population and Civil Registration Office. Furthermore, most document submissions are now done online through the system, so the burden of face-to-face services at the Population and Civil Registration Office has been drastically reduced. This situation has had a significant impact on population administration services, as Mojokerto Regency Population and Civil Registration Office staff are now more focused on data verification and document issuance. This increase in efficiency is also evident from observations at the Population and Civil Registration Office, where the number of people coming to process population documents has decreased.



Figure 1. Service Conditions at the Population and Civil Registration Office of Mojokerto Regency

Source: Author's documentation, 2025

The image above shows that the Mojokerto Regency Population and Civil Registration Office is now quieter than before. This situation illustrates that most people no longer have to come directly to the Population and Civil Registration Office to submit population documents. Through the Pelaku Paradewi application, the submission process can be done from the village office, thereby reducing queues and the burden of face-to-face services. Each request that comes in is also automatically distributed according to the type of service, unlike the previous innovation which still required officers to monitor messages one by one via WhatsApp. The automatic system on the Pelaku Paradewi application allows for faster and more structured document processing and tracking, saving time and energy and improving the quality of the data produced. This increase in efficiency has a direct impact on service outcomes. Based on explanations from village officials, the service results are as expected because they can speed up and simplify the service process. However, not all officials have had the same experience. Some have reported obstacles, such as unclear photos of files when uploaded or people not bringing

the original files. However, these obstacles can be immediately overcome through communication and do not hinder the overall service process.

Integration

According to (Duncan, 1973) integration indicates the extent to which an organization is able to incorporate individuals into the work system through clear roles. The goal is to prevent conflicts or role ambiguities, so that members' skills can be utilized optimally. Therefore, this component focuses on the working relationship, communication, and role alignment between the Mojokerto District Population and Civil Registration Office and village officials in supporting service delivery through the Pelaku Paradewi application. The integration component examines how coordination, communication, and information dissemination can support the effective implementation of innovation.

Coordination is important in the implementation of population administration services through the Pelaku Paradewi application, which is designed to strengthen the working relationship between the district government and the village government. It can be said that the coordination between Population and Civil Registration Office of Mojokerto Regency officers and village officials in the implementation of the Pelaku Paradewi application has been running well. Coordination between Population and Civil Registration Office and village officials is carried out intensively through WhatsApp groups, training, and socialization activities, thereby facilitating the service process. Furthermore, the division of roles and responsibilities in the implementation of the Pelaku Paradewi application has been carried out according to their respective portions. To provide a clearer picture of the service mechanism, the following is an illustration of the service flow through the Pelaku Paradewi application.

SERVICE FLOW FOR "PELAKU PARADEWI"

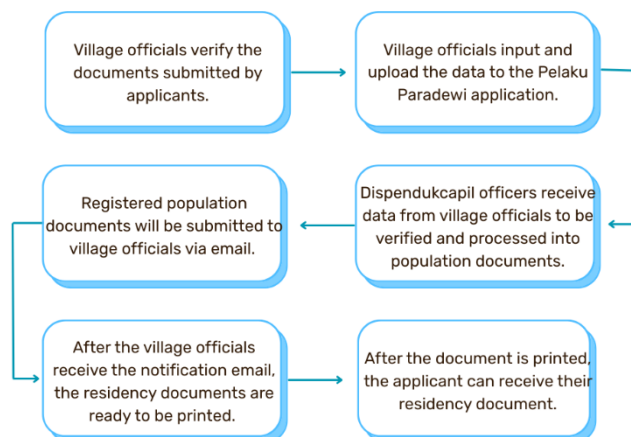


Figure 2. Service Flow through the Pelaku Paradewi Application

Source: Compiled by the author, 2025

Based on this flow, it can be seen that the service process runs systematically. Village officials are responsible for inputting data and submitting community files into the system, while the Population and Civil Registration Office is responsible for verifying data and issuing population documents. The printing of population documents is carried out at the village office, except for KIA and KTP, which are printed at the Population and Civil Registration Office and then sent to the applicant's address via the post office. This flow shows that each stage has a clear role and mechanism, thereby minimizing errors, speeding up service time, and also ensuring that the population documents issued have gone through the proper checking process.

Furthermore, communication plays a major role in handling various obstacles that arise in the field. Based on the results of the study, communication and handling of obstacles in the population administration service process through the Pelaku Paradewi application can be said to be quite good. In the implementation of the Pelaku Paradewi application, several obstacles related to population documents, such as the completeness and validity of documents, were still found. The obstacles that arise in the implementation of the application can be handled well through intensive communication between the Population and Civil Registration Office and village officials. Most of the problems that arise are usually resolved through communication in WhatsApp groups, but there are also village officials and community members who choose to come directly to the Population and Civil Registration

Office if the obstacle requires further handling. Meanwhile, technical obstacles, such as application system disruptions or maintenance, are usually reported through the WhatsApp group. Sometimes the Population and Civil Registration Office provides notification first, but village officials may also report these obstacles. Every report that comes in will be immediately followed up by the Population and Civil Registration Office.

Then, the dissemination and promotion of information about the Pelaku Paradewi application is also equally important. Dissemination is carried out directly by visiting villages to provide assistance and explanations to village officials. This method is considered effective because officials can interact directly with the community and ensure that village officials understand how to use the Pelaku Paradewi application. In addition to direct socialization, the Mojokerto Regency Population and Civil Registration Office also actively disseminates information through social media such as Instagram. It is also disseminated through the official website, radio, and print media. These efforts demonstrate that the Mojokerto Regency Population and Civil Registration Office is committed to expanding the reach of information so that the Pelaku Paradewi application can be recognized and utilized optimally by the community and village officials in Mojokerto Regency.

Adaptation

According to (Duncan, 1973) adaptation refers to an organization's ability to respond and adjust to environmental changes. Organizations that are too rigid and unable to adapt will find it difficult to achieve their goals, especially in a dynamic environment. In this context, the Pelaku Paradewi application is the result of a continuous adaptation process from a previous innovation, namely Pelaku Para Dewa, which is based on the WhatsApp application. The Pelaku Paradewi application is a more organized website-based version that can be accessed systematically by village officials.

In terms of the officials' ability to operate the application, they have generally been able to operate the Pelaku Paradewi application well. In the early stages of the application's implementation, some informants admitted to difficulties in the adjustment process. However, these obstacles were overcome over time through technical guidance and assistance. Village officials stated that the explanations and guidance provided were clear enough for them to quickly understand the application system. This shows that despite initial obstacles, the ability of officials to operate the application has continued to improve and is now able to support the smooth running of administrative services related to population administration.

The officers also responded positively to the change in the service system from WhatsApp to a website-based application. Although it took some time to adjust to the new way of working, the Pelaku Paradewi application was considered to be more structured and easier to monitor than the previous system. Through the implementation of this application, officers felt that it helped them in managing files and following up on services. This shows that the change in the system has been well received. Officials from the Population and Civil Registration Office stated that the Pelaku Paradewi application is easier to use because the service flow is structured and each process can be monitored on the website system. Compared to Pos Ketanmu and Pelaku Para Dewa, which still use WhatsApp, the Population and Civil Registration Office officials must be more careful in sorting messages and ensuring that documents are sent correctly. Through the Pelaku Paradewi application, the service process has become more organized, reducing the workload of officers and increasing productivity.

Furthermore, technical training and assistance from the Population and Civil Registration Office is needed to ensure that Population and Civil Registration Office officers and village officials understand the procedures and can use the application properly. Based on the research results, it can be said that training for Population and Civil Registration Office staff was conducted prior to the launch of the Pelaku Paradewi application, namely in early 2023. Training and assistance were not only conducted at the Population and Civil Registration Office, but also in villages.



Figure 3. Technical Guidance for Village Officials in Dlanggu Subdistrict

Source: Dispendukcapil Kabupaten Mojokerto, 2023

The technical guidance activities shown in the image above are one form of training provided by the Mojokerto Regency Population and Civil Registration Office to village officials. The training was conducted before and after the launch of the Pelaku Paradewi application. This activity is an important step to ensure that every implementer understands the mechanism of population administration services through the website-based Pelaku Paradewi application. The Mojokerto Regency Population and Civil Registration Office also provides opportunities for villages or sub-districts that need additional guidance. In addition, assistance is also provided online through WhatsApp groups, so that communication and problem solving can be done quickly. This flexible assistance process helps ensure that population administration services through the Pelaku Paradewi application run optimally throughout Mojokerto Regency. Compared to previous innovations, training activities were not conducted because the system used the WhatsApp application. Therefore, in the implementation of the Pelaku Paradewi application, training and assistance are more structured and accompanied by clearer technical guidelines.

Then, in terms of infrastructure and network readiness, the existence of digital applications certainly depends heavily on supporting facilities such as computers and adequate internet connections. The infrastructure and network readiness for the implementation of population administration services through the Pelaku Paradewi application is considered complete. All supporting devices such as computers and internet networks at the Population and Civil Registration Office and villages in Mojokerto Regency are readily available. Although there are villages that have experienced unstable internet connections due to donations from village-owned enterprises, over time, the villages have made efforts to provide stable networks. Thus, the process of population administration services through the Pelaku Paradewi application can run smoothly and optimally. Compared to previous innovations, Pelaku Para Dewa still faces several obstacles, such as limited internet networks and inadequate computer equipment in some villages. Meanwhile, at Pos Ketanmu, there are obstacles such as users who do not have devices to access the service. With the implementation of the Pelaku Paradewi application, these obstacles have been overcome through improvements in infrastructure readiness in the field.

In addition, the number of employees at the Population and Civil Registration Office of Mojokerto Regency is considered sufficient even though there has been no increase in staff. If there are too many employees, it will be difficult to control and divide responsibilities among officers. Furthermore, from the perspective of service recipients, the community feels the direct benefits of the Pelaku Paradewi application. The Pelaku Paradewi application is considered to provide convenience and comfort compared to the previous service system. All informants stated that the document submission process is faster and less complicated. The community does not need to travel far to visit the Population and Civil Registration Office, incur transportation costs, or wait in long queues because the entire service process is carried out through the village office with the assistance of village officials. In addition, the process of submitting files to become documents does not take long, only a few days.

CONCLUSION

Based on the results of the study, it can be concluded that the population administration services provided through the Pelaku Paradewi application at the Mojokerto Regency Population and Civil Registration Office are already running effectively. This effectiveness is reflected in three aspects, namely goal achievement, integration, and adaptation. In terms of goal achievement, the Pelaku Paradewi application has made it easier for the community to access population administration services with a faster, easier, and more efficient process compared



to the previous system, which was still based on WhatsApp and manual processes. Then, in terms of integration, coordination and synergy between the Mojokerto Regency Population and Civil Registration Office and village officials are running well through a clear division of roles and responsibilities, meetings, training, and intensive communication through WhatsApp groups. Meanwhile, in terms of adaptation, the Pelaku Paradewi application demonstrates the ability of the Population and Civil Registration Office and village officials to adapt to changes in the service system. Although there were initial obstacles, such as village officials experiencing difficulties in operating the application, this was anticipated through training and assistance from the Mojokerto Regency Population and Civil Registration Office, as well as support from adequate infrastructure and service facilities.

Overall, population administration services have demonstrated good effectiveness through the use of the Pelaku Paradewi application. However, to achieve more optimal effectiveness, village officials need to play a more active role in improving the population administration service process by being more thorough in checking and screening files before uploading them to the application. This is important to ensure that uploaded documents are clear and that there are no blurred, cropped, or substandard photos of documents. In addition, continuous performance monitoring needs to be improved.

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