

ACCELERATING E-ID CARD REGISTRATION THROUGH “RESTUNYA DIAH” PUBLIC SERVICE INNOVATION IN JOMBANG REGENCY

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ABSTRACT

Students applying for an Electronic Identity Card (KTP-el) for the first time still face access issues because the process often conflicts with their academic schedules. To address this issue, the Jombang Regency Population and Civil Registration Office developed the RESTUNYA DIAH Program (Register Before Age Seventeen Conveniently at School) through outreach services at schools. The aim of this study is to analyze innovation in the field of public service of the RESTUNYA DIAH Program in supporting the acceleration of e-ID registration for students in Jombang Regency. The study employs a qualitative approach using descriptive methods. Data were collected through interviews, observations, and document reviews, and then analyzed using the Miles, Huberman, and Saldanha model, referencing Rogers' five attributes of innovation: relative advantage, compatibility, complexity, trialability, and observability. Research findings indicate that bringing services directly to schools increases accessibility and saves students time and effort, while also reducing costs, while also increasing the RESTUNYA DIAH Program's coverage from 79.1% (1,978 students) in 2024 to 87.3% (2,183 students) in 2025. The program's success was supported by the alignment of service mechanisms with students' needs and inter-agency coordination, although its implementation still faced coordination challenges and system disruptions that were addressed through periodic evaluations. This study demonstrates that the RESTUNYA DIAH Program is an effective public service innovation in expanding access to e-ID registration for first-time applicants through school-based services and provides empirical evidence supporting the application of the theory of innovation diffusion in civil registration services.

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INTRODUCTION

Public services are the government's responsibility in fulfilling the rights of the people by providing services that are easily accessible, high-quality, and oriented toward citizens' needs. In Indonesia, the provision of public services is governed by Law No. 25 of 2009 on Public Services (Government of Indonesia, 2009), which requires every public service

provider to deliver services that are effective, equitable, and accessible to all citizens. In line with efforts to improve service quality, the government is also promoting governance transformation through the Electronic-Based Government System (SPBE), which encourages public organizations to develop innovative and citizen-oriented services while improving administrative efficiency (Pratiwi et al., 2024; Wiryanto, 2021). However, not all public services can be fully delivered digitally. Population registration services, including electronic identity card (KTP-el) registration, still require the public's in-person presence because the identity verification process and biometric data collection must be conducted in person.

According to Law Number 24 of 2013 on Population Administration (Government of Indonesia, 2013), Indonesia residents aged 17 years and above are required to process an electronic identity card (e-ID), while those aged 16 years are eligible to undergo biometric data recording in preparation for its issuance. Meanwhile, residents aged 16 and older are permitted to have their biometric data recorded in preparation for the issuance of the e-ID. This situation makes the adolescent age group a strategic target for population administration services. According to 2023 data from Statistics Indonesia (BPS), the population of Indonesians aged 15 to 19 reached approximately 22.13 million, meaning that the demand for e-ID services among first-time applicants continues to rise each year. On the other hand, data from the Directorate General of Population and Civil Registration indicate that although the national e-ID card registration rate has reached 98.62%, there are still disparities in achievement across regions, indicating that expanding access to services remains a challenge for local governments. Several studies also report that disparities in population management services stem not only from differences in regional administrative capacity but also from barriers to service access for residents, particularly first-time users, in geographically dispersed or institutionalized communities (Sidiyani & Prabawati, 2025; Sujana et al., 2024). Therefore, local governments are encouraged to develop innovative service delivery models that can improve accessibility while maintaining the quality and accuracy of population administration services.

One region facing this challenge is Jombang Regency in East Java Province. Jombang Regency has a population of approximately 1.36 million, with about 103,214 residents in the 15–19 age group. Jombang Regency's characteristics as an area with a high concentration of secondary schools and *pesantren*-based educational institutions result in a relatively large number of students who are the target audience for e-ID card registration services. According to the Jombang Regency Population and Civil Registration Office, there are still residents who are required to possess an electronic identity card but have not yet registered, while the 2019 Official Memorandum on Service Utilization and Innovation indicates that one group facing limited access to these services is first-time applicants who are still high school, Madrasah Aliyah, and also vocational high school students. This problem is not solely attributable to low public awareness but is also associated with service accessibility, particularly because the operating hours of the Population and Civil Registration Office coincide with school hours, making it difficult for students to access the service. Similar challenges have also been identified in other regions, where limited service accessibility has encouraged local governments to develop more adaptive and citizen-oriented service innovations (Syarofi & Ardiansyah, 2026).

Similar issues have been identified in various other regions, which have led to the development of innovative, outreach-based services delivered directly to schools, such as the "Dukcapil Goes to School" program. This situation demonstrates that limited access to services for students is a challenge faced by various local governments in the administration of civil registration. Several local governments have responded to this challenge by implementing school-based outreach programs to improve the accessibility of e-ID card registration services for first-time applicants, demonstrating that outreach services have become an increasingly adopted strategy in population administration service innovation (Parera et al., 2025). In response, the Jombang Regency Population and Civil Registration Office developed the RESTUNYA DIAH Program (Comfortable School-Based Registration Before Age Seventeen) through outreach services at high schools, vocational high schools, and Madrasah Aliyah. The RESTUNYA DIAH Program (Comfortable School-Based Registration Before Age Seventeen) was established through the Decision Letter of the Head of the Jombang Regency Population and Civil Registration Office Number 188/729/415.39/2019 concerning the RESTUNYA DIAH service Innovation in Jombang Regency (Jombang Regency Population and Civil Registration Office, 2019). Through this mechanism, the service becomes more accessible, does not disrupt learning activities, and is expected to expand the coverage of e-ID card registration for first-time applicants.

Various previous studies have examined innovations in civil registration services through outreach programs, such as the PALING JEMPOL KTP Program, the Outreach Program in Samarinda City, Dukcapil Goes to School, and various

other innovations in civil registration services. Most of these studies focused on program implementation, service effectiveness, or factors influencing the success of program implementation. Other studies have also discussed innovation in population administration services through digital service transformation and innovation diffusion, emphasizing that improving service accessibility requires organizational adaptation and innovation in service delivery mechanisms (Akib et al., 2024; Vandhika et al., 2024). For example, the study by (Berlianto & Muljanto, 2024) analyzed the implementation of the PALING JEMPOL Program using Edward III's implementation model, while the study by (Sakinah & Saipul, 2024) assessed the effectiveness of services based on target accuracy, program objectives, and monitoring. Although these studies provide an overview of the implementation of outreach services, they have not extensively examined the innovation of e-ID card registration services using Rogers' five attributes of innovation namely, relative advantage, compatibility, complexity, trialability, and observability. Furthermore, previous studies generally have not explained the interrelationships among these innovation attributes or integrated the perspectives of service providers and recipients in explaining the success of service innovations.

Given these circumstances, this study contributes by analyzing the RESTUNYA DIAH Program using (Rogers, 2003) Theory of Innovation Diffusion through an integrated analysis of the five innovation attributes. This study not only describes the program implementation process but also explains the relationships among factors such as relative advantage, compatibility, complexity, feasibility, and observability within the context of the success of an innovation, specifically the school-based registration service for electronic identity (e-ID) cards. It is expected that this work will make an empirical contribution to research on public service innovation (particularly in the field of civil registration) and serve as a valuable resource for local governments in developing e-ID services that are more accessible to first-time applicants.

METHOD

This study employs a descriptive, qualitative approach to analyze public service innovation, using the "RESTUNYA DIAH" program, which aims to accelerate the issuance of electronic identity cards (KTP-el) for students in Jombang Regency as a case study. A qualitative approach was selected because it enables an in-depth examination of the innovation's implementation within the service system, drawing upon real-world conditions and the experiences of those directly involved: the service providers and the recipients..

This study was conducted at the Jombang Regency Population and Civil Registration Office from May to June 2026. Informants were selected using purposive sampling based on their knowledge, experience, and direct involvement in the RESTUNYA DIAH program. Participants included the Head of the Organization, Innovation, and Service Department, program implementers, staff responsible for service planning, and students from vocational high schools and Madrasah Aliyah (Islamic senior high schools) who were service recipients.

The empirical basis of this study consists of primary and secondary data. Primary data were collected through semi-structured interviews and non-participant observation. The interviews followed a design specifically developed based on Rogers' five characteristics of innovation: relative advantage, compatibility, complexity, feasibility, and observability of results. Secondary data were gathered from official documents, reports on the implementation of the RESTUNYA DIAH program, statistical indicators regarding electronic ID (e-ID) issuance, relevant regulations, and specialized literature.

Data reliability was verified using source triangulation and methodological triangulation. Source triangulation was conducted by comparing information obtained from Disdukcapil staff, program implementers, and students (as service recipients), while methodological triangulation was carried out by comparing the results of interviews, observations, and document analysis. The data were then analyzed using the interactive model developed by Miles, Huberman, and Saldanha. (Samsu, 2021), which includes data condensation, data presentation, and the drawing and verification of conclusions.

Data analysis was conducted using (Rogers, 2003) five attributes of innovation as analytical categories. To analyze the advantages of the RESTUNYA DIAH program compared to the previous service delivery mechanism, the indicator of relative advantage is used.. Compatibility was used to assess the program's alignment with students' needs and school conditions. Complexity was used to identify the level of complexity of the innovation from the users' perspective, as well as the challenges that arose during implementation. Trialability was used to analyze the program's evaluation mechanisms and the opportunities for students to directly experience the service process. Meanwhile, observability was used to assess the

visibility of the innovation's outcomes through program achievements and the benefits perceived by implementers and service recipients.

RESULT AND DISCUSSION

The results of this study were analyzed using the theory of innovation characteristics proposed by (Rogers, 2003), including characteristics such as relative advantage, compatibility, complexity, feasibility, and observability. These five criteria are used to analyze the implementation of the RESTUNYA DIAH program, a public service innovation aimed at accelerating the issuance of electronic identity cards (KTP-el) for students in Jombang Regency. The analysis is based on interviews, observations, and documentation, thereby enabling a comprehensive description of the program's implementation.

Relative Advantage

Research findings indicate that the RESTUNYA DIAH Program offers a comparative advantage by shifting the mechanism for electronic ID card (KTP-el) registration from a service previously centralized at the Office of Population and Civil Registration (Disdukcapil) or at the subdistrict level to an outreach service conducted directly at schools. This change provides tangible benefits for students as first-time registrants by making the service more accessible without requiring them to interrupt their studies. Furthermore, students are no longer dependent on their parents' availability to drive them to the service office, thereby reducing the access barriers they previously faced. These findings are supported by interviews with program implementers and students, who stated that on-site services at schools are more practical, easier to participate in, and reduce the need to travel to the Disdukcapil office.

These advantages are evident not only in the ease of access to services but also in the savings in time, cost, and effort for service recipients. Similar findings have been reported in previous studies, which indicate that public service innovations in population administration create relative advantages by improving service accessibility, reducing processing time, and increasing service efficiency (Noorlisa et al., 2022)

In addition to providing convenience and efficiency, the RESTUNYA DIAH Program also contributes to accelerating the registration of electronic ID cards (KTP-el) for first-time applicants by offering services starting at age 16. This strategy allows biometric data to be recorded before students reach the mandatory age for holding a KTP-el, so that when they turn 17, the KTP-el issuance process can be completed more quickly. Program implementation data shows an increase in registration rates from 1,978 students (79.1%) in 2024 to 2,183 students (87.3%) in 2025. Although these results reflect the implementation of the RESTUNYA DIAH Program and do not represent the total number of first-time residents registered in Jombang Regency, this increase demonstrates that the outreach mechanism is effective in expanding service coverage to the target group.

According to (Rogers, 2003), an innovation is more likely to be adopted if it offers greater benefits than previously used methods. The findings of this study indicate that the relative advantage of the RESTUNYA DIAH Program stems not only from the presence of outreach services but also from its ability to eliminate the access barriers previously experienced by students. Before the program was implemented, students had to adjust their registration schedules to the Disdukcapil's operating hours, which often overlapped with school hours. After the service mechanism was moved to the school environment, these barriers were reduced, making the service more accessible, more efficient, and capable of increasing student participation in e-ID registration. Thus, the program's relative advantage lies in its ability to adapt the service mechanism to the characteristics of the target group, not merely in the change of service location. This finding aligns with the research by (Berlianto & Muljanto, 2024), which shows that outreach services can improve public access to civil registration services.

However, this study provides more specific findings by demonstrating that the benefits of the service extend beyond improved access; they also stem from the integration of outreach mechanisms, coordinated service scheduling, and the implementation of registration starting at age 16. The combination of these three aspects enables the RESTUNYA DIAH Program not only to streamline service processes but also to accelerate the issuance of electronic ID cards (KTP-el) for first-time residents in Jombang Regency.

Compatibility

Research findings indicate that the RESTUNYA DIAH Program has a high level of compatibility because its service mechanisms are designed to align with the characteristics of students as new residents while also adapting to the conditions

of schools as the locations where services are provided. This compatibility is realized through on-site services at schools, which allow students to register for their electronic ID cards (KTP-el) without having to interrupt their studies or visit the Disdukcapil office. Additionally, prior to the service implementation, Disdukcapil coordinates with school officials to set the service schedule, prepare the service area, ensure internet connectivity, and arrange other supporting facilities so that the service can proceed without disrupting the learning process. During the registration process, staff also provided guidance and explanations regarding the service steps so that students registering for the first time could fully understand the process they needed to follow. This approach received positive feedback from students, parents, and school officials because the service became more accessible and better suited to their needs.

Research findings indicate that the success of the RESTUNYA DIAH program is attributable not only to the direct delivery of services to schools but also to the ability of the Population and Civil Registration Agency (Disdukcapil) to adapt service delivery mechanisms to the organizational environment in which the innovation is implemented. Adjusting schedules based on the academic calendar, the provision of facilities by schools, and the involvement of the vice principal for student affairs and information technology staff are forms of collaboration that enable services to continue without disrupting the school's core activities. Research findings indicate that the success of an innovation is determined not only by its alignment with user needs but also by the implementers' ability to establish the inter-organizational interactions required for effective implementation. In other words, coordination between Disdukcapil and schools is not merely an administrative step but a mechanism that ensures the innovation's characteristics remain aligned with its implementation environment.

From (Rogers, 2003) perspective, innovations with a high level of compatibility are more readily accepted because they do not conflict with users' needs, experiences, or circumstances. The results of this study support that concept, demonstrating that the RESTUNYA DIAH program was designed to address a real problem faced by students: a lack of time to access standard services at the Population and Civil Registration Agency (Disdukcapil) office. At the same time, this study demonstrates that compatibility in public services is not merely a matter of meeting user needs, it also encompasses an organization's ability to adapt innovations to the work processes of other organizations involved in their implementation. Thus, the compatibility of an innovation is shaped by two interrelated dimensions: alignment with students' needs and alignment with the school environment as an implementing partner. This finding is also supported by (Ramadhani & Prakoso, 2025), who emphasize that the successful adoption of population administration innovations depends not only on their suitability to users' needs but also on the readiness of implementing organizations to adapt innovation processes to local conditions.

These results are consistent with research that has been conducted by (Munawaroh & Riaji, 2024), which shows that school-based e-ID card registration services are able to meet students' needs through an outreach approach. Furthermore, the results of this study are also consistent with the findings of research previously conducted by (Taulia et al., 2025), which highlights the need for effective coordination among the Population and Civil Registration Agency (Disdukcapil), schools, and relevant agencies for the successful implementation of outreach services to ensure that their implementation does not disrupt learning activities. However, this study provides more specific findings by demonstrating that inter-institutional coordination is not merely a supporting factor for implementation but is an integral part of the compatibility characteristic itself. Such coordination enables service mechanisms to be tailored to both user needs and the organizational environment, thereby making it easier for innovations to be accepted and implemented sustainably.

Complexity

Research findings indicate that the RESTUNYA DIAH Program has a relatively low level of complexity from the perspective of service users. As first-time applicants, students did not experience significant difficulties in understanding or following the e-KTP registration process because all service stages were carried out directly at school with assistance from Disdukcapil officers. Prior to the activity, the school also provided information regarding the registration schedule and administrative requirements that must be met, while during the service process, officers provided guidance on the registration stages and the procedure for printing the e-KTP once students turn 17 years old. This guidance enabled students to easily complete the process, even though for most of them it was their first time registering for an e-ID card. Consequently, this innovation was not perceived as complicated by users, as the service procedures were simplified through an outreach mechanism and direct guidance.

Nevertheless, the research findings also revealed several challenges encountered during the implementation of the RESTUNYA DIAH Program, such as sudden changes to school schedules, internet connection disruptions, disruptions to the Population Administration Information System (SIAK), and the need for intensive coordination between the Population and Civil Registration Office (Disdukcapil) and schools. These findings do not indicate that the innovation was difficult for users to understand; rather, they illustrate the challenges organizations face in implementing innovations in the field. In other words, these obstacles constitute implementation barriers, not the “complexity of innovation” as defined in Rogers’ theory.

This distinction is important because, in (Rogers, 2003), the “complexity” attribute emphasizes users’ perceptions of how easy it is to understand and use an innovation. Based on the research findings, students actually rated the service as easy to follow because it was located at the school, the administrative requirements were simple, and the entire process was guided by staff. Conversely, complexity was more prevalent at the organizational level specifically when the Population and Civil Registration Office (Disdukcapil) had to align service schedules with the academic calendar, ensure the readiness of supporting facilities at the school, and anticipate network and SIAK disruptions that could affect the smooth operation of the service. Therefore, the low level of complexity for users does not mean that the program’s implementation proceeded without obstacles; rather, it indicates that the organizers were able to manage these various challenges so that they did not directly impact the user experience.

These findings reveal a relationship between the attributes of compatibility and complexity in the RESTUNYA DIAH Program. Aligning service schedules with school activities, coordinating with various parties, and providing supporting facilities all of which were discussed under the compatibility attribute play a role in reducing the level of complexity experienced by students. Thus, the ease experienced by users stems not solely from the innovation’s design but also from the organization’s ability to manage the implementation process through interagency coordination. This indicates that the success of public service innovations is influenced by the interrelationships among innovation attributes, rather than by each attribute in isolation.

The findings of this study align with the research by (Berlianto & Muljanto, 2024) on the PALING JEMPOL Program, which showed that outreach services can make it easier for the public to access civil registration services, even though their implementation continues to face various coordination and technical challenges. However, this study reaffirms that these challenges should be viewed as barriers to implementation, not as indicators of an innovation’s high complexity. Thus, the RESTUNYA DIAH Program exhibits a low level of complexity from the user’s perspective because its procedures are easy to understand and follow, while the challenges that arise are more related to the implementation management by the implementing organization.

Trialability

Research findings indicate that the RESTUNYA DIAH program is fully ready for evaluation, as its implementation is accompanied by periodic assessments conducted by the Jombang Regency Population and Civil Registration Office. These evaluations are based on quarterly reports used to track the progress of e-KTP registration, identify implementation obstacles, and develop improvement measures for the subsequent period. Furthermore, documented evidence regarding program activities and the achievement of target indicators serves as a basis for the Population and Civil Registration Agency to evaluate the effectiveness of the outreach services provided in schools. The evaluation results indicate that the RESTUNYA DIAH program was not implemented based on a fixed model but was continuously improved upon based on practical experience gained during its implementation in the field.

This evaluation process enables the organizers to identify various operational needs, such as adjustments to service schedules, increased budgetary support for outreach activities, and the resolution of various technical challenges that arise during implementation. Thus, the implementation experience is not only used to assess the program’s success but also serves as the basis for organizational learning in developing sustainable innovations. This situation indicates that the RESTUNYA DIAH Program exhibits the characteristic of trialability, as the results of the innovation’s implementation are utilized as evaluation material to improve implementation in subsequent periods. Nevertheless, the research findings also indicate that the evaluation process remains largely oriented toward the organizers’ perspective. During the study, no specific mechanism was identified that allowed students, as service recipients, to systematically share their experiences, suggestions, or complaints after participating in the e-KTP registration process. Additionally, students who were unable to attend the scheduled service sessions at school due to illness, leave, or other reasons did not receive structured follow-up information.

These findings indicate that the innovation learning process is still dominated by internal organizational evaluations, while user experiences have not yet fully become part of the program's improvement mechanisms.

From (Rogers, 2003) perspective, trialability is not only related to the opportunity to test an innovation but also to an organization's ability to use implementation experience as a basis for refining the innovation. The results of this study indicate that Disdukcapil has implemented routine evaluations, allowing various operational challenges to be promptly identified and addressed. However, this study also shows that innovation learning would be more effective if it relied not only on internal evaluations but also integrated user experiences as a source of information in service development. Thus, evaluations that involve both service providers and service recipients simultaneously have the potential to yield innovations that are more responsive to the needs of the community.

These findings reveal a correlation between trialability and the attribute of complexity. Various implementation barriers such as changes to the school schedule, internet connection disruptions, and issues with the Population Administration Information System (SIAP) can be continuously minimized through periodic evaluations conducted by the program organizers. In other words, the evaluation process serves as a learning mechanism that helps the organization mitigate the impact of various implementation barriers, thereby ensuring the sustainability of the innovation. This relationship indicates that the success of the RESTUNYA DIAH program is influenced not only by the ease of using the innovation but also by the organization's ability to engage in continuous learning based on the evaluation of results.

The findings of this study are consistent with other research showing that periodic evaluation is a key factor in ensuring the sustainability of innovation in public services. However, this study makes an additional contribution by demonstrating that the effectiveness of trialability is determined not only by the presence of internal evaluations but also by the extent to which the organization provides opportunities for service recipients to provide feedback. Therefore, developing complaint mechanisms, satisfaction surveys, or feedback channels for students could be a strategic step toward strengthening the innovation learning process while improving the quality of the RESTUNYA DIAH Program's services in the future.

Observability

Research findings show that the results of the RESTUNYA DIAH Program are clearly evident through increased e-ID registration rates, expanded service coverage, and benefits directly experienced by students as service recipients. This program provides outreach services at schools, enabling the e-ID registration process to begin at age 16 without requiring students to visit the Disdukcapil office. This mechanism makes the service more accessible while providing immediate benefits, such as ease of access, time efficiency, and ensuring students are ready to receive their e-ID cards upon turning 17. In addition to the benefits experienced by users, the success of this innovation is also evident in the increasing number of students participating in e-ID registration through the RESTUNYA DIAH Program year after year.

Program outcome data show that the number of participants in the registration process increased from 1,978 students (79.1%) in 2024 to 2,183 students (87.3%) in 2025. This increase indicates that the outreach service mechanism is becoming increasingly effective at reaching the program's target audience. As for the 2026 data, which reached 1,684 students (67.4%), this represents a provisional figure through June, as the program's implementation for the following semester had not yet begun at the time of the study. Therefore, the 2026 data is not used to compare the program's annual performance but to demonstrate that the implementation of the RESTUNYA DIAH Program continued consistently throughout the study period. Furthermore, these figures represent the achievements of the RESTUNYA DIAH Program and do not reflect the overall progress of e-ID registration for first-time applicants in Jombang Regency, as some residents still register through regular services at the Disdukcapil office or sub-district offices. Thus, this data should be understood as an indicator of the program's contribution to accelerating e-ID registration, not as a representation of all achievements in population administration services in Jombang Regency.

From (Rogers, 2003) perspective, visibility refers to the extent to which the results of an innovation can be observed and experienced in practice by users and other stakeholders. Study findings indicate that the impact of the RESTUNYA DIAH program is evident not only in increased enrollment figures but also in changes to the service experience reported by students and educational institutions. Students found it easier to participate in registration without interrupting their learning activities, while schools were able to support civil registration services without disrupting the learning process through previously agreed-upon coordination. This demonstrates that the outcomes of an innovation can be observed both through quantitative indicators such as program achievements and qualitative indicators such as the tangible benefits experienced by

stakeholders. These findings reveal the interconnection between observability and other innovation attributes. The observable benefits arise because the RESTUNYA DIAH Program possesses a relative advantage in the form of ease of access and service efficiency, supported by compatibility through schedule adjustments aligned with school activities, and sustained through a continuous evaluation process as part of trialability. Thus, the visible outcomes of the innovation are not the result of a single attribute but rather the result of the interaction among innovation attributes that mutually support one another during the implementation process. This relationship indicates that the success of a public service innovation cannot be understood in isolation but must be viewed as an interplay between the characteristics of the innovation and the organization's ability to manage it.

The findings of this study are consistent with the research by (Septiani & Arundinasari, 2023), which shows that the results of innovations in civil registration services can be observed through improvements in service quality, ease of access, and benefits perceived by the community. However, this study makes a more specific contribution by demonstrating that the observability of the RESTUNYA DIAH Program is evident not only in improved program outcomes but also in changes to service mechanisms that allow students to register earlier within their school settings. Thus, the results of the innovation can be observed both through administrative evidence such as improved program outcomes and through the service experiences directly felt by service recipients.

CONCLUSION

"Visibility" refers to the extent to which the results of an innovation can be observed and experienced in practice by users and other stakeholders. Research findings indicate that the impact of the RESTUNYA DIAH program is manifested not only in increased student enrollment figures but also in changes to the service experience reported by both the students themselves and the educational institutions.

The research findings indicate that the success of the RESTUNYA DIAH Program is determined not only by a single innovation attribute but by the interrelationships among innovation attributes. The program's relative advantage is supported by its alignment with students' needs and school conditions, while the sustainability of its implementation is influenced by periodic evaluations that allow various implementation challenges to be identified and addressed. Thus, this study demonstrates that the adoption and success of public service innovations depend not only on the characteristics of the innovation itself but also on the organization's ability to ensure inter-departmental coordination and continuous learning throughout the implementation process.

Nevertheless, this study still identified several areas for improvement in the implementation of the RESTUNYA DIAH Program. Information regarding follow-up procedures for students who are unable to attend the scheduled recording sessions at school has not been communicated systematically, and there is currently no feedback channel available for students to share their experiences, suggestions, or complaints after receiving the service. These conditions indicate that user involvement in the process of refining the innovation can still be strengthened.

In this regard, the Jombang Regency Population and Civil Registration Office is advised to develop a more structured follow-up mechanism for students who miss their scheduled registration appointments; implement a feedback system to assess service quality from the service recipients' perspective; strengthen coordination with schools and relevant agencies; and establish procedures for handling technical failures, such as those affecting the Population Administration Information System (SIAP). These measures are expected to enhance the quality, sustainability, and effectiveness of the RESTUNYA DIAH program, as well as accelerate the issuance of electronic ID (e-ID) cards for first-time recipients.

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