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Analysis of Nagari Go Digital Innovation as An Improvement in Population Administration Services by The Population and Civil Registration Office of Padang Pariaman Regency

Resti Fajria, [2]Roni Ekha Putera, Ria Ariany

[2] Universitas Andalas, Indonesia, roniekhaputera@soc.unand.ac.id

Abstrak

Padang Pariaman Regency has 103 nagari spread and has access to different geographical conditions. So that this affects services in population administration and civil registration which makes people reluctant to take care of it for reasons that access is quite difficult to reach. As one of the efforts to improve public services, the Population and Civil Registration Office of Padang Pariaman Regency created an innovation Nagari Go Digital. This research was designed using qualitative methods with a descriptive approach. The purpose of this study is to analyze the Nagari Go Digital program in improving public services in Padang Pariaman Regency. The results of this study show that the innovation of the Nagari Go Digital program can increase the effectiveness of the implementation of population document services held in the Nagari government with the support of digital services. So that it has benefits for the community in obtaining services without having to come to the office of the Population and Civil Registration Office. However, there are still some obstacles that occur in Nagari as an implementing organization so that it needs to be improved again in its implementation.

Keywords: E-government, innovation, Nagari Go Digital

Introduction

Along with the rapid development of information and communication technology today, it can help the government in building an effective and efficient bureaucracy. The development of information and communication technology can improve government performance and allow an activity to be carried out quickly and precisely. The use of information and communication technology can be realized in the form of e-government that can provide information, information, and profile presentation. The use of information technology penetrates into participation spaces or web/application-based community service facilities, policy determination, and even managerial governance and which ultimately becomes the right answer to answer public complaints. E-Government is the use of information technology by the government to provide information and services to the public, as well as other matters related to government. For this reason, there must be innovation in the delivery of public services so that they can be more efficient, effective, transparent and accountable.

E-government is an information system that uses the internet and other digital technologies to conduct transactions, public services, communication, coordination and management of government organizations which include government to government, government to business and government to society services (Adriwati, 2001: 300). In response

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to the implementation of e-government, the Population and Civil Registration Office of Padang Pariaman Regency gave birth to an innovation in the field of population administration known as NAGITA or commonly called Nagari Go Digital. The birth of this innovation departs from the government's responsibility in providing public services based on the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia (Minister of PAN and RB) No. 30 of 2014 that public service innovation is a breakthrough in public services which is an original creative idea and adaptation / modification provides benefits to the community both directly and indirectly. In line with the opinion by Sulistio (2009) that the basic principle of service is innovative (Wulandari, 2019: 14).

The birth of Nagari Go Digital Innovation or familiarly called Nagari Go Digital is inseparable from the background of Padang Pariaman Regency which has an area of about 1,328.79 Km^2 or about 3.15 percent of the land area of West Sumatra province which stretches to the Bukit Barisan cluster area. With the vast area of Padang Pariaman Regency, it makes it difficult for the government to reach the community to provide services, especially several administrative affairs offices located in the Pariaman City area, one of which is the Population and Civil Registration Office of Padang Pariaman Regency. This makes it difficult for the community to access services so that the services provided by Dis the Population and Civil Registration Office of Padang Pariaman Regency have not been maximally accepted by all people in Padang Pariaman Regency. While population administration is a very important document to be owned by every community.

In an effort to encourage public sensitivity to the importance of a document, changes are needed to manage and organize data in a modern manner. There has been some previous research on program innovation. First, research by Arya, F. A. regarding the innovation of AJEP (Shuttle Licensing) by DPMPTSP office Padang Pariaman Regency that the people of Padang Pariaman, especially those living in border areas, feel reluctant or think twice about taking care of documents to the official office because it requires more costs to get to the location. Not to mention the factor of documents that are still incomplete so that people have to go back and forth (Arya, 2018). Therefore, DPMPTP made a breakthrough in the SIMPEL (Electronic Licensing Information System) application innovation where the public can access permits without the public having to come to the office to carry out permits and be assisted by AJEP services. Breakthrough innovations like this must certainly be realized also in the Population and Civil Registration Office of Padang Pariaman Regency, because the behavior of the community is similar but only different public service documents. Then the two studies by Alindro, Kusdarini & Putera on Innovation of Integrated Marriage Administration Services (PANTER) at the Office of Religious Affairs of Six Lingkung District, Padang Pariaman Regency. The results showed that the impact of PANTER innovation can be felt directly with the ease of service received by the community because the bride and groom afterholding a wedding immediately get a marriage certificate citation book and other population documents without having to do direct service to the Population and Civil Registration Office (Alindro, Kusdarini &; Putera, 2021) .

Then research from Ananda, Putera & Ariany on Health Service Innovation at Pariaman City Hospital, namely Peluru Pasif Innovation (Integrated and Comprehensive Pulmonary TB Patient Service) and Si Gadis Koja Innovation (Ready to Respond to Disabled Patients, Elderly and Risk of Falling) has been able to provide satisfaction to the community in health services. Inaddition to this innovation providing ease of service, this study also emphasizes the need for

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support from local governments to support this innovation so that it can become a role model for development in health services.

Departing from previous research, people in Padang Pariaman Regency have a habit of taking care of population administration when it will be needed, which then the community only wants the application for documents to be completed quickly, besides that with only conventional services, it can also cause a buildup of population documents at the Population and Civil Registration Office. In helping the people of Padang Pariaman Regency in the field of administrative and civil registration services, various breakthrough innovations were born to ensure the implementation of increasingly quality public services and can make it easier for people to access population document services (Ananda, Putera &; Ariany, 2019).

In the population administration and civil registration services initiated by the Population and Civil Registration Office of Padang Pariaman Regency, an innovation program Nagari Go Digital was born. This program is a form of elaboration of the mandate of the Minister of Home Affairs Regulation Number 7 of 2019 concerning Online Population Administration   that the presence of online population administration will create a series of structuring and regulating activities in the issuance of electronic-based population documents and data through population registration, civil registration, management of population administration information and utilization of the results for services public and other sector development. In addition, it is also a follow-up form of the mandate of the Ministry of Home Affairs No.470/15526/DUKCAPIL concerning the Utilization of Population Data and Documents and the Circular Letter of the Director General of Dukcapil No.470/18754/DUKCAPIL concerning the Utilization of Population Data. So that the innovation of the Nagari Go Digital program is mandated in the Padang Pariaman Regent Regulation Number 53 of 2019 concerning Population Administration Digital Nagari Innovation. Article 1 of the Perbup explains that Nagari Go Digital is an innovation that allows people in Padang Pariaman Regency to apply for services and print their residence documents directly at the Nagari office (village) according to the address on the E-KTP.

Albury and Mulgan define innovation as new ideas that work which means that innovation is closely related to new ideas that are useful and an innovation can be said to be successful if the creation and implementation of new processes, products, services and methods can produce quality improvements in the results that are effective and efficient (Suwarno, 2008: 9). In order for the implementation of Nagari Go Digital service innovation to run smoothly, the Population and Civil Registration Office of Padang Pariaman Regency collaborates with various parties such as the Communication and Information Office, Village Community Empowerment Office, PT. Pos Indonesia and collaborate with district and Nagari.

Public sector innovation can describe the responses made by the government in innovating in general in the public sector. Changes made are based on processes carried out on the internal and external environment along with the completeness used in innovation. According to McNabb and Edvinson (2004), the process of innovation in the public sector includes the search for and application of new technologies in organizations, new and better ways of delivering services and processes and management systems that are new or untried. Then David C. Korten stated that the success of program implementation can be seen if there is a conformity of three elements of program implementation, namely (1) Compatibility between the program and what is needed by the target group; (2) Compatibility between the program and the implementing organization, namely the compatibility between the tasks required by the program and the

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capabilities of the implementing organization; (3) Compatibility between the target group and the implementing organization to be able to obtain program results with what can be done by the program target group (Akib &; Arigan, 2008).

In implementing the innovation of the Nagari Go Digital program, the Population and Civil Registration Office of Padang Pariaman Regency carried out coaching to 103 Nagari in Padang Pariaman Regency in order to provide guidelines, guidance, guidance and assistance so that the implementation of this innovation can be implemented properly. The presence of this Nagari Go Digital innovation serves as an acceleration of services and cuts the distance between the community in managing population documents, where people do not need to come directly to the Population and Civil Registration Office of Padang Pariaman Regency but the community can take careof their population directly at the local Nagari district. This Nagari Go Digital service program moves with an online system driven by the Dukcapil Ceria Mobile application. This means that the implementation of the Nagari Go Digital program is at the Nagari level in Padang Pariaman Regency. The purpose of the Nagari Go Digital program is to accelerate services and reduce the distance between people in managing population documents so as to create fast, effective and efficient services. Therefore, based on the explanation above, this paper will discuss the analysis of the Nagari Go Digital program as an improvement in services by the Population and Civil Registration Office of Padang Pariaman Regency

Method

The approach used in this study is a qualitative approach with a descriptive method whose purpose is to describe in detail the implementation of the Nagari Go Digital program innovation in population administration services by the Population and Civil Registration Office of Padang Pariaman Regency. The focus of this research is to describe the implementation of Nagari Go Digital innovation as a breakthrough in public services in the field of population administration. Qualitative data collection techniques are data collection whose data is descriptive meaning data in the form of categorized symptoms or in other forms such as photos, documents, artifacts, and field notes when the research is carried out (Jonathan Sarwono, 2006: 259). In this study, several data collection techniques were used, namely documentation and literature study. Data collection techniques through documentation are data retrieval obtained through documents. Then Literature Study is research conducted by researchers by collecting a number of books, books, magazines related to problems and research objectives. This technique is carried out with the aim of revealing various theories that are relevant to the problem being faced / researched as reference material in the discussion of research results.

Results and Discussion

Nagari Go Digital innovation is a form of implementing government administration in improving the quality of public services based on information and communication technology in order to answer the demands and needs of the public who want a fast data processing process and the right information. E-Government is needed to improve the efficiency, effectiveness, transparency, and accountability of government administration with a view to increasing public trust in the image of government services, especially bureaucracy.

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The results and discussion of the Implementation of Nagari Go Digital Innovation as an Improvement of Population Administration Services and the Population and Civil Registration Office of Padang Pariaman Regency will be studied using the implementation model by David C. Korten which will be described as follows:

Conformity between the Program and what is needed by the Target Group

The presence of Nagari Go Digital innovation is an effort to improve digital-based population administration services by the Population and Civil Registration Office of Padang Pariaman Regency. Nagari Go Digital services are accessed through the Dukcapil Ceria Mobile (DCM) application, which is an application that can be downloaded through Google Playstore or *https://siak.padangpariamankab.go.id/* website that allows the public to submit changes to population and civil registration documents and access other the Population and Civil Registration Office of Padang Pariaman Regency services that are not limited by space and time. The clarity of the program on the Nagari Go Digital service was conveyed by the implementer through socialization activities which in this case were carried out by the Population and Civil Registration Office of Padang Pariaman Regency in collaboration with the Nagari government. Socialization is given directly at the beginning of the implementation of the program. On an ongoing basis, socialization and direction are given in the form of communication by the Population and Civil Registration Office of Padang Pariaman Regency team to the Nagari Government directly or through information disseminated in the form of graphic design containing service information on the Population and Civil Registration Office information media of Padang Pariaman Regency. In this Nagari Go Digital service, people can access eight types of services in the form of Family Card changes, ID card printing applications, birth certificate applications, death certificate applications, arrival applications, moving applications, Child Identity Cards (KIA) and Sightseeing complaint services. Then, the convenience that can be felt by the community, namely for population documents can also be printed directly independently or can be printed at the local N agari Office, namely birth certificates, death certificates, family card and SKPWNI.

Nagari Go Digital innovation is one of the answers to public complaints regarding the convoluted and long population administration bureaucratic system, coupled with the long distance of the Population and Civil Registration Office of Padang Pariaman Regency so that it takes a long time and costs to access administrative services. The existence of this program is in accordance with what is needed by the people of Padang Pariaman Regency, namely effectiveness and efficiency in accessing services so that it can also increase the level of community participatory in population administration access.

To support the Nagari Go Digital service, there is an infrastructure in the form of an Independent Dukcapil Platform (ADM) which functions to print population documents independently by the community in Nagari. The form of ADM can be seen in the picture below:

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Figure 1. Independent Dukcapil Platform

Source: Population and Civil Registration Office of Padang Pariaman Regency, 2023

Independent Dukcapil Platform (ADM) is currently available at the Office of the Population and Civil Registration Office of Padang Pariaman Regency, while for the Nagari level which has an Independent Dukcapil Platform machine, there are three nagari namely Nagari Sicincin, Nagari Katapiang, and the platform owned by Nagari III Koto Aur Malintang. The presence of ADM makes it easy for the public to print population documents and become a supporting tool in the implementation of the Nagari Go Digital program.

Compatibility Between the Program and the Implementing Organization

The implementation of a program well cannot be separated from how the implementor carries out its duties and functions. In implementing the Nagari Go Digital program, the Population and Civil Registration Office of Padang Pariaman Regency collaborates with 103 Nagari, 17 sub-districts. In Perbup Number 53 of 2019 concerning Nagari Digital Administration Innovation, it has been explained that in each Nagari there is a role of the Wali Nagari, Admin Nagari Go Digital and the entire Nagari government. Nagari Go Digital innovation services are implemented by:

(i). Back Office Team, which is a special operator employed by the Population and Civil Registration Office of Padang Pariaman Regency to carry out population documents and civil registration services online after receiving input of application data from the nagari or directly from the community. The Back Office Team (BOT) of the Nagari Go Digital program is 10 people in implementing this innovation. To improve the ability of officers to implement innovations, Disdukcapil Padang Pariaman Regency provides training. The training provided is quite diverse such as ESQ 165 Quantum Excellence, Effective Communication and Handing Complain Training, ESQ Total Service Quality and Leadership, and other training according to their respective specialties (Rahelia, 2022).

(ii). Nagari operators, namely nagari officers whose duty is to input community application data into the Dukcapil Ceria Mobile application, print and submit population documents

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that have been issued to the community. However, in the implementation of the Nagari Go Digital innovation by operators at Nagari experienced several obstacles in its implementation. This is because there is a communication line that is not optimal between the nagari and the Population and Civil Registration Office of Padang Pariaman Regency, so there is still a need for a significant communication line so that when the nagari experiences problems, the Population and Civil Registration Office of Padang Pariaman Regency can respond quickly. Therefore, the Population and Civil Registration Office of Padang Pariaman Regency needs to carry out periodic training after the implementation of Nagari Go Digital as a form of sustainability. Including the implementation of comprehensive monitoring and evaluation that needs to be determined and carried out periodically.

Although currently between the Population and Civil Registration Office and the Nagari Government has a communication funnel through Whatsapp groups, this periodic monitoring and evaluation must still be, not only at the Nagari level but also the District government. This is done so that the role of each implementing organization has a clear role so that program implementation can run well.

Compatibility Between Community Groups and Implementing Organizations

a) There is clarity of requirements that must be completed

The implementation of Nagari Go Digital program innovation services is inseparable from service requirements and procedures. If users want to access requests for population administration services, the procedures and requirements of the service can be directly seen through the Dukcapil Ceria Mobile application or website. The desktop page display of this innovation is as follows:

Figure 2. Dukcapil Ceria Mobile Log In and Desktop Page
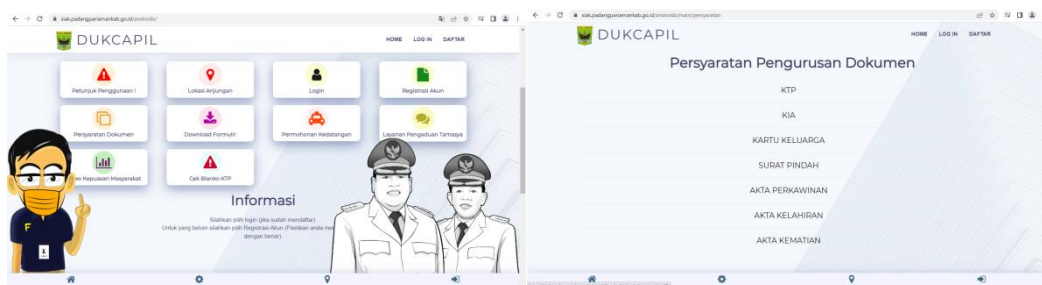
Source: Researcher Documentation, 2023

In the picture above, it can be seen that when the user opens the website from Dukcapil Ceria Mobile, the service request feature is immediately displayed and for the requirements procedure already has a special page on the website so that users do not need to be confused anymore. If the community is still experiencing problems, then the community can directly come to the front office to help submit an application through a desktop-based application.

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b) Punctuality

Timeliness indicates the implementation of the program against the expected targets. This relates to the suitability of the program with the goals and objectives of the program. As the Nagari Go Digital program is in line with the motto of the Population and Civil Registration Office of Padang Pariaman Regency, namely "CERIA", namely Fast, in providing public services, the Population and Civil Registration Office of Padang Pariaman Regency employees must carry out service activities as soon as possible and with maximum results without reducing the quality of service and employee ethics. Efficient, andin providing public services, the Population and Civil Registration Office of Padang Pariaman Regency employees must have the willingness to complete work carefully, quickly, precisely and effectively without compromising the main goal. Responsive, andproviding public services, the Population and Civil Registration Office of Padang Pariaman Regency employees must have sensitivity in responding to various things faced. Innovative, andin providing public services, the Population and Civil Registration Office of Padang Pariaman Regency employees are expected to have the ability to explore themselves to produce new breakthroughs in service. And finally Accountable, inproviding public services, the Population and Civil Registration Office of Padang Pariaman Regency employees are expected to have the ability to carry out activities transparently and accountably in accordance with applicable laws and regulations.

In implementing this Nagari Go DigitAL innovation, implementors work together through integrated collaboration so that the service process can run quickly. Requests made by the public through the Dukcapil Ceria Mobile application at the nagari level will accumulate in the Prisma Dukcapil system so that the recap of application data accumulates clearly which can then be followed up by the Population and Civil Registration Office of Padang Pariaman Regency. This Nagari Go Digital innovation makes it easy for people who will take care of population administration without having to come directly to the Population and Civil Registration Office of Padang Pariaman Regency, so this can cut the distance and cost of service access.

Impact of Nagari Go Digital Innovation for the Community

Impact is the influence caused both positively and negatively on a change to be realized, especially in Nagari Go Digital innovation. The positive impact of the birth of Nagari Go Digital innovation is the ease of service felt by the community which can be done directly at the local nagari. Then this also affects the time spent on the service and the costs incurred to access the service. But apart from the positive impact felt, the implementation of this innovation also has a negative impact that can be detrimental and tend to make things worse. Before the presence of Nagari Go Digital innovation, people carried out conventional services to the Population and Civil Registration Office of Padang Pariaman Regency so that people did not need to be required to understand the use of services digitally by utilizing information technology. After this Nagari Go Digital innovation was born, people were required to understand it while not all people had the knowledge and ability of technology. The limitations of the community in accessing digital services are experienced by the elderly on average. Not only that, for regions that still have a bad internet network, it also causes problems in the service process in Nagari, so that in the end it also causes inefficiency of this innovation program.

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Conclusion

Based on the analysis that has been done, that the renovation of Nagari Go Digital by the Population and Civil Registration Office of Padang Pariaman Regency is one form of the results of the implementation of e-government to realize the ease of population administration services effectively and efficiently. The results of this study conclude that the use of communication and information technology has a role in realizing inclusive and fast services. Inovated the Nagari Go Digital Program in accordance with what is needed by the community regarding the service system that has been convoluted and long. The purpose of this innovation is to accelerate services and reduce the distance between the community in managing population documents, so that people can access population administration and civil registration services simply by accessing smartphones anywhere and anytime or by just coming to the local Nagari office. However, in the implementation of this program, there are still several things that need to be improved, such as communication lines between the Population and Civil Registration Office of Padang Pariaman Regency with the Nagari Government and District Government need regular monitoring and evaluation.

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