

CHAPTER IV

CONCLUSION

4.1 Conclusion

1. CIPP Aspects That Have Been Successfully Implemented in the Alpukat Betawi Application in Pondok Kelapa Subdistrict in the 2023–2025 Period

Based on the research findings, it can be summarized that the Context, Input, and Process aspects of the Alpukat Betawi application's implementation have been running smoothly and sufficiently support the delivery of digital-based civil registration services. Regarding the Context aspect, the program's implementation is considered successful because it is driven by the community's real needs, particularly those of highly mobile individuals who require services that are fast, flexible, and not limited by time or location. The alignment between community needs and program objectives indicates that this service digitization policy has been designed appropriately. Furthermore, the program's primary objectives enhancing efficiency, accessibility, and service effectiveness have also been achieved, as evidenced by the direct benefits experienced by the public in managing population documents more practically.

In terms of inputs, the success of implementation is supported by competent human resources. The staff involved in service delivery possess the necessary experience, procedural knowledge, and technical skills to operate digital systems, enabling them to perform their service duties effectively. These competencies are acquired not only through formal education but also through repeated work experience in the field of administrative services. Additionally, the available

facilities and infrastructure such as computers, internet networks, and other support systems are generally sufficient to support application-based service operations. This indicates that, in terms of resource readiness, the program's implementation has a sufficiently strong foundation.

In terms of the process, the implementation of the Alpukat Betawi application has also proceeded in a systematic and structured manner. The service process has been designed with a clear workflow, starting from the account registration stage, data verification by the Civil Registry Office (Dukcapil), through to the submission and completion of administrative services. The clarity of this workflow reflects the standardization of procedures that supports transparency and ease of service delivery. Additionally, coordination between the sub-district office as the technical implementer and Dukcapil as the system administrator has been effective. This is evident from the responsive communication mechanisms and clear reporting system in place when technical issues arise. Thus, both administratively and operationally, the implementation process can be said to have proceeded well and is capable of supporting the relatively smooth continuity of digital services.

2. Aspects of CIPP That Have Not Yet Run Optimally in The Implementation of The Alpukat Betawi Application in Pondok Kelapa Subdistrict in The 2023–2025 Period

Based on the research, on the other hand several aspects of the CIPP model remain not yet optimal, particularly in the Product aspect, as well as in practice in the Context, Input, and Process aspects. In the Product aspect, the implementation results have not fully met the expectations of the community as service users. This

is indicated by the various obstacles still experienced by users, such as difficulties in the account activation process that still requires a visit to the sub-district office, uninformative application notifications, slow system performance, and technical obstacles such as errors and difficulties uploading documents. In fact, some people have to try several times to access the service or choose to use manual services at the subdistrict office again. This condition indicates that the service output does not fully reflect the principles of easy, fast, and fully online digital services.

Furthermore, in the Context aspect, particularly in the application usage identification, there is still a mismatch between the service simplification policy and community needs. Restrictions on the types of services within the application mean that not all administrative needs can be accommodated digitally, thus reducing the application's usefulness. In the Input aspect, obstacles arise from dependence on the centralized system (SIAK). Therefore, if there is a disruption in the central system, services at the sub-district level are also hampered. This indicates that even though resources at the local level are adequate, implementation success is still influenced by external factors that cannot be fully controlled.

Meanwhile, in terms of the Process aspect, although the service flow system has been well-designed, in practice, obstacles are still encountered related to user understanding of the flow. Not all people are able to properly understand the application's usage stages, resulting in confusion in the service process. Furthermore, the persistence of stages that require direct interaction indicates that the digitalization process has not been fully implemented end-to-end. Thus, it can

be concluded that although the implementation of the Alpukat Betawi application has been underway, continuous improvements are still needed, particularly in enhancing system quality, expanding service features, and simplifying the user flow so that all aspects of CIPP can run optimally and provide maximum benefits to the community.

4.2 Recommendation

Based on the results of the research that has been conducted, there are several suggestions that can be given as efforts to improve and enhance the quality of the implementation of population administration services through the Alpukat Betawi application in the future.

1. Recommendations for CIPP Aspects that Have Run Optimally

Based on the research results, the well-executed Context, Input, and Process aspects need to be maintained and continuously improved to ensure optimal performance in the future. Regarding the Context aspect, it is recommended that local governments and the Civil Registration and Civil Registration Office (Dukcapil) continue to evaluate community needs periodically to ensure services remain relevant to technological developments and the dynamics of public demand. Furthermore, outreach regarding the benefits and use of the application needs to be continuously improved to increase public awareness and utilization of digital services.

In terms of input, the already high quality of human resources needs to be maintained through ongoing training and competency development, particularly in response to evolving digital technologies. Furthermore,

regular maintenance and upgrades to facilities and infrastructure are essential to ensure smooth system operation. Technical support for networks and devices must be maintained to prevent a decline in service quality.

Meanwhile, in terms of process, the clear and structured service flow needs to be maintained with regular improvements to simplify and facilitate public understanding. The effective coordination between the sub-district office and the Civil Registration and Civil Registration Office (Dukcapil) also needs to be strengthened through consistent communication, monitoring, and regular evaluation, so that the service process remains efficient and responsive to emerging challenges.

2. Recommendations for CIPP Aspects that are Not Running Optimally

Based on research findings, the Product aspect and some aspects of Context, Input, and Process that are not running optimally require two main approaches: mitigation efforts to prevent a decline in service quality and improvement strategies to achieve a more optimal condition.

In the Product aspect, mitigation steps that need to be taken are ensuring system stability through bug fixes, improving application performance, and providing clearer notifications to avoid user confusion. Furthermore, a responsive helpdesk is needed to quickly handle user issues. As for future improvements, the application needs to be developed to be more user-friendly with a simpler design, a more intuitive user flow, and optimization of the activation and verification processes so that they

can be carried out entirely online without direct interaction.

In terms of context, mitigation can be achieved by once in a while evaluating service simplification policies to ensure they don't overly restrict community needs. This is crucial to ensure the application remains relevant and avoids user abandonment. Meanwhile, for future improvements, gradual feature development is needed by integrating more types of administrative services, enabling the application to become a more comprehensive service platform.

In the Input aspect, mitigation measures focus on reducing the risk of disruptions due to dependence on the centralized system (SIAK), such as by improving technical coordination with the central office and preparing alternative procedures in the event of system disruptions. Furthermore, providing a backup system is crucial to maintaining service continuity. For long-term improvements, strengthening digital infrastructure is necessary, including increasing server capacity and network stability, so that the system can operate more reliably and with minimal disruption.

In the Process aspect, mitigation is carried out by increasing public awareness and socialization regarding the application's usage flow to reduce errors and confusion. Providing simple and easy-to-understand guides is a crucial step in this stage. For future improvements, the service process needs to be continuously simplified and optimized to run end-to-end digitally without relying on offline services. Thus, through a

combination of these mitigation steps and development strategies, it is hoped that the implementation of the Alpukat Betawi application can be continuously improved and reach an optimal level in providing digital-based public services.