

DIGITALISASI DOKUMEN AKTA KELAHIRAN DAN AKTA KEMATIAN DALAM MENINGKATKAN KUALITAS PELAYANAN PUBLIK (KANTOR DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL KABUPATEN MALANG)

(Annas Yoherta Abi Aghniya), (Taufiq Soeltanto)

Sekolah Tinggi Ilmu Administrasi (STIA) Malang

Program Studi Administrasi Publik

(Annas Yoherta Abi Aghniya)

Email : yoherta.annas@gmail.com

ABSTRACT

As information technology advances, the public's need for quick, accurate, and transparent population management services has led to the digitalization of birth and death certificate records at the Malang Regency's Population and Civil Registration Office. The goal is to examine the digitalization process, pinpoint any roadblocks, and evaluate how it affects the standard of public services. According to this study, which employed descriptive qualitative methods including observations, interviews, and documentation studies, digitalization speeds up the service process, simplifies data archiving, and reduces administrative errors; these improvements lead to increased time efficiency, enhanced data accuracy, and greater public satisfaction. However, the study also identified challenges such as insufficient technology infrastructure, low digital literacy among the general public, and the requirement for staff training. In conclusion, the efficacy and efficiency of public services have been improved by document digitalization; nevertheless, further assistance is needed to enhance infrastructure, personnel, and public outreach.

Keywords: Education Services, Digitalization, SUKASAM Application, Community Satisfaction