

Analysis of The Implementation of The Pak Wagimin Letik Innovation in Increasing Community Participation (A Study in Wonodadi District, Blitar Regency)

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ABSTRACT

Wonodadi District, Blitar Regency, developed the Pak Wagimin Letik innovation (*Pelayanan Kabeh Wajib Digitalisasi Adminduk Lewat IKD*) to encourage community participation in activating and utilizing the Digital Population Identity (IKD). This study aims to analyze the implementation of the Pak Wagimin Letik innovation in increasing community participation and to identify supporting and inhibiting factors. The study employed a descriptive qualitative approach. Data were collected through observation, interviews, and documentation involving the Head of Wonodadi District, population administration service operators, and service users. The analysis used George C. Edwards III's policy implementation model, which includes communication, resources, disposition, and bureaucratic structure. The findings indicate that the innovation has generally been implemented well. Internal communication among implementers operates effectively through coordination meetings, briefings, and staff assemblies, while communication to the community remains uneven. Human resources and service facilities are available and supportive, although limitations in SIAK-enabled computers, internet disruptions, and community devices remain obstacles. Implementer disposition is a major strength, reflected in commitment, responsibility, courtesy, responsiveness, and direct assistance during IKD activation. The bureaucratic structure also supports the program through standard operating procedures, clear task division, and coordination with the Blitar Regency Population and Civil Registration Office. The main obstacles are limited public outreach, inadequate supporting facilities and internet connectivity, low digital literacy, and the need to adapt procedures to certain community conditions. The study recommends broader outreach, stronger digital literacy, improved facilities, and strengthened coordination among implementers.

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1. INTRODUCTION

Population administration services are a fundamental part of public service because they pertain to fulfilling the administrative rights of the community and serve as

the foundation for various government services. The development of information technology encourages the transformation of population administration services toward digital services that are more effective and accessible. One form of this transformation is the Digital Population Identity (*Identitas Kependudukan Digital* or *IKD*), which allows population documents to be accessed via electronic devices.

The policy to accelerate the digitalization of population administration was subsequently responded to by the Blitar Regency Government through directives to regional apparatuses, district offices, and village/sub-district governments to encourage the public to activate IKD. Wonodadi District responded to this policy through the Pak Wagimin Letik innovation, an acronym for *Pelayanan Kabeh Wajib Digitalisasi Adminduk Lewat IKD* (Services Mandatory for Digitalization of Population Administration via IKD). This innovation integrates IKD activation into general administrative services so that citizens visiting for public administrative services are directed to activate their IKD first.

In its implementation, the innovation still faces several challenges. Undergraduate research findings reveal that a portion of the community is unaware of the Pak Wagimin Letik innovation and does not understand the benefits of IKD. Additionally, there are limitations regarding the number of staff and computer hardware equipped with the SIAK (Population Administration Information System) application, internet connectivity disruptions, and citizens using mobile devices that do not support the IKD application. These conditions indicate that the presence of innovations and regulations does not automatically guarantee optimal community participation.

Based on these conditions, this study focuses on the implementation of the Pak Wagimin Letik innovation using George C. Edwards III's policy implementation model. The model identifies communication, resources, disposition, and bureaucratic structure as critical variables that determine implementation success. This study aims to analyze the implementation of the Pak Wagimin Letik innovation in enhancing community participation in Wonodadi District, Blitar Regency, and to identify its supporting and inhibiting factors.

2. LITERATURE REVIEW

Include the current knowledge including substantive findings, as well as theoretical and methodological contributions to your topic. A literature review surveys books, scholarly articles, and any other sources relevant to a particular issue, area of research, or theory, and by so doing, provides a description, summary, and critical evaluation of these works in relation to the research problem being investigated.

2.1. Public Policy Implementation

Implementation is a crucial stage in the public policy process because formulated policies must be translated into real action to achieve their intended goals effectively. According to Nurdin Usman (2002), implementation culminates in activity, action, or systemic mechanisms; it is not merely a routine activity, but a planned and deliberate effort executed based on specific norm references to fulfill set objectives. Aligned with this view, Van Meter and Van Horn (1975) define policy implementation as actions carried out by individuals, officials, or governmental/private groups directed toward achieving the goals set forth in prior policy decisions.

This study adopts the policy implementation framework proposed by George C. Edwards III (1980), which outlines four fundamental, interrelated variables determining the success of policy or innovation execution:

1. **Communication:** Refers to the clarity, transmission, and consistency of policy information delivered from policymakers to implementors and target groups. Effective communication ensures that implementors understand their responsibilities and the target public grasps the purpose and benefits of the policy (Putri & Suprayoga, 2023; Adiwinarni et al., 2024).
2. **Resources:** Essential operational components including staff availability, human resource proficiency, executive authority, supporting information, and adequate technical equipment/infrastructure (e.g., hardware, software, network) necessary for smooth service operations (Kuswandi & Syamsir, 2024).
3. **Disposition (Staff Attitudes):** Concerns the commitment, responsibility, honesty, friendliness, and responsiveness of field implementors (*street-level bureaucrats*). Positive attitudes and dedication from frontline staff are crucial in overcoming operational bottlenecks during service delivery (Rasyid et al., 2025).
4. **Bureaucratic Structure:** Pertains to the presence of Standard Operating Procedures (SOPs), clear division of tasks, and inter-agency coordination mechanisms to prevent jurisdictional overlap and confusion (Ramadani, 2019).

2.2. Public Service Innovation

Public service innovation refers to the application of new ideas, methods, or approaches that add value to the quality, efficiency, and effectiveness of public services. According to Agus Dwiyanto (2021), innovation is not limited to Information and Communication Technology (*E-Government*), but also encompasses the renewal of service processes, systemic governance integration, and behavioral/cultural changes within the bureaucracy when interacting with citizens. In this context, "Pak Wagimin Letik" is categorized as a service process and system innovation because it bundles mandatory IKD activation and assistance into standard administrative procedures at the district level.

2.3 Digital Population Identity (IKD) and Community Participation

Digital Population Identity (IKD) represents the national digital transformation of population administration aimed at transitioning physical identity documents into electronic formats stored on citizens' mobile devices. Community participation in this study is defined as the active involvement and compliance of citizens in completing IKD registration and utilization while applying for public services. As emphasized by Mulyasa (2018), the success of any public policy or program adoption depends heavily on participant readiness, which is influenced by their level of understanding, digital literacy, administrative facilitation, and the accessibility of procedures established by the bureaucracy.

3. METHODS

This study utilizes a descriptive qualitative research design (Fadli, 2021; Sugiyono, 2019). The research was conducted at the Wonodadi District Office, Blitar Regency. Five informants were selected, including the Head of Wonodadi District (Camat), e-KTP

recording/service operators, and three community service users. Informants were selected based on their direct involvement in the execution or utilization of the "Pak Wagimin Letik" service innovation.

Data were gathered through observation, interviews, and documentation. Observation was used to monitor service delivery, staff-citizen interactions, and facility availability. Interviews explored communication, resources, disposition, and bureaucratic structures. Documentation strengthened empirical findings through SOP files, socialization media, service logs, and hardware used in IKD activation.

Data validity was verified using technical triangulation and source triangulation. Data analysis followed the stages of data reduction, data display, and conclusion drawing/verification common to qualitative research. The analytical framework relies on George C. Edwards III's four implementation variables.

4. RESULTS

Presenting the implementation findings of the "Pak Wagimin Letik" innovation across the four operational dimensions in Wonodadi District, Blitar Regency.

4.1 Implementation Dimensions and Matrix Analysis

The study identified key operational aspects across communication, resources, disposition, and bureaucratic structure during the execution of the innovation. Table 1 summarizes the findings, supporting factors, and inhibiting factors observed in the field.

Table 1. Results of the study

Indicators	Supporting Factors	Inhibiting Factors	Implication
Communication	Coordination meetings, morning briefings, official social media, direct verbal explanations	Uneven outreach; public reliance on social media is low	Partial Target Coverage
Resources	Competent personnel, basic physical facilities, Disdukcapil technical support	Limited SIAK computers, network outages, incompatible citizen devices	Operational Bottleneck
Disposition	Strong staff commitment, friendly, patient, responsive, personal guidance	Low digital literacy requires extended assistance time per user	Extended Service Duration
Bureaucratic Structure	Established service SOPs, clear task division, regular inter-agency coordination	Public lacks detailed SOP awareness; dynamic conditions require SOP adaptation	Need for Tactical Flexibility
Total	4 Dimensions Operationalized	4 Key Technical Constraints	Valid

5. DISCUSSION

The findings reveal that the implementation of the "Pak Wagimin Letik" innovation successfully addresses the core requirement of public administrative digitalization, though performance varies across the four dimensions of George C. Edwards III's framework.

Disposition and bureaucratic structure emerged as the primary strengths of the initiative. The frontline staff (street-level bureaucrats) demonstrated high commitment, patience, and responsiveness, directly mitigating the challenges posed by low public digital literacy. This aligns with findings by Rasyid et al. (2025), who emphasize that positive executor attitudes are crucial for overcoming technical service barriers. Furthermore, the established SOPs and inter-agency coordination with Disdukcapil provided a clear structural workflow, consistent with Ramadani's (2019) model regarding bureaucratic clarity.

Conversely, communication and resources presented notable limitations. While internal communication among administrative officers functioned effectively via regular briefings and coordination meetings, external communication failed to reach all segments of the public uniformly. Many residents remained unaware of the program due to low engagement with official social media channels, reinforcing the arguments of Hasanah & Handayani (2025) and Sari et al. (2025) regarding the gaps in grassroots public outreach for digital identity adoption.

Technological resource constraints specifically the limited number of SIAK-licensed terminals, network instability, and citizen hardware incompatibility further hindered optimal service speed. As noted by Kuswandi & Syamsir (2024) and Ahmadi et al. (2025), infrastructure readiness and digital literacy remain critical determinants of public policy adoption. The mandatory bundling strategy (Pak Wagimin Letik) successfully drives enrollment, but its long-term efficacy requires addressing underlying technical and educational gaps as conceptualized by Dwiyanto (2021) and Mulyasa (2018).

6. CONCLUSION

The implementation of the "Pak Wagimin Letik" innovation in Wonodadi District, Blitar Regency, has generally proceeded effectively in driving digital population identity adoption. Operational success is primarily driven by strong staff disposition and a clear bureaucratic structure. However, full policy optimization is constrained by uneven public communication, limited SIAK-licensed computer equipment, periodic network disruptions, and low digital literacy among residents.

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