

Innovation Adoption Process Using the Online Anywhere Service Application at the Population and Civil Registration Office of Tanah Datar Regency

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Abstract

Innovation renewal is present as an effort to use technology to optimize service to the community. One form is in the form of online services for various community affairs by government institutions. This research was conducted to find out how the process of adopting online service innovations via the Online Anywhere Service (OASE) application at the Population and Civil Registration Office of Tanah Datar Regency was carried out by the Population and Civil Registration Office (Disdukcapil) of Tanah Datar Regency using Rogers' Theory. This study uses a descriptive qualitative approach. Data were collected using field research techniques, including observation and in-depth interviews with purposive sampling techniques to determine informants. The result of this study is that online services via the OASE application for the Population and Civil Registration Office of Tanah Datar Regency have been successfully adopted from the knowledge stage to the confirmation stage, because the informants considered it appropriate and more flexible. Pamphlets and banners are communication channels that act as initial information dissemination tools. It is also known that interpersonal communication between the community and government representatives acts as a process of exchanging information for adopters to obtain additional information. Informants' ability to use technology influences their perceptions in seeing the degree of relative advantage, suitability, and complexity of the innovation. because it was considered as needed and more flexible by informants. Pamphlets and banners are communication channels that act as initial information dissemination tools. It is also known that interpersonal communication between the community and government representatives acts as a process of exchanging information for adopters to obtain additional information. Informants' ability to use technology influences their perceptions in seeing the degree of relative advantage, suitability, and complexity of the innovation. because it was considered as needed and more flexible by informants. Pamphlets and banners are communication channels that act as initial information dissemination tools. It is also known that interpersonal communication between the community and government representatives acts as a process of exchanging information for adopters to obtain additional information. Informants' ability to use technology influences their perceptions in seeing the degree of relative advantage, suitability, and complexity of the innovation.

Keywords: Innovation Adoption, Online Services, OASE



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INTRODUCTION

The development of Information and Communication Technology (ICT) including the presence of the internet is the main reason for the need for changes in a country's development model (Rusadi, 2014). Through ICT, the government can benefit because the online system makes relations with the public efficient and transparent, so that it can improve the convenience and quality of services which are the main requirements for good governance (Batool et al., 2021). To make this happen, communication is needed from a development perspective in order to convey development ideas and skills to the target community so they can understand, accept and participate in development (Saleh, 2010). According to Andrian (2020),

Nowadays, various innovations have been created to make it easier for the public to access all information related to government. This is then known as electronic government (e-government). E-government is the use of information and telecommunications technology for effective and efficient government administration, as well as providing transparent and satisfying public services to the community. E-government is government management using electronic-based innovation. The use of e-government plans to improve the quality of the relationship between the people and the state. The implementation of e-government in Indonesia has been carried out by many governments, both the central government and local governments. The increasing public need for services and the development of advances in information technology have resulted in government agencies needing to carry out new innovations in improving services to meet community needs. In practice, innovation is one of the government's efforts to support the achievement of the vision of bureaucratic reform. This departs from the facts on the ground that most public services still do not meet people's expectations and the thick bureaucratic culture is still slow in providing services.

Departing from innovation in service, the Minister of Home Affairs Regulation was issued or abbreviated as Permendagri Number 7 of 2019 Concerning Population Administration Services Online. The background for the issuance of this Permendagri is to build effective and efficient governance, cut bureaucracy, save time and support government programs in the new population administration service system. Because all this time what people feel in public services is very complicated and convoluted. With the innovation and the new system is expected to facilitate the services provided. Almost all local governments are currently implementing e-government in their services. The existence of the Department of Population and Civil Registration is one of the service units of the local government which is encouraged as a window of service for the community, of course, cannot be separated from e-government. As the implementing agency, it is authorized to carry out the process of population registration and civil registration into the population database, data processing, data presentation as population data information and data distribution for the benefit of formulating policies in the field of government and development, of course it is easier and more effective in carrying out its services if using e-government .

The Department of Population and Civil Registration is a government agency whose job is to serve the community in terms of registration of births, deaths, marriages, divorces, legalization and recognition of children. All important events that occur in the family (which have legal aspects), need to be registered and recorded so that the person concerned and other interested parties have authentic evidence about these events, thus the position of a person becomes firmer and clearer and can be recognized by country. The Department of Population and Civil Registration of Tanah Datar Regency is one of the Regional Apparatus Organizations (OPD) whose job is to assist the Regent in carrying out government affairs in the field of population and civil registration. The data states that the population of Tanah Datar Regency in 2019 has increased by 0.26 percent or 1.917 people. The total population of Tanah Datar Regency is 379,910 people with a composition of 186,730 men and 186,180 women. The above figures have increased from 2018 with a recorded population of 370,993 people. The composition of the population according to gender has increased by 678 people for the male and female population of 1,239 people.

This Online Anywhere Service (OASE) application was adopted from an online-based service which was first carried out and created by the Bandung City Population Service where they implemented an application called e-SPASI which is one of the innovations from the Department of Population and Civil Registry. The city of Bandung was implemented in 2016. At first the registration for the issuance of population documents and civil registration was done manually, this caused a crowd of people in the service office without being able to determine or there was no certainty when and at what time the community would be served. This

uncomfortable situation gave rise to an idea and then an electronic Queue Registration System Via SMS (e-SPASI) was created at the Bandung City Population and Civil Registry Office., Child Identity Card, e-PunTEN, Mepeling and Delivery Service. The creation of OASE at the Population and Civil Registry Office was motivated by the Covid-19 pandemic, which during a pandemic all face-to-face or in-person activities were limited, while population document services had to continue. Therefore, the government is diverting face-to-face services to online services or Online Anywhere Service (OASE), where these services do not have to be carried out at the DUKCAPIL office or can just be from home. This aims to prevent direct interaction during the Covid-19 pandemic. So far, most people who come to the population and civil registration service only want to get an e-KTP or birth certificate. However, what is not widely known by the general public is that population data is dynamic and continues to grow. Population data must also be updated regularly for changes such as changes in education from SD-SMP-SMA. Data is information or a collection of information obtained from certain observations or sources. Population data on the other hand is personal data or structured aggregate data resulting from population registration and citizenship status registration activities.

Population data includes KK number, NIK, name, gender, place of birth, date of birth/month/year, blood group, religion/belief, marital status, last education, type of job, address, and so on. This population data has an effect on determining the distribution of community development as a means of complete information, both in the process and welfare of the surrounding environment. This population data is not only important for a country, but in each region it is needed in terms of migration, population composition, population density and so on. Population data is not only needed for events such as births, deaths and marriages, but is also needed if we move domiciles or for example change RT/RW (Adrimas, 2012). Updating population data is very important for personal needs and makes it easier for job seekers. In addition, updated population data can be used by governments to develop strategies related to development and equity. For example, by updating population data for the Kelurahan/District area, the government can determine the number of existing school children and use that as a basis for adding classrooms or building new schools.

In developing population data, several regions have programs to improve the quality of population data. In Tanah Datar District, they inaugurated the Online Anywhere Service program, which is aimed at people whose homes are far from the city so that it is easier for them to prepare population admittance documents. The authority of the Department of Population and Civil Registration in carrying out services in all matters of population administration is regulated in Law no. 24 of 2013 concerning changes to changes in Law no. 23 of 2006 concerning population administration (Renstra Dukcapil Tanah Datar District). This program was inaugurated in March 2022, initially this program has been running since 2020, however, it was constrained by the pandemic and also the change of regents. Therefore, it can be said that this program has been implemented for about two years. It's just that the implementation is not optimal, this is because there is still a negative stigma from the community who are lazy to process documents through online applications. The laziness of the community to process these documents cannot be separated from the lack of public knowledge about technology, as well as other obstacles in the field such as the lack of preparedness for technological support from the government. This program was created due to the lack of public awareness of the importance of managing and having population administration documents. In addition to providing the best service and satisfying the community, this program also supports the quality of population data as a source of data for various needs as well as improving population administration services that satisfy the community. Based on this, the authors are interested in conducting research related to the adoption of innovation regarding the Online Anywhere Service (OASE) program and the efforts made by the program so that it can be used by the community. Therefore the authors raise the title "The Process of Adopting Innovations

for Using Online Anywhere Service Applications (OASE) in the Population and Civil Registration Office of Tanah Datar Regency" in this study. Research purposes:

RESEARCH METHODS

This research is a qualitative research with a descriptive approach. Qualitative method is a research method used to describe facts and information in the field, while descriptive is the nature of qualitative research data in which the data form is a description of the research object, namely words, pictures, and numbers that are not produced through statistical processing. . By using a qualitative descriptive research method, this study aims to describe the quality of public services in the Population and Civil Registry Office (DUKCAPIL) of Tanah Datar Regency. Qualitative research is applied with consideration of the possibility that the data obtained in the field is in the form of facts that require in-depth analysis. A qualitative approach will encourage the achievement of more in-depth data, especially with the involvement of the researchers themselves in the field. This research was conducted at the Department of Population and Civil Registration (DUKCAPIL) of Tanah Datar Regency, which is located at Jalan Soekarno Hatta No. 10 Batusangkar.

Data Collection Technique

1. Observation. Observation is defined as a process of seeing, observing, and observing and recording behavior systematically for a certain purpose. Observation is an activity to find data that can be used to provide a conclusion or diagnosis. Observational research techniques in this study were carried out by directly observing the services provided by the Population and Civil Registry Service (DUKCAPIL) of Tanah Datar Regency and observing the infrastructure and public service support facilities at the agency.
2. Interview. Interview is a process of communication interaction carried out by at least two people, on the basis of availability and in a natural setting, where the direction of the conversation refers to the goals that have been set. The interview method used in this research is semi-structured interview, where the researcher has the freedom to ask questions and arrange the flow and setting of the interview. There were no questions that had been prepared beforehand, the researchers only relied on the guideline interview or the interview guideline as a guide for collecting data. The interview was conducted by visiting the research informant directly and asking a number of things related to the subject matter in accordance with the interview guidelines that had been made. In conducting interviews,
3. Documentation. Documentation is a research technique used to strengthen research results, so that data is obtained that is original, complete, and not based on estimates, or by taking data that is already available in existing document records. This documentation is done by collecting data such as organizational structure, vision and mission of the agency, as well as evidence in the form of photos of services performed by employees of the relevant agency.

RESEARCH RESULTS AND DISCUSSION

Innovation Adoption Process Using the Online Anywhere Service Application (OASE) at the Population and Civil Registry Office of Tanah Datar Regency

The results of research regarding the process of adopting innovations using the Online Anywhere Service (OASE) application at the Population and Civil Registration Office of Tanah Datar Regency are the result of data and facts in the field and are adjusted to the theory of Rogers (2003) where the indicators of the theory include knowledge stage, persuasion stage, decision-making stage, implementation stage and confirmation stage.

Knowledge Stage

The knowledge stage is the state of the individual who is aware of the existence of an innovation and how the individual understands the function of the innovation. This knowledge stage begins when a person's awareness of the given innovation emerges. The awareness in question relates to the form of innovation and the benefits obtained when the innovation is adopted. The results of the study show that information related to online services via this application is spread through three mediums, namely: seminars at each mayor's office, through communication media within the Disdukcapil Office and incidental activities. From the interviews it was explained that during the Covid-19 pandemic all face-to-face matters were limited so that the Tanah Datar dukcapil carried out innovation updates and shifted service administration online.

This knowledge stage describes the efforts of the Tanah Datar District Population and Civil Registry Office to obtain information about new service innovations in which this information is obtained through various communication channels, electronic media, print media, and interpersonal communication, namely through comparative studies, which information is also influenced by characteristics in decision making. The purpose of this knowledge stage is to provide knowledge and make the official apparatus aware that it is important to carry out a service renewal that can provide benefits and welfare for the community in accordance with the times.

Based on the results of interviews with informants for the knowledge and information stage regarding new service innovations carried out by the Tanah Datar Regency Population and Civil Registration Service by searching, hearing, and seeing how these online service innovations are through comparative studies to the areas that sparked the initial innovation, namely the Public Service Population of Bandung City. The Department of Population and Civil Registration of Tanah Datar Regency decided to take part in a comparative study to gain new knowledge about this innovation because it was motivated by technological developments. Besides that,

This shows that the Population and Civil Registration Office of Tanah Datar Regency is getting interested and starting to accept these online service innovations by trying to find out more about innovation opportunities through comparative studies that can provide direct and further knowledge to the agency on how to implement online service innovations in the regions. innovator. This comparative study indirectly raises awareness to agencies that provide services to the community that it is important to provide easy service to the community. From this, it can be concluded that in the knowledge stage of online service innovation originating from the city of Bandung, the initial innovation was running quite optimally. So that information about the benefits and innovation opportunities for new services with the electronic system can reach the Population and Civil Registration Office of Tanah Datar Regency and can be studied further by the service. This is certainly a new knowledge for the service, especially in the field of data utilization and service innovation so that it can move to provide services that are directly beneficial to the community, not only for internal services. In addition, with the knowledge about online service innovations obtained, the Tanah Datar Regency Population and Civil Registration Office can meet the needs of the people of Tanah Datar Regency who are So that through this online service innovation opportunity it can make it easier for the people of Tanah Datar Regency who want to take care of population administration documents.

Persuasion Stage

The persuasion stage occurs when there is already little knowledge regarding the existence of the innovation. At this stage, attitudes of liking or disliking will be formed. More information will be extracted to reduce uncertainty regarding the relative advantages of these innovations. In contrast to the knowledge stage which relies on cognitive function in mental

activity, the persuasion stage is based on the affective function, so that a person is psychologically involved with innovation. Then, selective perception will determine individual behavior at the persuasion stage so that an attitude of liking or disliking is formed towards innovation.

The Department of Population and Civil Registration of Tanah Datar District is interested in this new service innovation and is active in seeking detailed information regarding this innovation. At this stage the Department of Population and Civil Registration of Tanah Datar District looks at how the characteristics of the new service innovation include the advantages of innovation, level of compatibility, complexity, can be tried and can be seen by the service. Based on the interviews, the development of an innovation must pay attention to important variables related to the characteristics of the adopters, in this case, the community. Residents of Tanah Datar Regency are seen as unfamiliar with using the website for various administrative needs. so that the Population and Civil Registration Office of Tanah Datar Regency thinks that another channel is needed that is easier for the community to use, namely through online services. By utilizing this application, the idea of online services can still be implemented. Selection of services through the application is an idea that is in accordance with potential adopters of personal online service programs preferred by citizens to communicate with the government. In addition, this channel enables interactive communication as one of the important elements in smart city implementation. The Online Anywhere service application is an important communication channel to support one's daily activities, especially those who are used to using smartphones and being connected to the internet. namely through online services. By utilizing this application, the idea of online services can still be implemented. Selection of services through the application is an idea that is in accordance with potential adopters of personal online service programs preferred by citizens to communicate with the government. In addition, this channel enables interactive communication as one of the important elements in smart city implementation. The Online Anywhere service application is an important communication channel to support one's daily activities, especially those who are used to using smartphones and being connected to the internet. namely through online services. By utilizing this application, the idea of online services can still be implemented. Selection of services through the application is an idea that is in accordance with potential adopters of personal online service programs preferred by citizens to communicate with the government. In addition, this channel enables interactive communication as one of the important elements in smart city implementation. The Online Anywhere service application is an important communication channel to support one's daily activities, especially those who are used to using smartphones and being connected to the internet. Selection of services through the application is an idea that is in accordance with potential adopters of personal online service programs preferred by citizens to communicate with the government. In addition, this channel enables interactive communication as one of the important elements in smart city implementation. The Online Anywhere service application is an important communication channel to support one's daily activities, especially those who are used to using smartphones and being connected to the internet. Selection of services through the application is an idea that is in accordance with potential adopters of personal online service programs preferred by citizens to communicate with the government. In addition, this channel enables interactive communication as one of the important elements in smart city implementation. The Online Anywhere service application is an important communication channel to support one's daily activities, especially those who are used to using smartphones and being connected to the internet.

However, this study found that online services through applications by the Disdukcapil of Tanah Datar Regency were still limited to serving administrative needs and were not introduced as a channel for complaints, suggestions or citizen criticism of government services.

At this stage, the informant saw in more detail how the working mechanism and use of this innovation was made and adjusted if the innovation was implemented in Tanah Datar District. This online service innovation makes it easy for the public to get services in managing population administration via smartphones, so that people do not need to come to the office to be able to take care of their permits, so it can be seen that this innovation adapts to the needs of the community in accordance with today's sophisticated developments.

Apart from that, it was based on the results of interviews with informants that by looking at the opportunities for online service innovation implemented by Tanah Datar Regency, it can be applied or easily duplicated by other regions that want to provide easy service to their people, because this considers the fast current of development that requires all the activities of the people involved with technology, coupled with the Covid-19 pandemic so that the Regional Government Work Units in Indonesia must also keep up with the times and the demands of society and adapt to the pandemic that is happening. Not only the Regional Government Work Units, but also must be able to educate the public on how to use these online service innovations, this can be done through socialization through social media, print media, electronic media and direct meetings or technological guidance through workshops or seminars.

Broadly speaking, the Tanah Datar DUKCAPIL is interested in the online service innovation implemented by the Bandung City DUKCAPIL as the originator of this innovation. This can be seen from how the field of data utilization and service innovation looks in detail from all sides of the characteristics of innovation that these innovations have opportunities for Tanah Datar District which adopts them to be able to improve service performance, be able to meet community needs, provide effective, efficient and follow sophisticated developments electronic media and direct meetings or technology guidance through workshops or seminars. Broadly speaking, the Tanah Datar DUKCAPIL is interested in the online service innovation implemented by the Bandung City DUKCAPIL as the originator of this innovation. This can be seen from how the field of data utilization and service innovation looks in detail from all sides of the characteristics of innovation that these innovations have opportunities for Tanah Datar District which adopts them to be able to improve service performance, be able to meet community needs, provide effective, efficient and follow sophisticated developments electronic media and direct meetings or technology guidance through workshops and seminars. Broadly speaking, the Tanah Datar DUKCAPIL is interested in the online service innovation implemented by the Bandung City DUKCAPIL as the originator of this innovation.

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Decision Making Stage

The innovation adoption decision-making process begins when a person engages himself in activities that lead to the choice to accept or reject an innovation that is offered (Febriana & Setiawan, 2016). The definition of the decision-making process according to Rogers (1983) is the mental process of a person/individual who moves from first knowledge about an innovation and continues by forming an attitude towards innovation, until finally deciding to reject or accept, implementing new ideas and applying them consistently to innovation decision. Before deciding to adopt an innovation, there are several characteristics of the innovation that are taken into consideration to support the decision to be taken. These properties are relative advantage, compatibility,

Based on the results of this study, the most prominent elements in supporting the decision of adopters are the relative advantages, suitability and ease of use of online service innovations via online. This supports previous research which found that relative advantage is the factor that most supports the intention of potential adopters to adopt innovations. However, different findings from the two studies were also obtained in this study, where the probability of being observed did not seem to affect the informants' intention to use innovation. This study also confirms that the nature of suitability affects the intention to use innovations. Conformity relates to the view that an innovation is considered in line with the values, experiences and needs of adopters. Temporary, in this study found that complexity is another factor that influences the intention to adopt innovation in line with the findings in this study. Complexity is the nature of innovation related to whether or not an innovation is difficult to understand.

At this stage, the informants began to realize the uses, advantages, and suitability of online service innovations via applications with current needs. Based on the results of the interviews, all informants were aware of the innovative features of online services via applications. Informants who understand and are able to use technology tend to prefer online service innovations via applications. Meanwhile, informants who are still unfamiliar with technology feel that this innovation is complicated and confusing. This is in line with the decision making by the adopter which is carried out after he knows information about this innovation. One of them was revealed by the informant, Some of the informants decided to accept this innovation because of compulsion from the existing provisions in using Disdukcapil services in Tanah Datar Regency. This is not in line with the principle of development communication which should originate from the community's self-determination to increase their own capacity in development as explained by Soetomo (2013). In addition, the absence of opinion leaders who influence decision making is also an important aspect based on the results of this study.

At this stage, the Department of Population and Civil Registration of Tanah Datar Regency takes the concept of this online service innovation by weighing the advantages and disadvantages of using the online service innovation, and decides whether to adopt or reject the innovation. This can be assessed through the Consideration of the Tanah Datar District Population and Civil Registration Office to adopt online service innovations, the readiness and preparation of the Tanah Datar District Population and Civil Registration Office to adopt these online service innovations and the process of adopting or duplicating online service innovations provided by Department of Population and Civil Registration of Tanah Datar Regency.

The Tanah Datar District Population and Civil Registration Service made the decision to adopt an innovative online population administration service from the City of Bandung by considering various aspects including advantages and disadvantages. Apart from that, careful preparation was also carried out from the internal service by conducting various trainings for various fields, especially in the field of population data administrators and also in the service sector so that they are ready and able to be able to operate the adopted service innovations. Apart from adopting it, the Head of the Tanah Datar Regency Population and Civil Registration

Office also decided to make modifications by adjusting to the needs of the people of Tanah Datar Regency, as well as adjusting to the vision and mission of the Tanah Datar Regent,

Implementation Stage

At the original implementation stage or implementation of the innovation that has been received, it will begin to be used by involving clear changes in behavior (Rogers, 2003). Someone will see technology according to its benefits and they tend to compare it with the risks in its use (Fakhruzzaman & Dimitrova, 2020). At this stage, the informants compared the effectiveness and efficiency of online services compared to in-person services from several aspects which generally provide a mixed picture. Meanwhile, informants with a background of generation Y and older did not dismiss the efficiency of online services, but tended to believe more in face-to-face processes by coming directly to the office. At this stage there is still uncertainty about the consequences of the innovation even though it has used the innovation before. Based on the research results, In general, generation Z informants are easier to adopt this online service because online services are more efficient in time and effort where all Disdukcapil administrative needs of Tanah Datar Regency can be completed through gadgets from anywhere. Meanwhile, millennial and older generation of informants tend to assess face-to-face services as more effective and efficient. Nevertheless, this study does not specifically discuss perceptions based on the background of adopters of innovation.

These results indicate the need for communicants or innovation managers to pay attention to transitional changes coupled with optimal socialization regarding online service innovations. If the transition process in the diffusion of innovation is not considered, it can cause problems in accepting the innovation itself (Laenens et al., 2018). At this stage the informants began to apply the use of innovation in their daily lives, namely as an alternative to get services easily which can be done anywhere through a device. The results of this study are in line with Istyanto & Nasrulloh (2019) who found that the age background is that people with the age of the millennial or older generation tend to prefer face-to-face services. The aspect of facilities relates to facilities and infrastructure in implementing online service policies through the Online Anywhere Service (OASE) application at the Population and Civil Registration Office of Tanah Datar Regency. Facilities are very important in the policy implementation process, if the facilities are not sufficient then the policy will not run smoothly. Facilities and infrastructure are divided into two, namely hardware and software, hardware is hardware that can support the implementation of online service policies such as printers while software is software that functions to regulate and control hardware such as Windows or Google Chrome. The facilities used in online service policies using the OASE application are complete, both hardware and software.

From the interview, explained that all the advice and infrastructure to support the Online Anywhere Service (OASE) application program is complete and sufficient because it only uses the community's personal cell phones and if the community still does not understand the online manufacturing process, the community can come directly to the office. capil and or the nearest wali nagari office so that the PRN officer can assist with activation. At this stage, the Department of Population and Civil Registration of Tanah Datar Regency implements service innovations that have been adopted and modified, this service innovation is implemented as a form of service accepting the adoption of these innovations and with the aim of being able to provide convenience to the community. At this implementation stage, the author sees from 2 sides of the informant, namely: Seeing the implementation of innovation from the internal side of the service, seen from: Socialization carried out to the community and Obstacles in the implementation of OASE services; Seeing the implementation of innovation from the community side: Community experience using OASE and Community suggestions and criticism for OASE

In this case the socialization carried out by the Tanah Datar District Population and Civil Registration Service to provide information to the public and provide technical knowledge on the use of services through the Online Anywhere Service (OASE) has been quite a lot, but not optimal. In its implementation, the Tanah Datar Regency Population and Civil Registration Service is also assisted by the Wali Nagari and Subdistrict Offices in Tanah Datar Regency, however, the community still has not fully used this website. It can be said that the socialization that has been carried out already exists, but the output has not been maximized.

The results of interviews with informants also explained that for the OASE program which is the adoption of the Bandung City E-SPASI service innovation, its implementation can be seen from two sides, namely from the internal side of the Population and Civil Registration Office of Tanah Datar Regency, and the community side as users who are a group the goal of OASE's online service innovation. It can be seen that the implementation from the internal side of the service explains that socialization has been carried out, but has not been carried out evenly. In addition, OASE's online service innovation is still in the development stage and has not been able to be made into an application that is available in the play store or app store, this is due to budget constraints so that its implementation has not been maximized.

Confirmation Stage

The confirmation stage is when a person makes a final decision in determining whether the existence of the innovation is accepted or ends with the intention of rejecting the existence of the innovation. Adoption can be stopped if there is a better innovation, innovation performance is considered unsatisfactory, and there is a feeling of disappointment in the use of the innovation offered (Abdullah in Putra, 2018). At this confirmation stage, the individual will look for reasons to strengthen or support the decision he has made, whether accepting the innovation or rejecting the innovation. The dissonance analyzed at the confirmation stage can be reduced if the individual is aware of his needs and seeks out innovations to meet those needs, knows and prefers new innovations that have not been adopted, as well as after individual innovation decisions feel safe and confident (Rogers, 2003). Strengthening the decision can be seen in the statement of Informant 1 who found dissonance from online service innovation via the Online Anywhere Service (OASE) application: Furthermore, fragmentation according to Mr. Kartoni, SH, MH as the Head of Utilization Division.

The results of this study are related to the aspects of convenience, trust and quality of information through face-to-face services which are seen as better as a factor for people's lack of motivation to use online services. However, this study also found that informants with a young age background (generation z) tend to be more open to adopting online services. The link between age or age generation has not been the focus of much research related to the adoption of innovations in the field of e-government. This finding can be an important concern in future similar studies.

The Tanah Datar District Population and Civil Registry Service feels that providing services electronically via the OASE Website is the right decision to implement in Tanah Datar District, besides that the agency also decided to continue activating the OASE Website which is an adoption of service innovations, even though until now the implementation the service technology has not yet reached the maximum stage, but the administrator staff and population administration service data are optimistic to carry out development and updates so that OASE can survive so that it can continue to exist and can be used always by the people of Tanah Datar Regency

Factors inhibiting the process of adopting innovation using the Online Anywhere Service (OASE) application at the Population and Civil Registration Office of Tanah Datar Regency

The inhibiting factor for the implementation of the Online Anywhere Service innovation at the Tanah Datar District Population and Civil Registration Office comes from the community as users of the innovation. Not all people understand and understand technology, the lack of public knowledge about technology makes people unable to use OASE. It is difficult to change the mindset and habits of people who are accustomed to using manual systems to practice using OASE. In addition, there are still many people who do not know about the OASE innovation, so there are still many people who make birth certificates and death certificates conventionally.

Some of the factors inhibiting service innovation at the Tanah Datar District Population and Civil Registration Service include:

1. Complicated procedures and services. With the internet-based OASE service at the Tanah Datar district population and civil registration service, of course there are requirements and procedures that must be followed to be able to use the service. Complicated procedures make people lazy to use the Online Anywhere Service (OASE) application. Whereas regarding the requirements that must be carried out when making population administration documents, they must use documents in the form of document files that are scanned. OASE) Office of Population and Civil Registration of Tanah Datar Regency, Meanwhile, the steps for using the service are opening a website to register on the Online Anywhere Service (OASE) website and filling it out according to the steps. After getting a new code, you can service documents online. Based on primary data obtained by researchers in the field by interviewing service providers, they stated that users of Online Anywhere Service (OASE) services in Tanah Datar District were very low compared to conventional service users, so service providers felt that the services provided to the community so far had been good enough and fast, and the people in Tanah Datar District, generation X, prefer services that are still conventional in nature, namely services that directly meet (face to face) with officers when conducting or making population administration documents. Based on the results of the interviews, the Tanah Datar Regency Population and Civil Registry Service certainly understands the difficulties faced by the community in using the OASE (Online Anywhere Service) application, however they have taken various ways so that the community is able to access OASE (Online Anywhere Service).) is for administrative needs
2. The form of business introduces services to a limited community. Judging from the process of socializing the implementation of the OASE Application, it has not been maximized. Even though the Disdukcapil Office had conducted outreach to all sub-district officials in Tanah Datar Regency when the application was first launched, this socialization was not evenly distributed to all members of the public because at the time the application was launched the Covid-19 pandemic limited the number of people gathering. at that time. One example is Mrs. Warni, whom the author met at the Disdukcapil Office and was about to change the data on her Electronic KTP. He was not aware of the OASE Application which could be used to change Electronic KTP data and only found out after visiting the Disdukcapil Office that in fact many people did not understand the existence and use of this OASE Application. In understanding the use of the OASE Application, many of the parents or the lower-income community have a low level of understanding. Due to the development of technological advances that are difficult for these circles to follow, they do not attach importance to the existence of the OASE Application so that it becomes burdensome for them to understand and use it as they should. The form of business carried out by service providers in introducing Online Anywhere Service (OASE) services at the Population and Civil Registration Office of Tanah Datar Regency relies more on brochures, banners, or pamphlets that are limited and not comprehensive, while direct and gradual outreach to the community is not carried out thoroughly, so that the service will not be well known to the community because it does not have sufficient clear information about the use of the service unless the community has a desire to know about it. In addition, many people do not know about the

Online Anywhere Service (OASE) service, nor do people who already know the Online Anywhere Service (OASE) have no interest in using the service as a medium for making their population administration documents. This is due to a lack of information about online services from service providers, because service providers are still limited in introducing services to the public by placing banners or making flyers that are placed in certain locations that not everyone can easily find out. Based on interviews, it turns out that there are still many people who don't know about this application, so this makes this application rarely used. Another obstacle is also due to the difficulty of accessing areas far from urban areas to socialize or introduce this application.

3. Facilities and Infrastructure Constraints. Furthermore, the obstacles encountered in using the OASE application are errors in the OASE application when it is used by the public. Even though the notification that the OASE application was being used with an error was posted on the Tanah Datar District Disdukcapil Instagram account, people who don't use Instagram social media or don't update using Instagram will not know this information. In the end, the community continued to come to the Disdukcapil Office to ask for clarification regarding the processing of other population administration documents. In the end, applications that are created with the aim of being effective, efficient, saving time, bureaucracy and effort have not been on target. Based on the results of the interview above, the parties that affect the running of this application are only the network and applications that sometimes have errors. For people who have difficulty accessing the application, they can come and try to activate the application at the Office of Population and Civil Registration of the Tanah Datar Regency.

CONCLUSION

The process of innovation in online services via the application of the Tanah Datar Regency Population and Civil Registration Office aims to meet community needs by increasing the use of information and communication technology in the field of community services. This innovation presents new ways as well as solutions in providing services to the community in the midst of a pandemic situation. This research found various facts related to the process of community adoption of online services via applications. At the knowledge stage, dissemination of information was still limited to the Tanah Datar District Disdukcapil Office and communication media for certain activities. The Disdukcapil of Tanah Datar Regency has not utilized mass media or online to promote this service, so that the general public still goes to the Disdukcapil office which is seen as a credible source to be convinced of this innovation. At the persuasion stage, interpersonal communication with someone who is already using online services via applications and pamphlets and banners that are already available is the adopter's choice to explore additional information. At the decision-making stage, the informants consider the relative advantage, complexity, and suitability of adopting the innovation. The ease and flexibility of innovation is the reason for accepting this innovation. Meanwhile, at the confirmation stage, most informants decided to accept this innovation because they already had good personal technological capabilities, while for some informants who felt incompetent in using technology,

It is known that the innovation adoption process cannot be carried out with significant changes or forced to comply with existing regulations, but must go through a well-planned transition phase accompanied by socialization so that people can prepare themselves. Innovators, or in this case the Department of Population and Civil Registration of Tanah Datar Regency must also understand the right form of communication for potential adopters so that they can spread persuasive messages according to the right channels. Future research can consider the background of the informants, especially age as part of the analysis, because this study found differences in perspectives and perceptions of adopting innovation between

informants of different age generations. Besides that, individual's personal ability to use technology is a major factor in adoption decisions. In this case, digital literacy is the main message that must be considered in every socialization of innovation, especially related to the use of internet technology.

The author provides suggestions which, if deemed necessary, can be used as input regarding the process of adopting innovations using the Online Anywhere Service application at the Population and Civil Registry Office of Tanah Datar Regency as follows: which have not been implemented and need to be improved such as procuring socialization and procuring complete procedures, procuring service infrastructure facilities, and the accountability of officers to license applicants. To minimize obstacles, the service should increase the effectiveness of services by providing complete and clear procedures and other information boards, completing facilities and infrastructure, improving the performance and responsibilities of each service provider. It is hoped that the service will make efforts to implement service effectiveness Online-based licensing is going well and can be implemented by conducting outreach to the public directly.

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