

Quality of Moving Services Through the PLAVON Application at the PoPublation and Civil Registration Service of Sidoarjo Regency

Nadya Rizqiyah¹, Lailul Mursyidah²

^{1,2} Muhammadiyah University of Sidoarjo, Indonesia



DOI : <https://doi.org/10.61796/icossh.v2i2.303>



Sections Info

Article history:

Submitted: April 15, 2025

Final Revised: May 01, 2025

Accepted: May 11, 2025

Published: May 24, 2025

Keywords:

PLAVON

E-Government

Public service

Population administration

Quality of service

ABSTRACT

Objective: This study aims to evaluate the quality of outbound transfer services through the Online Service (PLAVON) application developed by the Sidoarjo Regency Population and Civil Registration Office as an e-government innovation to enhance efficiency and accessibility in population administration. **Method:** A qualitative descriptive approach was employed, guided by the SERVQUAL framework encompassing tangibles, reliability, responsiveness, assurance, and empathy. **Results:** Findings reveal that PLAVON effectively expedites document processing, reduces face-to-face queues, and improves service accessibility. Nevertheless, challenges persist in the form of technical disruptions, low digital literacy among the community, and limited human resources. In response, the Office implemented mitigation strategies such as offline service alternatives, digital literacy education, and collaboration with higher education institutions to strengthen capacity. **Novelty:** This study contributes by integrating SERVQUAL analysis into the assessment of a local e-government innovation in Indonesia, highlighting both the potential and limitations of PLAVON as a model for enhancing digital public services in regions facing infrastructural and literacy constraints.

INTRODUCTION

In the era of increasingly rapid digitalization, governments around the world are required to adapt and improve the quality of public services through the application of information technology. In Indonesia, digital transformation in the public sector is a priority to create more efficient, transparent, and responsive services to the needs of the community. One real implementation of this effort is the development of the Online Service (PLAVON) application by the Population and Civil Registration Service (Disdukcapil) of Sidoarjo Regency. This application is designed to make it easier for the public to manage population administration documents online, reduce face-to-face interactions, and speed up the service process [1].

Before innovations such as PLAVON, people often faced various obstacles in processing population documents, such as long queues, complicated bureaucracy, and long service times. This condition not only caused inconvenience to the community, but also reduced public trust in the effectiveness of government services. In this context, digitalization of public services is a strategic solution to overcome these problems [2].

PLAVON, launched in April 2021, is a web-based platform that allows the people of Sidoarjo Regency to apply for various population administration services online. The services provided include making Population Identification Cards (KTP), Family Cards (KK), Birth Certificates, Death Certificates, Outgoing Transfer Letters and Incoming Transfer Letters as well as other population services. With this application, the public can

submit applications without having to come directly to the Disdukcapil office, thus saving time and transportation costs [3].

The implementation of PLAVON is in line with the Indonesian government's efforts to develop e-government to improve the quality of public services. According to data from the Ministry of State Apparatus Empowerment and Bureaucratic Reform (PANRB), digital transformation in public services can improve the efficiency and effectiveness of services, as well as encourage government transparency and accountability. In addition, a survey conducted by the Indonesian Internet Service Providers Association (APJII) shows that internet users in Indonesia reached 196.7 million in 2020, reflecting the great potential in implementing digital-based public services [4].

Table 1. Recapitulation of Administrative Services for Outward Transfer Letters Through the Dukcapil Plavon Per Year

No.	Year	Application			
		Received	Verification	Completed	Cannot be Processed
1	2021	13.632	13.632	8.787	4.845
2	2022	26.350	26.350	19.424	6.926
3	2023	26.357	26.357	19.590	6.767
4	2024	22.057	22.057	15. 959	6.098
	Total Sum	88.396	88.386	63.760	24.636

Source: Processed from Sidoarjo Civil Registry

Based on data from the Population and Civil Registration Service (Dukcapil) of Sidoarjo Regency collected through the Plavon Dukcapil service, it shows that during the period 2021 to 2024 there were 88,396 applications for outward transfer letters. Of that number, only 63,760 applications (around 72.14%) were successfully completed, while 24,636 applications (27.86%) could not be processed. The high number of applications that failed to be processed reflects obstacles in the service system, data verification process, or lack of public understanding of applicable procedures. This emphasizes the importance of conducting an in-depth evaluation to identify the causal factors and formulate corrective steps to improve the quality of population administration services in the future [5].

However, the implementation of the PLAVON application is not without challenges. One of the obstacles faced is the lack of public understanding of the use of information technology, especially for those who are not yet familiar with online services. In addition, technical problems such as internet network disruptions and difficulties in uploading documents are also obstacles in the implementation of this service. Therefore, intensive socialization and education are needed for the public regarding the use of the

PLAVON application, as well as improving technological infrastructure to support smooth services [6].

Previous research conducted by Abdillah and Hardiati (2024) examined the implementation of the PLAVON application as an online-based population administration service. Referring to the theory of the Harvard JFK School of Government which includes the elements of Support, Capacity, and Value, this study revealed that the implementation of PLAVON has been running well in providing services that are fast and easily accessible to the public. However, although this application brings many benefits, there are still obstacles in the document upload process which often experiences technical problems. The results of this study indicate that support from local governments, readiness of technological infrastructure, and the value of benefits felt by users are the main factors in the successful implementation of digital-based services such as PLAVON. This study provides important insights into the challenges and opportunities in implementing online-based population administration services, as well as the need for improvements in technical aspects so that services can run more optimally [7].

Another study conducted by Juprihantoro and Pradana (2020) discussed the background of the development of the PLAVON application as a solution to various obstacles in population administration services in Sidoarjo Regency. Based on data from the Ombudsman of the Republic of Indonesia, Sidoarjo Regency received 35 public reports regarding the poor quality of population administration services in 2020, and there were still 33,687 residents who did not have an e-KTP and 6,120 residents who did not have a birth certificate. Previously, services were carried out through the WhatsApp hotline system, but this system had various limitations such as limited queue quotas, applicant files that were sometimes lost, and limited data storage space. Therefore, the Sidoarjo Population and Civil Registry Office designed the PLAVON innovation as a website-based system that aims to speed up and simplify the administration of population documents. This study found that the PLAVON application innovation has been running quite well. Evaluation using several indicators shows that ease of use, content and appearance of information, reliability, citizen support, trust/security, and supporting in completing forms have reached the good category. However, there are still some recommendations for improvement, such as adding other language options, intuitive animations, help page features, and increasing the socialization of the PLAVON application to the community. This study confirms that although PLAVON has succeeded in increasing the efficiency of population services, it is still necessary to optimize features and strengthen human resources in the implementation of this digital service [8].

Further research conducted by Sholicha and Oktariyanda (2023) highlighted the PLAVON Dukcapil innovation as a solution to improve the quality of population administration services in Sidoarjo Regency. With the high population, the need for population services is increasing, so the government launched PLAVON Dukcapil as an online platform that makes it easier for people to take care of population documents. The

results of the study show that this innovation has provided relative benefits to the community and is in accordance with the characteristics of e-government, such as ease of use and the level of suitability to community needs. However, there are still technical obstacles in the website service system, such as errors that hinder the administration process. Therefore, this study recommends improving the system and improving the quality of technological infrastructure so that services can be maximized and provide more satisfaction for users [9].

Research conducted by Prasetijowati, Kurniawan, and Damayanti (2024) analyzed the implementation of birth certificate service innovation through the PLAVON Dukcapil website in Sidoarjo Regency. This study assessed the effectiveness of the service based on five innovation attributes according to Everett M. Rogers, which include relative advantages, procedural suitability, system complexity, trial possibilities, and ease of observation of application status. The results of the study showed that this service provides benefits to the community with a 3 in 1 system, namely the processing of birth certificates that are directly integrated with the making of Family Cards and Child Identity Cards. However, technical constraints such as network instability and organizational culture barriers are still challenges in the implementation of this service. Supporting factors for the success of innovation include strong leadership, competent human capital, and a supportive organizational environment, while the main obstacles come from administrative and technological aspects. To overcome these obstacles, efforts made include data consultation and revalidation, increasing socialization through social media, and the Jemput Bola Terpadu program to reach people who have difficulty accessing services online [10].

Research conducted by Handayani and Rodiyah (2024) analyzed the quality of population administration services using PLAVON Dukcapil in the Gempolsari Village Government based on five indicators of service quality. The results of the study showed that in terms of tangibles, employees have adequate discipline and service facilities, but there are still shortcomings in the provision of service flow information boards. In terms of reliability, employees are skilled in operating the system, but the delivery of service procedures needs to be improved. In responsiveness, employees are able to respond to public complaints quickly thanks to adequate communication facilities. In assurance, services are provided free of charge, but there is no guarantee regarding the time of document completion. Meanwhile, in empathy, employees show friendliness and commitment in meeting the needs of the community, thus providing a satisfactory service experience. Based on these findings, the study recommends the addition of information boards and improving the management of document completion time so that the quality of PLAVON Dukcapil services can be more optimal [11].

Although previous studies have discussed the implementation and quality of PLAVON Dukcapil services, there are still research gaps that need to be explored further, especially regarding out-of-town transfer services. The research of Abdillah and Hardiati (2024) and Juprihantoro and Pradana focused on the success elements and innovations of the PLAVON application in general, without specifically examining the quality of out-

of-town transfer services which have more complex procedures than other administrative services. In addition, the research of Sholicha and Oktariyanda emphasized more on evaluating PLAVON innovations based on e-government characteristics, while the research of Prasetijowati et al. focused on birth certificate services, not out-of-town transfer services. Thus, previous studies have not in-depth evaluated the effectiveness and constraints of out-of-town transfer services through the PLAVON application, which is a crucial aspect in population administration.

In addition, Handayani and Rodiyah's research provides an analysis of the quality of population administration services with indicators of tangibles, reliability, responsiveness, assurance, and empathy at the village level. However, the study only examined services in the Gempolsari Village Government without covering aspects of out-of-home services managed directly by the Sidoarjo Regency Population and Civil Registry Office. In practice, out-of-home services require cross-regional coordination and more complex data validation compared to services such as making ID cards or birth certificates. Therefore, there is still a gap in research regarding the effectiveness of PLAVON in handling out-of-home services, as well as how this system can ensure speed, accuracy, and user satisfaction in the domicile transfer process.

Based on the research gap, this study will contribute by conducting a specific evaluation of the quality of outbound transfer services through PLAVON at the Sidoarjo Regency Population and Civil Registry Office. The main focus of this study is to identify factors that influence the effectiveness of outbound transfer services, including challenges faced by users and potential improvements in digital-based service systems. Thus, this study will provide new insights that have not been studied in depth in previous studies, as well as offer strategic recommendations to improve the quality of technology-based public services in Sidoarjo Regency.

In a global context, digital transformation in public services has become an inevitable trend. Developed countries such as Australia have successfully implemented efficient and responsive digital-based government services. Indonesia, with its human resource potential and rapid technological development, has a great opportunity to follow in these footsteps. The implementation of applications such as PLAVON is a concrete step towards modern and adaptive public services to the times [12].

Ultimately, the main objective of the development and implementation of the PLAVON application is to improve the quality of public services in the field of population administration in Sidoarjo Regency. By utilizing information technology, it is expected that services will be more efficient, transparent, and in accordance with the needs of the community. This study aims to evaluate the quality of moving out services through the PLAVON application at the Population and Civil Registration Service of Sidoarjo Regency, identify the obstacles faced, and provide recommendations for improving services in the future [13].

Through this research, it is expected to obtain a more comprehensive understanding of the implementation of online-based population administration services in Sidoarjo Regency. In addition, the results of this study can also be a basis for policy

makers in designing better, more transparent, and more satisfaction-oriented service development strategies. This is in line with the government's efforts to realize more efficient and accountable public services in the digital era [14].

Based on the problems that arise, the author is interested in analyzing the effectiveness of moving out services through PLAVON using the service quality theory (SERVQUAL) developed by Parasuraman, Zeithaml, and Berry. This theory emphasizes that user satisfaction is determined by the gap between community expectations and real experiences in using the service. The five main indicators in SERVQUAL that can be used to evaluate the quality of PLAVON services include Tangibles (the existence of physical facilities and technology used in the service), Reliability (system reliability in providing accurate and timely services), Responsiveness (the alertness of officers in helping the community), Assurance (security guarantees and trust provided by the system to users), and Empathy (attention and ease of access to services for users with various backgrounds). These dimensions are very relevant in measuring how the PLAVON application can meet user needs in managing population administration digitally.

Using this theory, this study aims to evaluate the extent to which the effectiveness of the move-out service in PLAVON has been achieved, as well as to identify factors that influence user adoption and satisfaction. The results of this analysis are expected to provide strategic recommendations to improve the quality of digital population services in Sidoarjo Regency.

RESEARCH METHOD

This study uses a qualitative descriptive method with the aim of providing an in-depth description of the effectiveness of online outbound application services through the PLAVON application implemented by the Population and Civil Registration Service of Sidoarjo Regency. The main focus of this study is to evaluate the extent to which this digital-based service is able to solve population administration problems, especially in the process of moving, especially in the process of changing the domicile of residents [15].

The location of the study was determined purposively, namely it was deliberately selected at the Dispendukcapil office of Sidoarjo Regency, because it is a service for moving out using the PLAVON application. In addition, the selection of this location was also based on the existence of real challenges in implementing the service, such as limited public understanding of application users and technical problems that still often occur.

This study is based on the SERVQUAL theory developed by Parasuraman, Zeithaml, and Berry, which serves as an analytical framework for evaluating service quality. This theory consists of five main dimensions, namely Tangibles (physical aspects of service), Reliability (level of reliability), Responsiveness (responsiveness in providing services), Assurance (assurance of a sense of security and trust), and Empathy (concern for user needs). These dimensions are used to assess the extent to which the PLAVON application is able to provide quality services and in accordance with community expectations in the context of digital population administration services [16].

The selection of informants was carried out using the purposive sampling technique, namely the selection of informants based on certain criteria that are relevant to the objectives of the study. The main informants in this study were Dispendukcapil employees who were directly involved in managing PLAVON services.

This study consists of primary data and secondary data. Primary data was obtained through in-depth interviews with informants and direct observation of the service process. Meanwhile, secondary data was obtained from official documents such as Standard Operating Procedures (SOP), service reports, and archives of data on transfer applications available at the Sidoarjo Regency Population and Civil Registry Office. Data collection was carried out using three main techniques, namely semi-structured interviews, observation, and documentation studies. In this data collection process, research acts as the main instrument that interacts directly with informants to explore relevant and in-depth data [17].

To analyze the data, this study uses an interactive analysis model from Miles and Huberman (1992), which consists of three stages, namely data reduction, data presentation, and data extraction and verification. The data reduction stage is carried out by filtering and summarizing important data that has been collected. Furthermore, data presentation is carried out in the form of narratives and thematic matrices that facilitate drawing conclusions. The final stage is drawing conclusions based on patterns found during the analysis process [18].

RESULTS AND DISCUSSION

Results

This study aims to analyze the quality of outbound transfer services through the PLAVON application at the Sidoarjo Regency Population and Civil Registry Office using the SERVQUAL theory from Parasuraman, Zeithaml, and Berry (1988). This theory assesses service quality based on five dimensions: Tangibles, Reliability, Responsiveness, Assurance, and Empathy. The five dimensions are used to evaluate facility readiness, system reliability, officer responsiveness, service assurance, and attention to user needs, especially in online outbound transfer services [19].

Discussion

1. Tangibles (the existence of physical facilities and technology used in the service)

The PLAVON application has provided an online platform based on the website <https://plavon.sidoarjokab.go.id> which makes it easier for people to apply for a letter of transfer out without having to come directly to the Disdukcapil office. However, from the results of interviews and observations, there are still technical obstacles such as unstable internet networks and difficulties in uploading documents, especially among the elderly or those who are not familiar with technology.

Based on the interview results, the staff stated that:

"The current condition of physical facilities and technology to support PLAVON services, especially transfer out services, is quite adequate, but not yet fully optimal. The web-based

PLAVON system has been running well, but is still often constrained by the internet network and limited devices. For people who do not understand technology, we still open manual services at MPP with limited quotas. " (Interview, 2025)

To overcome the lack of human resources (HR) and increase capacity, Disdukcapil collaborates with universities through internship programs.

"Currently, Disdukcapil is collaborating with universities through programs such as MSIB, MBKM, and Magang Mandiri to help overcome the shortage of workers. Students who intern there can help with the administrative process while learning directly from experience in the field. This is also a way to increase the capacity of the Disdukcapil team so that services can be faster and more efficient." (Interview, 2025)

2. Reliability (system reliability in providing accurate and timely services)

The reliability of PLAVON services is demonstrated through the system's ability to process applications according to standard operating procedures (SOP), namely within two working days. Data shows that out of 88,396 applications for outward transfer letters from 2021 to 2024, 63,760 applications were successfully completed. This means that around 72.14% of services are running as expected. However, there are still 27.86% of applications that cannot be processed, mostly due to inconsistencies or incomplete documents from the applicant. This shows that the reliability of the system is not fully optimal if it is not accompanied by the readiness of the community to understand and meet the requirements.

Is the PLAVON System able to provide accurate services and in accordance with standard operating procedures (SOP), especially in processing applications for outward transfer letters

"Yes, in general the PLAVON system is able to provide accurate services and in accordance with SOP. If all files from the applicant are complete and the network is smooth, the process can be completed within two working days as specified. But the problem is usually incomplete files or input errors from the applicant, so that's what delays the process." (Interview, 2025)

Network problems are also a major obstacle that has a significant impact on the smoothness of the service process.

"Yes, sometimes what makes it complicated is the proxy problem. If there is an error, the system cannot be accessed at all. So we cannot input or upload data, even though the files are piling up. If that happens, we can only wait for repairs from the center, because we here do not have access to fix it directly." (Interview, 2025)

3. Responsiveness (the readiness of officers to help the community)

The Sidoarjo Population and Civil Registry Office is considered quite responsive by opening an alternative offline service at the Public Service Mall (MPP) for applicants who have difficulty using PLAVON. In addition, the daily completion target set by each sector shows an active effort to increase the speed of service. However, the interview also revealed that the limited number of officers often makes the service process slower, especially when there is a spike in applications.

When people experience problems using the PLAVON application, officers will usually provide direct assistance through offline services at the Public Service Mall (MPP).

"Sometimes there are still obstacles, especially regarding the unstable internet network. If the network is bad for a day, the uploaded documents cannot be processed and that hinders our daily target. Furthermore, applicants who are less tech-savvy, especially older ones, often have difficulty uploading or printing documents independently. So, we still open offline services at the MPP to help those who have difficulties." (Interview, 2025)

4. Assurance (security guarantee and trust provided by the system to the user)

The assurance dimension includes guarantees of security, trust, and competence of officers in providing services. The PLAVON application provides a sense of security because the entire process is carried out online and the service is free. However, the absence of a guarantee of a definite completion time in the event of a network disruption or technical error makes some people doubt the certainty of the service. In addition, there are still applicants who have difficulty printing documents independently due to a lack of understanding of the technicalities of printing files resulting from PLAVON services.

The security of people's personal data entered through the PLAVON application is guaranteed by the use of a strong encryption system, so that the data sent remains safe from potential leaks or misuse.

"For the security of personal data entered through PLAVON, we have used an encrypted system, so the data sent is safe. However, we also always ensure that only authorized officers can access the data. The system is continuously updated, so if there is a technical problem, it is handled directly by the center. We also always ensure that applicants feel safe when using this application. But yes, if there is a technical disruption or other problem, we cannot immediately fix it because it is from the center." (Interview, 2025)

5. Empathy (attention and ease of access to services for users with various backgrounds)

Disdukcapil shows empathy by continuing to provide face-to-face service options for people who experience obstacles in using PLAVON. This is especially targeted at the elderly and people in areas with limited internet access. Officers also show a friendly and helpful attitude, even though their workload is quite high. This approach shows that PLAVON services are not only focused on technological efficiency, but also on inclusivity and ease of access for all levels of society.

Special efforts are made to help people who have difficulty using technology or do not understand PLAVON procedures

"If there are residents who have difficulty using PLAVON, especially those who are elderly or do not understand technology, we usually direct them to come directly to the MPP. There, they will be assisted step by step by officers, from inputting data to uploading documents. We also don't immediately turn a blind eye – because we know not everyone understands online. So so far we have also provided offline channels, so that everyone can still be served, they don't have to be technologically savvy first." (Interview, 2025)

Overall, based on the five dimensions of SERVQUAL, the quality of outbound transfer services through the PLAVON application has shown positive progress, especially in terms of speed and efficiency of service. However, there are still several challenges such as technical constraints, limited public understanding, and lack of human resources that affect service optimization. Therefore, improving service quality must not only be focused on developing technology, but also on increasing the capacity of officers, digital education for the community, and improving supporting infrastructure [20].

CONCLUSION

Fundamental Finding : Based on research on the quality of relocation services provided by the PLAVON application at the Sidoarjo Regency Population and Civil Registration Office, it can be concluded that the application has fundamentally had a positive impact in simplifying the population administration process. The PLAVON application accelerates services by utilizing digital technology, allowing residents to submit applications without having to visit the Population and Civil Registration Office in person. **Implication :** The implications of these findings suggest that digitizing public services through the PLAVON application has the potential to increase efficiency and convenience for the public in accessing services, while simultaneously supporting bureaucratic reform in the field of population administration. However, this study also identified several limitations in its implementation. **Limitation :** Some of the limitations include internet network disruptions, difficulties in uploading documents, and low digital literacy among certain users. Furthermore, approximately 27.86% of applications were not processed due to incomplete documentation, indicating that the system is still not fully capable of filtering and optimally facilitating user needs. **Future Research :** Therefore, further research is recommended to focus on evaluating the effectiveness of digital literacy education for the community, developing supporting features for automatic document validation, and studying strategies for improving technological infrastructure and the capacity of human resources involved in the operationalization of the PLAVON application to make it more adaptive to various community conditions.

REFERENCES

- [1] T. K. Cahyani and W. Rosdiana, "Analisis Kualitas Layanan Melalui E-Plavon (Pelayanan Via Online) Di Desa Trosobo, Kecamatan Taman, Kabupaten Sidoarjo," *Inovant*, vol. 1, no. 1, pp. 42-54, 2023.
- [2] A. F. Agustin and T. Tukiman, "Efektivitas Layanan Inovasi 'Tanggap Bencana Harapan Timbul Kembali' (DUTA HATIKU) di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Sidoarjo," *PESHUM: Jurnal Pendidikan, Sosial dan Humaniora*, vol. 4, no. 2, pp. 3303-3313, 2025.
- [3] B. K. Aji, A. Y. Farhandi, and Y. Amrozi, "ANALISIS PENERIMAAN MASYARAKAT PADA WEBSITE PELAYANAN VIA ONLINE DUKCAPIL (PLAVON) KABUPATEN SIDOARJO," *Jurnal Ilmiah Rekayasa dan Manajemen Sistem Informasi*, vol. 8, no. 1, pp. 41-47, 2022.

- [4] B. N. Alim, "UPAYA MEWUJUDKAN DYNAMIC GOVERNANCE PADA PELAYANAN PUBLIK DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL KABUPATEN SIDOARJO," *DIALOGUE: JURNAL ILMU ADMINISTRASI PUBLIK*, vol. 4, no. 2, pp. 343–361, 2022.
- [5] A. P. Alya and T. Tukiman, "Implementasi Penggunaan Website Plavon Dalam Pengajuan Pembuatan Akta Kelahiran Di Dinas Kependudukan Dan Pencatatan Sipil Sidoarjo," *PESHUM: Jurnal Pendidikan, Sosial dan Humaniora*, vol. 4, no. 2, pp. 3129–3140, 2025.
- [6] M. S. Anam and H. Sukmana, "Implementation of the Plavon Program in Population Administration Services," *Indonesian Journal of Cultural and Community Development*, vol. 15, no. 3, pp. 1–15, 2024, doi: 10.21070/ijccd.v16i1.1141.
- [7] R. Abdillah and S. Hardiati, "Elements of Successful Implementation of 'PLAVON' (Online Services) At the Sidoarjo Regency Population and Civil Registry Service," *JKMP (Jurnal Kebijakan dan Manajemen Publik)*, vol. 12, no. 1, pp. 24–35, 2024, doi: 10.21070/jkmp.v12i1.1767.
- [8] D. Juprihantoro and G. W. Pradana, "INOVASI APLIKASI PELAYANAN VIA ONLINE (PLAVON) DI DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL KABUPATEN SIDOARJO," *Publika*, vol. 11, no. 2, pp. 1747–1762, 2023.
- [9] I. K. Sholicha and T. A. Oktariyanda, "INOVASI PELAYANAN PUBLIK MELALUI APLIKASI PELAYANAN VIA ONLINE (PLAVON DUKCAPIL) OLEH DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL KABUPATEN SIDOARJO," *Publika*, vol. 11, no. 3, pp. 2293–2302, 2023.
- [10] T. Prasetijowati, B. A. Kurniawan, and A. N. Damayanti, "Inovvation of Birth Certificate Services Through the Plavon Dukcapil Website at The Service of Population and Civil Registration in Sidoarjo District," *JIPAGS (Journal of Indonesian Public Administration and Governance Studies)*, vol. 8, no. 1, pp. 1–12, 2024.
- [11] T. D. Handayani and I. Rodiyah, "Analisis Kualitas Pelayanan Administrasi Kependudukan: Aplikasi Plavon Dukcapil di Pemerintah Desa Gempolsari," *NeoRespublica: Jurnal Ilmu Pemerintahan*, vol. 6, no. 1, pp. 57–74, 2024, doi: 10.52423/neores.v6i1.836.
- [12] L. Mursyidah, I. U. Choiriyah, and I. F. Agustina, "Transformation of Population Administration Services in Sidoarjo Regency," *JKMP (Jurnal Kebijakan dan Manajemen Publik)*, vol. 12, no. 1, pp. 69–78, 2024, doi: 10.21070/jkmp.v12i1.1774.
- [13] N. della Damayanti and D. F. Suyatno, "Evaluasi Usability Website Plavon Dukcapil Sidoarjo Menggunakan Metode Webuse," *JEISBI*, vol. 04, no. 04, pp. 223–229, 2023.
- [14] S. Putri and I. D. Pramudiana, "KUALITAS PELAYANAN PUBLIK DALAM PEMBUATAN KARTU IDENTITAS ANAK PADA DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL KABUPATEN SIDOARJO," *Irpia: Jurnal Ilmiah Riset dan Pengembangan*, vol. 9, no. 2, pp. 29–41, 2024.
- [15] A. Rachmadhanty and M. Meirinawati, "EFEKTIVITAS LAYANAN PEDULI DILAN (DISABILITAS, ODGJ DAN LANSIA) DALAM MENINGKATKAN PELAYANAN ADMINISTRASI KEPENDUDUKAN DI DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL KABUPATEN SIDOARJO," *Publika*, vol. 13, no. 1, pp. 9–20, 2025.
- [16] F. N. Rohmah *et al.*, "Pengaruh Kualitas Pelayanan Elektornik Kartu Tanda Penduduk (E-Ktp) Terhadap Kepuasan Masyarakat (Studi Pada Dinas Kependudukan Dan Pencatatan

- Sipil Sidoarjo),” *IKRAITH-HUMANIORA*, vol. 8, no. 3, pp. 235–246, 2024, doi: 10.37817/ikraith-humaniora.
- [17] A. Setyoningasih and L. Mursyidah, “Implementation of the PLAVON Dukcapil Program in Population Administration Services,” *Indonesian Journal of Cultural and Community Development*, vol. 15, no. 3, 2024, doi: 10.21070/ijccd.v15i3.1094.
- [18] A. Daniswara and S. Megawati, “IMPLEMENTASI PROGRAM GAPURA DELTA PELAYANAN KEPEDUDUKAN VIA ONLINE (PLAVON) DI DESA GRABAGAN KECAMATAN TULANGAN KABUPATEN SIDOARJO,” *Publika*, vol. 11, no. 4, pp. 2623–2636, 2023.
- [19] R. Tasman and T. Tukiman, “Analisis Tantangan Dalam Inovasi Pelayanan Pencatatan Sipil di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Sidoarjo: Studi Kasus Penerbitan Akta Kematian,” *Future Academia: The Journal of Multidisciplinary Research on Scientific and Advanced*, vol. 3, no. 1, pp. 417–427, 2025, doi: 10.61579/future.v3i1.388.
- [20] R. A. Winahyu and M. Meirinawati, “Pelayanan Prima Pada Pengurusan Kartu Tanda Penduduk Elektronik (E-Ktp) Melalui Website Plavon (Studi Kasus Di Mal Pelayanan Publik Kabupaten Sidoarjo),” *Jurnal Intelektual Administrasi Publik dan Ilmu Komunikasi*, vol. 11, no. 2, 2024.

Nadya Rizqiyah

Muhammadiyah University of Sidoarjo, Indonesia

Email: nadyakiya2@gmail.com

*** Lailul Mursyidah (Corresponding Author)**

Muhammadiyah University of Sidoarjo, Indonesia

Email: lailulmursyidah@umsida.ac.id
