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Population and Civil Registration Public Services Digital Transformation During the Covid-19 Pandemic

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ABSTRACT

This article's main focus research result is on the unpredictable public service in Covid-19 pandemic as a factor in the quick digitization of public services. During the Covid-19 Pandemic, in the Population and Civil Registry Office of Situbondo Regency adopted an online population management service information system (SILAO). Data for this study were gathered through observation and interviews using a qualitative methodology. Using qualitative descriptive analysis is applied to data collection and analysis. Face-to-face interaction has been displaced with electronic delivery of public services. The results of the study show that This article's main focus is on the unpredictable COVID-19 pandemic as a factor in the quick digitization of public services. During the Covid-19 Pandemic, the Population and Civil Registry Office of Situbondo Regency adopted an online population management service information system (SILAO). Face-to-face interaction has been displaced with electronic delivery of public services. This research found that the public service technology system that had been built during the pandemic did not always guarantee that the public service had been implemented successfully. Public service technology system, requires a stable internet signal. The power of the internet, which has been unstable, has affected the poor quality of public services.

Keywords: population and civil registration, public service, digital transformation

ABSTRAK

Fokus utama artikel ini adalah pada ketidakpastian pelayanan publik di masa pandemi Covid-19 sebagai faktor cepatnya digitalisasi pelayanan publik. Pada Masa Pandemi Covid-19, di Dinas Kependudukan dan Catatan Sipil Kabupaten Situbondo mengadopsi sistem informasi pelayanan pengelolaan kependudukan secara daring (SILAO). Data untuk penelitian ini dikumpulkan melalui observasi dan wawancara dengan menggunakan metodologi kualitatif. Menggunakan analisis deskriptif kualitatif diterapkan pada pengumpulan dan analisis data. Interaksi tatap muka telah digantikan dengan penyampaian layanan publik secara elektronik. Hasil penelitian menunjukkan bahwa fokus utama artikel ini adalah pada pandemi COVID-19 yang tidak dapat diprediksi sebagai faktor dalam digitalisasi layanan publik yang cepat. Pada Masa Pandemi Covid-19, Dinas Kependudukan dan Catatan Sipil Kabupaten Situbondo mengadopsi sistem informasi pelayanan pengelolaan kependudukan secara online (SILAO). Interaksi tatap muka telah digantikan dengan penyampaian layanan publik secara elektronik. Penelitian ini menemukan bahwa sistem teknologi pelayanan publik yang telah dibangun selama pandemi tidak selalu menjamin bahwa pelayanan publik telah berhasil dilaksanakan. Sistem teknologi pelayanan publik, membutuhkan sinyal internet yang stabil. Kekuatan internet, yang selama ini tidak stabil, telah mempengaruhi buruknya kualitas pelayanan publik.

Kata Kunci: kependudukan dan pencatatan sipil, pelayanan publik, transformasi digital

INTRODUCTION

This research explains how the unexpected Covid-19 pandemic has quickened the digital transformation in public services. Various governments have been compelled to move their public service duties from in-person interactions to online interactions. The 1990s saw the start of the government's digital transformation (e-government) (Bellamy & Taylor, 2003). However, contemporary digital transformation has a connection to AI (Curtis, 2019). Artificial intelligence is often used in developments for governmental systems (Angin, 2021). During the Covid-19 pandemic, this artificial intelligence has transformed by the government public services. The public services are designed and delivered and provided new opportunities for interaction (Casula et al., 2020). In 2020, Deborah Agostino, et.al, stated that the Covid-19 pandemic has an impact on the development of digital transformation in public service delivery in Italy. In the case of Peru, the civil registration service, called RENIEC, found its particular way to implementdigital solutions for their services (Yarelyn Vicentea, Raquel Vizarretaa, Carolay Rojasa and Marco Ledesma, 2022). The social challenges that have emerged after the outbreak of the Covid-19 pandemic have forced public institutions or government institutions to carry out digital acceleration to optimize public services (Agostino, Arnaboldi, & Lema, 2020).

In Indonesia the government has regulated circular letters No. 19 of 2020 on Adjustment of the Work Procedure of the State Civil Apparatus was published by the Minister of State Apparatus Empowerment and Bureaucratic Reform in order to reduce the spread of Covid-19 throughout Indonesia. These requirements for working from home (WFH) and working from an office (WFO) applied to state civil apparatus workers. Additionally, on March 31, 2020, the government published Regulation No. 21 of 2020, which addresses massive public lockdowns, as an effort to better prevent the transmission of Covid-19. Public gatherings are also prohibited by this law in public venues like offices, schools, churches, mosques, and other houses of worship.

Governments now have an important role to play in guaranteeing that all communities have access to high-quality public services. According to Article 1 of Law on Public Services Number 25 of 2009, "public services" are "activities or series of activities in the context of fulfilling service needs in accordance with laws and regulations for every citizen and resident of goods, services, and or administrative services. provided by public service providers."

To provide public services, many technology applications have been improved. Technology is used to improve office meetings, performance evaluation disagreements, and other duties in addition to government services. These are the factors that contributed to the creation of a new norm, combined with changes to the method in which public institutions provide public services. New public service concepts, such as web-based services, administration, and coordination methods, must be created and implemented

as extensively as possible across all conditions of governmental agencies, including central and local governments, in order to transform the public service bureaucracy during the Covid-19 pandemic.

The Ministry of Health published Decree No. HK.01.07/MENKES/328/2020 titled "Covid-19 Prevention and Control Guidelines in the Workplace, Offices, and Industries that Support Business Continuity in a Pandemic Situation." The work regulations for the State Civil Apparatus in the Covid-19 Pandemic Period, which were based on the Circular of the Minister of Administrative Reform and Bureaucratic Reform Number 58 of 2020, have supported a flexible work environment and increased public servants' productivity. According to this rule, state officials may alternate between working from home and working in an office (Taufik, 2020). The population administration service is one of the public services that has adapted to the COVID-19 pandemic problem. The Population and Civil Registration Offices provide population administration services to 98 (ninety-eight) cities, 416 (four hundred and sixteen) districts, and 34 (thirty-four) provinces in Indonesia. Public services connected to population and civil registration are governed by a number of laws, which consist of: including: (1) Law (UU) No.24/2013 concerning Amendments to Law No. 23/2006 concerning population adminsitration. This law mandates every provinces and regencies/ cities government to carry out administrative affairs properly, (2) Regulation of the Ministry of Home Affairs (Permendagri) No. 7/ 2019 concerning the population administration online services, (3) Regulation of the Ministry of Home Affairs No. 96/2019 concerning Data Collection and Issuance of Population Documents for Vulnerable Populations Administration (4) Letter of the Ministry of Home Affairs (Kemendagri) No. 443.1/2978/Office of Population and Civil Registration on March 16, 2020, regarding Population administration Services and Corona Virus Diseases (Covid-19) Prevention. This letter contains a directive to the Service's Head to focus online administration services and Covid-19 prevention. Birth certificates, Electronic Identity Cards (e-ID), Family Cards , and Child Identity Cards must all be managed properly by the public sector. The letter also contains guidelines for effectively and efficiently providing population administration services throughout the COVID-19 pandemic. This letter suggested safe distance practices, meeting avoidance, and social withdrawal as health precautions. Reduce physical contact; (2) prepare a thermal gun to assess the body temperatures of staff and visitors; and (3) maintain a healthy lifestyle by cleaning the equipment and the area. (4) Adapting work practices to reduce the risk of infections, forgoing handshakes, and utilizing cellphones to their full potential for information and communication. Officer or client washing hands with soap and hand sanitizer. The Head of Service supervises staff members who work in-person or online and makes ensuring that services are provided. (6) Giving online services priority; sending documents electronically in PDF format so that the public can print them at home Applications are printed on HVS-A4/80-gram paper; (7) The Head of Service predicts

that for the next two to three weeks, the public at large will put off document-related issues. (8) Except for individuals who require it immediately, E-ID card recording is delayed. Online, via WhatsApp, and via SMS, people can get the papers they need for hospital and military registration. These procedures ensure that customers seeking population management services are protected by health protocol regulations.

Since then the government has changed the public service model from face to face service to online customer service. Regional governments throughout Indonesia have implemented various online customer service models. Liana Pakaya's research 92021) found that the regional government of DKI provides an online program through the Quick and Accurate Direct Access (ALPUKAT Betawi) application and SILAPORLAGI as well as services through WhatsApp media according to the location of the population and civil registration. Merlin Swantamalo Magna (2021) found that the Klaten Regency government has implemented an Online Service System of Office of Population and Civil Registration Klaten Regency (Sistem Pelayanan Online Dinas Kependudukan dan Pencatatan Sipil Kabupaten Klaten) "Sipon Keduten". In early 2020, Sipon Keduten was firstly designed and publicly used to transform how people take care of birth, death, change of address, and any other certificate of civil administration digitally. Program sejenis diterapkan pula di pemerintah daerah lainnya such as: Denpasar (Taring Disduk Capil), Agam (Pak Dewa or Adminduk with Wahtshap), Padang Pariaman (Layanan Nagita, Layanan Nagari, Go Digital), Sukabumi (Mapeling Sarasa (Motor Pelayanan Keliling Sabar Rahayat Desa), Bandung Barat Silayung (Sistem Pelayanan antar langsung) (Wisber Wiryanto, 2020). However, the findings of those studies do not discuss how the community responds to the changes in the e-public service. These researchers did not examine technology-based public services when they were implemented. How do government apparatus serve public services during the covid pandemic.

RESEARCH METHOD

The researcher used the qualitative approach. A pandemic Covid-19 provides a unique set of challenges for researchers, who must adhere to the established health regulations. The interview is conducted in person while keeping a distance between the parties, as well as online or on the phone (Sugiyono, 2014). The analysis of the data that has been gathered is the next step. The researcher must eliminate the necessary data based on the field circumstances. The phases of reduction, data display, conclusions, and verification are the approaches employed by researchers in analysis. Data triangulation techniques will be used by researchers to evaluate the validity of the data collected (Anggito, 2018). The head of the sub-section of the electronic identity card (e-ID) registration service, staff members, and members of the public who have received services from the Situbondo Population and Civil Registry Office were considered appropriate participants for this

study and were given the opportunity to provide information and aid researchers in data collection.

RESULTS AND DISCUSSION
Population and Civil Registration on line Service

Article 5 paragraph 1 of Law Number 25/2009 states that administrative, public products, and services are all considered public services (Permana et al., 2021). Family Cards, Identity Cards, and Deeds (Birth Certificates, Death Certificates, Marriage Certificates, Divorce Certificates, and Child Care/ Authorization Certificates) are all population administration services offered by the Office of Population and Civil Registration (Dahmiri & Suzana, 2013). A sort of family identification called a "family card" lists each member of the family as well as the family name. The village head and Camat offices then verified this card. (Syabandhi & Mulyani, 2016). Birth certificates are important for safeguarding children, according to Child Protection Law Number 23 of 2002. Birth certificate registration is legal under Law Number 24 of 2013 and is used as documentation to uphold human rights. The act of recording a child's birth shows that the state acknowledges a human being as a legal subject with a responsibility to uphold civil rights. A death certificate is recognized as sufficient evidence of death for legal purposes by Article 90. This death certificate contains an in-depth biography of the deceased, providing legal assurance to their estates in the event of a death. The death certificate is required in order to determine the heirs of a deceased family member. Article 90, Paragraph 2, of Law Number 23 of 2006 states that each resident is subject to administrative penalty. Anyone who fails to report a death to the Office of Population and Civil Registration within 30 (thirty) days of the incident will face administrative sanctions. A penalty of up to one million rupiah is one of the punishments.

The office of population and civil registration is in charge of providing death certificates in compliance with Population Administration Law Number 24 of 2013. (Kurniawan, 2016). The substance of the policy and the setting in which it is applied are two elements that affect how a death certificate is implemented. The main concept is that policy modification can lead to policy implementation, and vice versa. Public policy execution is impacted by communication, availability of resources, personality or behavior, and bureaucratic organization. The goal is to deliver information that is accurate, pertinent, and simple to understand. Customer satisfaction can be raised by making the public servant's community services easy to grasp. It is unacceptable for the community to be dissatisfied despite receiving plain services from staff members. Accuracy is the capacity for correct, legal, and accurate acknowledgment of public service procedures. There won't be any complaints about the employees' work if the community accepts the service that is

provided as truthful. However, complaints about unsatisfactory employees will arise if the services provided are insufficient.

Transparency is the capacity to inform the public about processes, expenses, and completion times. If employees are upfront with information regarding the associated expenses and deadlines, it is a good indicator; if they are not, it is not so good; and if they are not, it is very negative. This article's major theme is services for electronic identity cards. The main focus of the article is the services related to digital identity cards.

One of the regional organizations that provides services linked to population administration, such as generating Family cards, Identity cards, Birth, Death, Marriage, and Divorce Certificates, is the Population and Civil Registration Office of the Situbondo Regency.. According to Presidential Decree Number 52 of 1997, everybody who is married or older than 17 must get an identity card. A person's right to live on Unitary State territory is formally recognized by their Republic of Indonesian identity card (Widiastuti, 2018).

The level of public service success is determined by how satisfied the public is with the services they have received. A value-added service is one that improves the level of customer satisfaction, corporate performance, and citizen satisfaction with easily available government services. Not even the least of which is that key performance indicators or standards related to service quality must be connected to the whole public service system. The main performance indicators or service quality standards during the Covid-19 pandemic, related to the public service system. How a public institution practices its public service standards might be used to evaluate how effective it is. In order to ensure that the public receives services that are impartial and fair, the institution offers information on the high standards of service. According to Terry (2017), maintaining public service standards and making sure that everyone has access to services are the same thing.

The Covid-19 pandemic has changed how public services are managed. Prior to the Covid-19 pandemic, public services were assessed using management standards, which included planning, implementing, monitoring, and evaluating service operations to make sure the outcomes were to the public's satisfaction. This is in accordance with the application of the Attachment to the Decree of the Minister of Administrative Reform Number: 63/Kep/M.Pan/7/2003 concerning General Guidelines for the Implementation of Public Services.

In accordance with these rules, the Situbondo Civil Registration Office is trying to implement the Public Service rules by changing the dimensions of the structure and work procedures, in the form of public services that will switch between working from home (WFH) and the office (WFO). The public and service providers are encouraged by reforms as a follow-up to strategies to improve service quality to deal with Covid-19 and to prioritize

service processes, turnaround times, prices, service items, buildings and infrastructure, and service provider competencies. The requested service will be offered according to the service protocol.

The result of the implementation of this change, during the Covid-19 outbreak (WFO), only 50% of state civil servants were working from home (WFH). They work in alternating shifts. While working in the office, they must follow health regulations. Of course, people's thinking must develop along with changes in the world of work, both through socialization and education. Only then can information and awareness become more accessible, enabling successful and efficient outcomes.

Government officials must then increase their managerial and decision-making capabilities as well as their speed, agility, and flexibility. They also have to keep up with changes in technology and human resources required. Working from home (WFH) or working from an office (WFO), both of which must follow established health protocols, are two possible changes to the work system (Abd. Rohman, 2020).

The Situbondo Population and Civil Registry Office has made changes to the dimensions of the structure and work system. However, public services will switch between working from home (WFH) and an office (WFO). The public and service providers are being encouraged by the COVID-19 reforms to give priority to service processes, turnaround times, pricing, service items, buildings and infrastructure, and service provider competencies. The requested service will be offered in accordance with the service protocol. However, during the Covid-19 epidemic (WFO), only 50% of the state civil apparatus worked from home (WFH). They worked in alternate shifts. While working at the office, they must follow health regulations. The public's thinking must, of course, evolve in parallel with the changing of the workplace, whether that be through socialization or education. Only then should information and awareness become more accessible, enabling successful and efficient outcomes. Government officials must then improve their managerial and decision-making abilities as well as their speed, agility, and flexibility. They must also keep up with changes in both technology and the required human resources. Working from home (WFH) or working from the office (WFO), both of which must follow the established health protocols, are the two possibilities for work system changes (Abd. Rohman, 2020).

During the pandemic, public servants who work on e-ID sections are only assigned 2-3 persons, instead of the customary 5 persons. In the other section, there are only 3-4 persons, whereas there are generally 6 persons. The Population and Civil Registration Office workers and citizens enrolling for e-ID must both wear masks and wash their hands before entering. Facilities and infrastructure at the Office of Population and Civil Registration adhere to the protocol's health and safety regulations. In addition to physical

separation, there are hand sanitizers, SiCo booths, heat guns, and more (body temperature weapons). The children's play area and waiting room were both locked. A valid citizenship identification is required, and the population administration services at the population and civil registration office are eligible. The government offers services like e-ID registration in Situbondo as a formal personal identity that is recognized across the unitary state of the Republic of Indonesia, as issued by the population and civil registration office. All inquiries made by the general public are handled by the Situbondo Population and Civil Registration Office. The Covid-19 Pandemic prevents residents from having regular or in-person conversations. The Situbondo Population and Civil Registration Office must continue to provide the community with high-quality services despite the pandemic. All state civil apparatus are required to continue offering the best services while following health regulations for everyone's safety, including both service providers and clients, as well as maintaining a social and physical distance. An example of a face-to-face public service procedure for the e-ID division at the Population and Civil Office is shown below.

Section for documenting the e-IDs process:

1. The applicant submits a form;

2. The counter clerk checks the file for compliance with the requirements; if not, it is returned to the applicant;

3. Schedulers set up files;

4. Operator Officer confirms information for electronic ID card recording;

5. Inputting the citizen number, the operator officer prints a Non-Barcode letter for applicants who have just recorded their electronic ID card;

6. The applicant is provided with a ready-made Non-Barcode Certificate.

7. Requirements for Entering an e-ID: Photocopy of non-electronic ID card or photocopy of Family Card.

Procedure for the e-ID Flow Chart
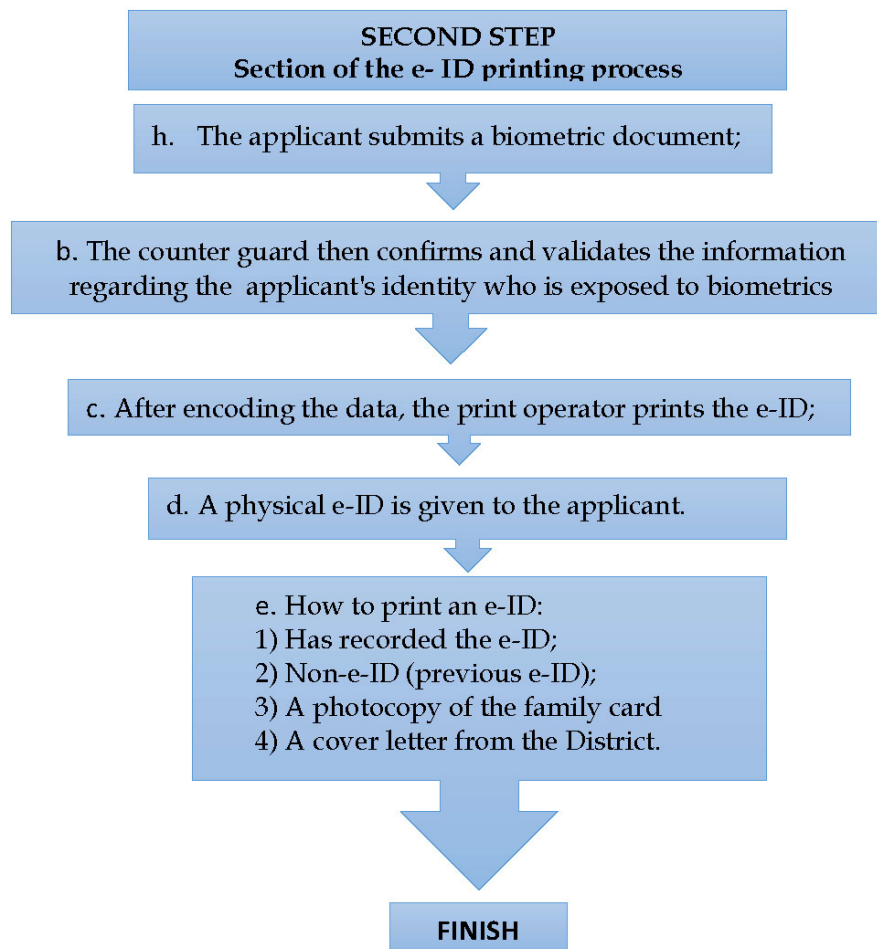
START

FIRST STEP
Section for documenting the e-IDs process

a. The applicant submits a form;

b. The counter clerk checks the file for compliance with the requirements; if not, it is returned to the applicant;

c. Schedulers set up files;

d. The applicant submits a form;

e. Operator Officer confirms information for electronic ID card recording;

f. The applicant is provided with a ready-made Non-Barcode Certificate.

g. Requirements for Entering an e-ID: Photocopy of non-electronic ID card or photocopy of Family Card.

Section of the e- ID printing process Flow Chart

SECOND STEP
Section of the e- ID printing process

h. The applicant submits a biometric document;

b. The counter guard then confirms and validates the information regarding the applicant's identity who is exposed to biometrics

c. After encoding the data, the print operator prints the e-ID;

d. A physical e-ID is given to the applicant.

e. How to print an e-ID:
1) Has recorded the e-ID;
2) Non-e-ID (previous e-ID);
3) A photocopy of the family card
4) A cover letter from the District.

FINISH

Section of the e- ID printing process:

1. The applicant submits a biometric document;

2. The counter guard then confirms and validates the information regarding the applicant's identity who is exposed to biometrics;

3. After encoding the data, the print operator prints the e-ID;

4. A physical e-ID is given to the applicant.

5. How to print an e-ID:

   a. Has recorded the e-ID;

   b. Non-e-ID (previous e-ID);

   c. A photocopy of the family card;

   d. A cover letter from the District.

Online Population Information System (SILAO)

Restrictions on Emergency Community Activities (lockdown) is a regulation that the government has implemented in order to protect the public from the 2019 Corona Virus Disease. Face-to-face services will be updated in accordance with the Population and Civil Registry Service's online services policy up until an unspecified time restriction expires. e-ID, family cards, civil registration certificates, child identity cards, change of address, arrival, and data synchronization are among the online services available. Situbondo's Population and Civil Registration Office is creating an online system for population administration service information (SILAO). Beginning on March 24, 2020, this program is in operation. In the midst of the ongoing pandemic, SILAO is designed to make it easier for applicants to register with the public population administration by avoiding the need for them to physically visit the Population Civil Registration Office. This is a guide for logging into SILAO. The Population and Civil Registration Office in Situbondo Regency is one of the regional organizations that offers population management services, including family cards, identity cards, birth, death, marriage, and divorce certificates.

Figure 1. The Registration Instructions
Source: https://silao.situbondokab.go.id/

The picture registration instructions contain instructions for registering which on the e-KTP registration menu corresponds to the event. If there are file changes, you will be directed to the file upload menu according to the instructions.

Figure 2. The Document Upload Instruction
Source: https://silao.situbondokab.go.id/

The picture document upload instruction shows the procedure for the file upload menu where the applicant is required to fill out or upload files that have been provided and are in accordance with the SOP for Admin Requirements. All uploaded files are in pdf format and the maximum size is 2 MB.

Figure 3. Guide for Registering a Document
Source: https://silao.situbondokab.go.id/

A guide for registering a document, showing steps and guides for registered files. To see the files that we have registered, you can enter the registered data menu, then a display will appear as shown in the picture.

The Silao system was reportedly simpler than their previous population administration tool. However, when it was put into use, the SILAO system did not receive favorable reviews from the wider public. Some people still visit the office for a one-on-one ID card consultation. They receive services from staff who work in offices and follow tight health regulations. The following table compares the e-ID public service processes used by the population and civil register office before and during the Covid-19 pandemic.

Table 1. The Comparison Public Service Before and After Covid-19

Description	Before the Pandemic Covid-19	After the Pandemic Covid-19
SILAO (Online Administration Service Information System)	Manual system	*Advantages of SILAO* : 1. Because applicants can connect immediately from anyplace with an internet network, they can save lines and save money for those whose homes are far away. 2. The applicant can more easily download and check the proper documents, avoiding the need to return and line up as in a face-to-face system in the event of a shortage 3. Applicants can receive ID-number input, non-barcode certificates that are ready-made easily. Lack: 4. Applications that frequently fail 5. Due to the inability to ask directly, errors were also made during the data access and data verification processes.
Face-to-face system	1. Queue numbers are served according to working hours. 2. The e-ID recording process is very fast and the printing section is also fast.	1. Everything is done online, some are done face-to-face but service hours are limited. 2. The number of counters which are usually 5 people is only 2-3 people. 3. Excessive workload due to changes and health safety must be maintained because they are indirectly exposed to Covid-19. 4. Although being informed to the location where they must wash their hands, people still refuse to do so. 5. There are still some persons who do not abide by the health protocol's guidelines. The fact that they are seated between many people increases the risk of the infection spreading. 6. Because it is uncomfortable to breathe, some persons may even refuse to wear masks or only wear them up to their chins.

Source: Secondary Data that has been Processed

The use of SILAO provides benefits to the public

1. The applicants can connect immediately from anyplace with an internet network, public can save lines and save money for those whose homes are far away.

2. The applicant can more easily download and check the proper documents, avoiding the need to return and line up as in a face-to-face system in the event of a shortage

3. Applicants can receive ID-number input, non-barcode certificates that are ready-made easily.

However, the implementation of the SILAO application system faces a number of difficulties, including (1) the system sometimes does not work normally and (2) the data, which has been accessed and verified can not be accurate.

The public doesn't mind wheter the SILAO system application sometimes got trouble. They choose to use the SILAO system application because it was safer and most importantly can avoid Covid-19

Table 2. The SILAO Users

Type of Service	2019	2020	2021
e-ID service according to *SILAO*	Not yet accessed	12,648 Population	21,326 Population
Face-to-face e-ID service	33,189 Population	23,492 Population	16,317 Population

Source: Data Center of the Civil Registration Office of Situbondo, 2021

During the pandemic, SILAO, or the Situbondo Population and Civil Registration public service system, is more useful and efficient. SILAO provides benefits to the public. They are not need to visit the office in order to handle a residence certificate. The public is still apprehensive about using SILAO in 2020. 12,648 people uses SILAO, and 33,189 people use the manual service, which is a large number. However, there will be 21, 326 more SILAO users in 2021. users of manual services are also declining (16, 317). However, in 2021, the number is rising by 21,326.. The growing number of SILAO users indicates that the public is satisfied with the services offered by SILAO. An application named SILAO can be submitted from anywhere in Situbondo. In order to avoid overcrowding that could cause Covid-19, the public does not need to visit the office. In the event of a shortage, the applicant can more easily download and review the required documents, avoiding the need to go back and wait in line as in a face-to-face system.

The Situbondo Population and Civil Service Office's e-ID Public Service

The continuation of public services during the Covid-19 pandemic depends on the infrastructure's support and human resources' preparation. Public services can only be ensured if there is the infrastructure for a dependable internet connection and trained personnel to operate the SILAO system. The internet network signal connection remains unstable and some staff are still unable to access the SILAO application system.

This condition hinders the e-ID public service process. Population administration services, particularly those related to e-ID, are supported by a number of factors, including: (1) government support; (2) staff enthusiasm to resolve citizens' demands and problems; (3) public enthusiasm for completing SILAO applications related to e-ID as long as they have an internet connection; and (4) public awareness to reduce the impact of Covid-19 so that the public can change their perspective and receive more information. Public safety is indeed at threatened from the Covid-19 pandemic. Nevertheless, it is understandable that the organization of the public sector is driven by the realization that exposure to Covid-19 must be prevented. The Situbondo Population and Civil Registry Service has performed admirably in implementing SILAO in terms of public services related to population administration during Covid-19. Compared to the face-to-face option, the public prefers the SILAO application for e-ID. Online government services implement health protocol commitments in a unique and innovative way.

The use of information technology in government administration has been driven by changes in the performance of the government apparatus due to work from home (WFH) and work from office (WFO). Public services are implemented with the WFH and WFO systems. This WFH and WFO public service system has transformed the way the government apparatus's work. The management of the Population and Civil Service Office is based on the usage of this information technology, making it more advanced than before to Covid-19. Even though there was a significant transition to an information technology-based administration system during the Covid-19 pandemic. In all government apparatus, staffers' performance has changed. The advanced information technology that the government has adopted has transformed the way they work. The public responded favorably to the usage of SILAO during pandemic Covid-19. Despite this, there remain challenges because the Situbondo district's internet network is not stable. If the internet connection is poor, users have two choices. First, try to search for places with good internet connections. Second, public services are done manually. Danger threatens the staff who are working manually because of the covid-19 virus. For this reason, health protocols have been implemented to protect them until the internet signal situation recovers.

CONCLUSION

The use of information technology in government administration has been accelerated by the Covoid 19 pandemic. Technological acceleration in managing government public service governance has forced government apparatus to make changes to their performance at work. The performance of government apparatus has been regulated through two ways, Work From Office (WFO) and Work From Home (WFH). When operating SILAO, they have also adapted to their new working habits. There are government officials who serve the public from home (WFH) and from the office (WFO). There are government officials who serve the public from home (WFH) and from the office (WFO).

This research found that the public service technology system that had been built during the pandemic did not always guarantee that the public service had been implemented. Public service technology system, requires a stable internet signal. The power of the internet, which has been unstable, has affected the quality of public services. Internet instability has an impact on public services that are held manually which threatens the health of implementers who operate the public service system.

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