

Digital Population Identity: From Concept to Reality

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ABSTRACT

The transformation from e-KTP to Digital Population Identity (IKD) is a strategic step by the Indonesian government to improve public services. This change not only shifts the format from physical to digital, but also creates a more efficient and responsive system. With IKD, citizens can access population administration services online, reduce dependence on physical documents, and speed up bureaucratic processes. The goal of this transformation is to create a more transparent and accountable environment, and optimize information technology in public services. However, challenges such as the digital divide and privacy issues need to be addressed so that all levels of society can make maximum use of IKD. This article discusses the impact of the transformation on public services and its implications for Indonesian society, using a qualitative approach and literature study. The results show that IKD accelerates services and reduces population document management problems. Despite its advantages, IKD also faces obstacles such as a lack of understanding of technology and low digital literacy in the community.

Keywords: Digital Transformation, e-KTP, Digital Population Identity, Public Services

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INTRODUCTION

The development of technology in Indonesia brings significant positive impacts to accelerate progress in various fields. Technology will drive the emergence of the need for digital transformation. In Brunetti (2020:698), the reasons for the importance of digital transformation are explained. "Why is it important to discuss digitalisation and digital transformation?" "Because digitalization revolves around information processing and the conversion of everything into data, it influences all aspects of human activity. Digital transformation propels advancements in government, enhancing both institutional systems and the delivery of public services. Public services have become an important indicator in assessing the success of task execution and government performance through bureaucracy. Public services are currently experiencing rapid development, not only being provided manually but also through online services (Rahardja, et. al., 2018) with the hope of being more efficient, effective, and responsive to the needs of the community, not only in the administrative sector but also minimizing negative practices or government deviations related to public services. (Saputra, 2023: 177). To support the improvement of public service quality

and meet community needs, the government continues to innovate by implementing an electronic-based governance system known as e-government.

One of the E-government policies in public service is the transformation of the Electronic Identity Card (KTP). The Indonesian government has an obligation to provide quality public services for all its citizens, including in the aspect of population administration in accordance with the 1945 Constitution of the Republic of Indonesia. To improve the quality of public services in population administration, the government has launched the Digital Population Identity Application (IKD), which can be downloaded for free on Google PlayStore and AppStore. IKD is highly relevant to Presidential Regulation No. 82 of 2023 on the Acceleration of Digital Transformation in Indonesia and National Digital Services. This application is designed to make it easier for residents to access population administration and civil registration documents by converting Electronic ID Cards into Digital ID Cards that can be accessed online. It is hoped that the use of this application can reduce dependence on physical paper in public administration processes, improve service efficiency, and provide convenience for the community. (Rahayu, et al. 2024). According to the Director General of Population and Civil Registration at the Ministry of Home Affairs, if the implementation of digital population identity is successful, it will bring significant benefits by saving the government budget from 50 to 100 billion per year, as there will be no need to procure electronic ID card blanks anymore.

The readiness and knowledge of the community about the Digital Population Identity application (IKD) are very important to ensure that the community receives this innovation well and has the potential to assist organizations handling population administration in carrying out their tasks. (Octaviana, 2024:2). Digital population identity functions to prove digital identity through the verification of identity data based on the ownership of an electronic ID card. It also functions for identity authentication conducted through biometric verification, identity data, verification codes, and QR codes. (Permadi, et, al. 2023). Dukcapil continues to strengthen the cybersecurity wall through end-to-end encryption. By the end of the third quarter of 2024, in accordance with the target of Presidential Regulation No. 82 of 2023, IKD will be ready to be used as the National SSO. The civil registry services can also be integrated with the National Portal. In addition, IKD is also integrated with 9 National Priority SPBE services. Namely, health services, education services, social assistance, digital identity based on population data, One Data Indonesia services, financial transactions, portal service integration, state apparatus services, and online driver's licenses. IKD serves as the foundation for all those services. Even the IKD has been integrated with the SatuSehat application, and subsequently integrated with the Polri Presisi program. Data security in the IKD related to integration with public services will raise public concerns about their personal data. In line with the main concepts in Bruce Schneier's Theory of Privacy and Digital Security, several considerations in application security are necessary, including (1) Data collection and monitoring that can threaten individual privacy, making individuals unaware of the extent to which their data is collected and used, (2) Digital Identity risks threatened by identity theft, data breaches, and exploitation of personal information, (3) Security and Privacy Design where users should be given control over their data and equipped with tools to manage their privacy

effectively, (4) A balance between Security and Privacy that can enhance public awareness of how their data is used.

Security and privacy efforts, in the IKD Application, are developed as a Digital Wallet to store various digital administrative documents and other official digital documents, while the data sharing process is conducted through consent/approval of the data owner. (Self-Sovereign identity). IKD also provides accessibility features for persons with disabilities and other vulnerable groups as an effort to facilitate all layers of users. Efforts have been made, but in this transformation, the Ministry of Home Affairs of the Republic of Indonesia through the Directorate General of Population and Civil Registration has not yet met the target. The Dukcapil Office of the Regency/City is required to encourage the community to transition to Digital ID Cards. (Alfarizi, 2023). There are several obstacles faced regarding the slow activation of Digital Population Identity (IKD), including: (1) not all people have compatible mobile phones, (2) many people are not yet aware of the Digital Population Identity (IKD) application (procedures and benefits), especially the elderly, (3) not all areas are connected to the internet, (4) one account is only valid for one person, so each person must have a mobile phone with the application installed. The purpose of the research is to explain the concept and state of Digital Population Identity (IKD) in Indonesia along with several obstacles that arise in society. Additionally, this research proposes a theoretical framework for further studies on the concept and reality of Digital Population Identity. (IKD).

METHOD

Digital Population Identity using a transparent and straightforward methodology. A step-by-step breakdown of the research process is provided in the following sections:

1. Identifying pertinent databases (Google Scholar).
2. Choosing search words and standards (for the initial inquiry).
3. The selection and analysis of the articles.
4. Sorting 200 articles into 50 articles and categorizing the articles according to their main ideas into 15 articles.
5. Another critical step is identifying research gaps and defining research objectives for future studies.

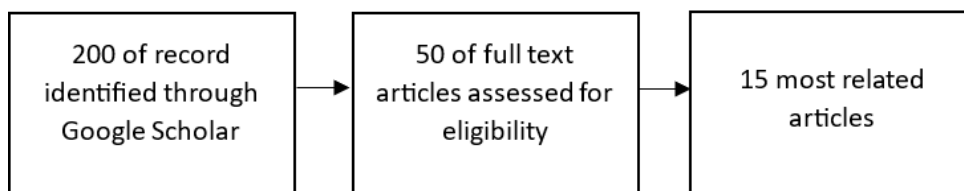


Fig. 1. Diagram of the study flow.

Research focusing on Digital Population Identity (IKD) has been carried out since 2022. Figure 1. presents a bibliometric published in 2022-2024.

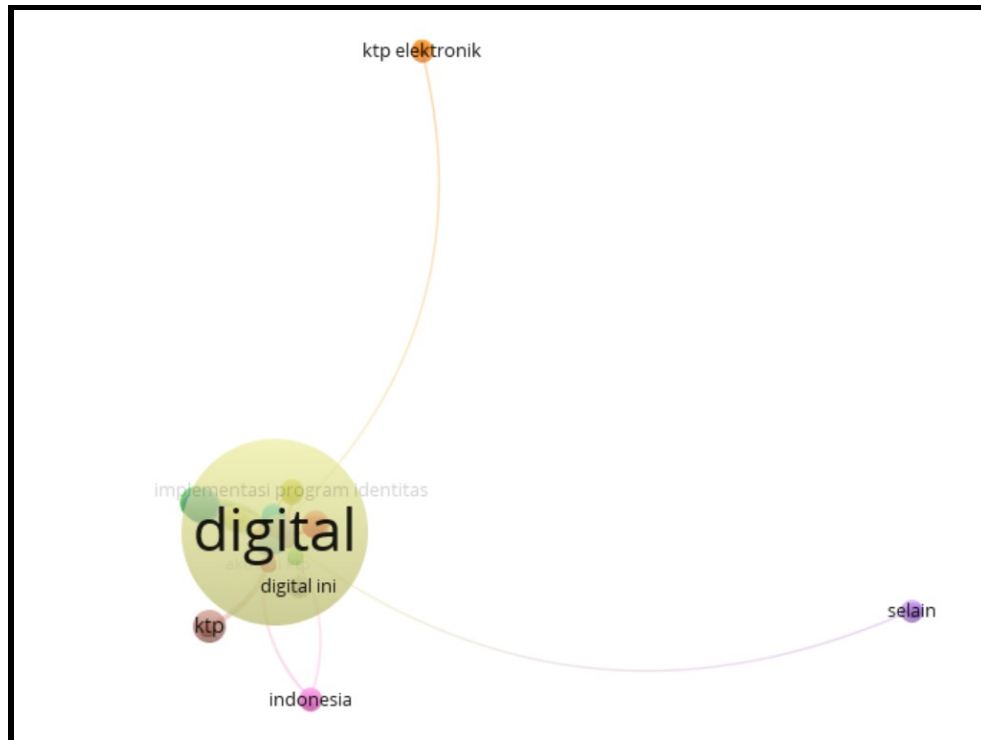


Fig. 2. Bibliometric analysis (from Google Scholars)

FINDINGS AND DISCUSSION

Findings

Table 1. Summary (In Date Order) Research Articles Included In The Review

No	Title	Research Objective	Method and Sampling	Sampling Results
1	Adaptation of Digital Population Identity (Ikd) by Baby Boomers and Generation X in Kamar Regency	This research aims to examine how digitalization affects Baby Boomers and Generation X in Kamar Regency in adapting to and accepting the development of digitalization technology by the government	Qualitative methods were used, including observation, in-depth interviews, and documentati on	The results of this study indicate that Baby Boomers and Generation X face greater challenges in adapting to Digital Population Identity. Baby Boomers tend to face more significant adaptation challenges, with education level and type of occupation playing crucial roles. Those working in already digitalized environments or with higher education levels show better adaptation, while those in traditional sectors or with lower education levels face greater difficulties
2	Usability Analysis of the Digital	The purpose of the research is to evaluate the	Quantitative with Usability	The Digital Population Identity Application can be considered effective based on

	Population Identity Application Using Usability Testing Method	usability of the Digital Population Identity Application to identify improvements based on the usability evaluation results, and to provide recommendations for improvements that can enhance the usability quality of the Digital Population Identity Application.	Testing using Performance Measurement and Retrospective Think Aloud techniques on the Digital Population Identity Application	the completion rate analysis, which resulted in a final value of 78%, meeting the minimum expected value of 78%. The efficiency of the Digital Population Identity Application, tested using Overall Relative Efficiency to measure the efficiency level of the Digital Population Identity Application, resulted in a value of 68%. Based on customer satisfaction evaluation using questionnaires, a result of 85.5% was obtained, which falls into the very good category.
3	Analysis of the Implementation of Digital Population Identity (IKD) Using the Technology Acceptance Model (TAM) in Kartoharjo District, Magetan Regency	This study aims to analyze the implementation of Digital Population Identity (IKD) in Kartoharjo District, Magetan Regency using the Technology Acceptance Model (TAM)	Quantitative data were obtained from 91 samples and then analyzed using path analysis techniques	The research results show that Perceived Usefulness and Perceived Ease of Use significantly influence Behavioral Intention to Use, both directly and through the mediation of Attitude Toward Using. This is indicated by the hypothesis test with a t-statistic value exceeding 1.986 and a P-value less than 0.05. These findings have important implications for local governments in their efforts to increase the adoption and use of Digital Population Identity (IKD) in the community by considering the factors of technology ease of use and usefulness, as well as the positive attitude of the community towards the technology
4	Analysis of Digital Population Identity Services in Kalirungkut Village from an	Analyzing the effectiveness of Digital ID card services in Kalirungkut Village, Surabaya	The qualitative method was employed by collecting data using	The results obtained from the field indicate that the Digital ID card service, which aims to improve administrative services, is considered adequate. In terms of the

	E-Government Perspective	City, this research provides an overview of achievements using the digital government perspective along with the resulting efficiency	interview techniques	officers providing the service, they are capable of giving clear information and directions regarding service schedules and questions related to the Digital ID card
5	Optimization of IKD Activation Services in Supporting Digital Transformation of Population Administration in Kalisari Village, Surabaya City	The purpose of this research is to understand the efforts to optimize IKD activation services in supporting the digital transformation of population administration in Kalisari Village, Surabaya City.	The qualitative method was used by collecting data through interviews	The research results with optimization theory indicate that the efforts to optimize IKD activation services in Kalisari Village can be categorized as good but have not yet achieved maximum equity due to the presence of residents who are still unaware of the urgency of orderly population administration. Therefore, a new, more intensive strategy is needed to increase the percentage of IKD ownership in Kalisari Village, Surabaya City
6	The Method User Experience Questionnaire Analysis of Identitas Kependudukan Digital Application	Penelitian ini berfokus pada metode User Experience Questionnaire (UEQ) untuk mengevaluasi pengalaman pengguna pada aplikasi Identitas Penduduk Digital (IKD) bertujuan untuk memberikan layanan publik yang cepat, efektif, dan tepat sasaran.	Quantitative 100 people from a population of 36,140 active users of the IKD application in Central Jakarta	The results of the user experience evaluation show that there are 5 variables with positive results, namely attractiveness (average = 2.14), clarity (average = 1.725), efficiency (average = 1.725), accuracy (average = 1.525), and stimulation (mean = 1.475). However, on the novelty variable (mean = 0.602) the evaluation results are neutral. Based on benchmark values using the UEQ. Data Analysis Tools, 5 variables get "good" scores, namely attractiveness, clarity, efficiency, accuracy, and stimulation. However, the novelty variable still gets a "below average" value

7	Responsiveness of Public Services Based on E-Government with Digital Population Identity Innovation	This research aims to analyze the responsiveness of services at the Population and Civil Registration Office of Ambon City, particularly in the implementation of Digital Population Identity	Qualitative, with 7 informants	The evaluation results of four indicators (Access, Communication, Speed, and Accuracy) of responsiveness in the services of the Ambon City Disdukcapil show that there are aspects that have been met and several shortcomings that still need to be addressed through information and complaint counters that are easily accessible to the public, including online media such as websites and social media
8	Implementation of Digital Population Identity in Mimika Regency, Central Papua Province	The purpose of this study is to find out how the implementation of Digital Population Identity in Mimika Regency	Qualitative (observation , interviews (13 informants), and documentati on	The findings obtained by the author in this study are that the application of IKD is quite effective, the government's support for IKD is quite good, the facilities and infrastructure in its application are adequate, the use of IKD is increasing, and the use of IKD is good, although it is still constrained by regulations from the local government, experts, internet networks, security that is not optimal, there is no community initiative towards the use of IKD which is not needed at this time.
9	The Influence of Service Quality on Community Satisfaction in the Use of the Digital Population Identity Application at the Population and Civil Registration Office of Medan City	This study aims to evaluate the influence of IKD service quality on community satisfaction in the process of e-ID card creation and IKD account activation in Medan City	Descriptive quantitative with 100 respondents through simple random sampling and Structural Equation Modeling (SEM) analysis	The research results show that service quality has a significant positive influence on community satisfaction. (0,843 pada uji Path Analysis). The t-statistic value of 23.209 far exceeds the t-table value of 1.29, indicating the significance ($p < 0.001$) of the influence. An R-squared of 0.711 indicates that service quality explains 71.1% of community satisfaction, while 28.9% is influenced by other factors. Strict supervision of

			using SmartPLS	service quality and better communication between staff and the community are needed
10	The Complexity of Implementing the Digital Population Identity Application (IKD) in the Context of Population Identity Registration in Nganjuk Regency	This research aims to describe the implementation of the IKD application in Nganjuk Regency	Qualitative	Research results show that the implementation of the IKD application still faces issues such as many people in Nganjuk Regency being technologically challenged. Additionally, there are still people who are unaware of the IKD innovation because the socialization conducted by the Nganjuk Regency Dispendukcapil has not been widespread. Furthermore, the system of the IKD innovation often encounters errors, which can hinder the development of the IKD innovation. The IKD innovation is not effective when operated by elderly people and disabled individuals who cannot utilize the IKD application properly
11	Cybercrime and Digital Population Identity Policies: A Study on the Potential of Online Data Theft	This article explores cybercrime, focusing specifically on cases of online data theft in Indonesia	Mix Method	The conclusion drawn from the research is that efforts to enhance cybersecurity in Indonesia require concrete and collaborative measures, including the development of consistent regulations, the improvement of human resources in the field of cybersecurity, and better awareness among the public and government regarding the importance of protecting personal data. The study suggests further research to delve into the effectiveness of cybersecurity regulations in Indonesia and to understand the variables that influence public and governmental

				awareness regarding personal data protection
12	Innovation of the Digital Population Identity Program in Efforts to Improve the Quality of Population Services in Indonesia	Understanding the implementation of the Digital Population Identity (IKD) has significant implications for the quality of population administration services	Qualitative and data collection methods through literature research	The analysis results show that the innovation of the digital population identity program is a solution to several issues in the management of population documents, such as loss, damage, or forgery of documents, which can hinder public access to population services. In addition, the manual process of managing population documents often takes a lot of time and is inefficient, as well as the lack of accessibility to population services for communities in various regions of Indonesia. However, the implementation of the digital population identity program also faces the challenge of a lack of technological understanding among the community, especially among the elderly or those with low digital literacy levels.
13	E-Readiness In The Implementation Of Digital Population Identity In Karawang Regency	This research aims to analyze the readiness of the Karawang Regency Local Government in implementing the Digital Population Identity application using the e-readiness theory	Qualitative	The results obtained from the research indicate that e-readiness in the implementation of Digital Population Identity in Karawang Regency has two perspectives. From the government perspective, it includes the availability of technology to support the mechanism for implementing Digital Population Identity (IKD), the understanding and skills possessed by employees regarding Digital Population Identity, the availability of legal instruments, and programs for the implementation of Digital

			Population Identity activation services
14	Effectiveness of the Digital Population Identity Service Program at the Population and Civil Registration Office of Bandung City.	The purpose of the research is to determine the effectiveness of the digital population identity service program at the Population and Civil Registration Office of Bandung City. The theoretical foundation used in the research is the effectiveness theory proposed by Campbell J.P.	Qualitative The research results indicate that the effectiveness of the digital population identity service program is low due to: a. The overall goals of the digital population identity service program have not been achieved. b. The socialization of the digital population identity service program has only been carried out in government agencies, whereas it should be implemented in government agencies, non-governmental organizations, and the community. c. Thirdly, the achievement of the digital population identity service target in 2023 is only 9.10%, whereas it should be 25%. d. Fourthly, the level of user satisfaction with the program has not been felt by the community in terms of facilitating access to population data and speeding up service transactions. e. Fifth, the output level of the digital population identity service program is still low, with the community having digital population identities but not yet utilized.
15	Effectiveness of the Digital Population Identity Program in Supporting Public Services for the Community in Pagesangan Village	The purpose of this research is to provide a detailed analysis of the effectiveness of the Digital Population Identity Program (IKD) in facilitating public	Qualitative The research results show that the effectiveness of the IKD program in Pagesangan Village is quite effective. Although it has been implemented well, this program still faces many challenges, including the program's objectives not aligning with the expected

services for the community in Pagesangan Village, Jambangan District, Surabaya City

results, the community lacking devices with supporting

Source : Google Scholar (processed by the author, 2024)

Discussion

A. Digital Population Identity (IKD)

Digital Population Identity (IKD) is an innovation launched by the Directorate General of Population and Civil Registration of the Ministry of Home Affairs to utilize digitalization and address the issue of reprinting physical electronic ID cards, which takes a considerable amount of time. Therefore, the public can use IKD as a substitute for electronic ID cards (Bella, 2023:19). Digital Population Identity (IKD) can be accessed and downloaded via Android or iOS. IKD serves functions as proof of identity, identity authentication, and identity authorization (Bella, 2023:19). Digital Population Identity (IKD) is an innovation in population digitalization aimed at simplifying the administrative service process by enhancing the use of information and communication technology (Rohmah, 2023). In the implementation process of Digital Population Identity (IKD), it is in accordance with the Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 72 of 2022 (Ministry of Home Affairs, 2022), which regulates the Digital Population Identity program. In Article 1, paragraph (18), it is explained that Digital Population Identity is electronic information used to represent Population Documents and feedback data in digital applications through devices that display Personal Data as the identity of the concerned individual. The objectives of the Digital Population Identity (IKD) are outlined in Article 14 of the Minister of Home Affairs Regulation Number 72 of 2022 (Ministry of Home Affairs, 2022), which states that the Digital Population Identity aims to:

- a. Follow the implementation of information and communication technology regarding population digitization;
- b. Increase the utilization of population digitization for residents;
- c. Facilitate and expedite public or private service transactions in digital form; and
- d. Secure ownership of the Digital Population Identity through an authentication system to prevent forgery and data leakage.

B. Issues in Society

Indonesia, with its very dense and continuously growing population, reached nearly 278,118,866 people in 2023. From that population, Director General Teguh reported that 204,971,858 residents have completed the mandatory e-ID card registration, with a recording rate of 99.26%. From the large number of residents who have recorded their data, the Director General of Dukcapil hopes that 25% of the citizens will have a Digital ID card. The target applies to the Dukcapil Offices in 514 Districts/Cities in Indonesia. But the

process of activating the Digital Population Identity (IKD) is a major project because it involves hundreds of millions of residents. Currently, only 7.3 million citizens have activated the Digital Population Identity (IKD) out of the target of 220 million citizens. As an example, the number of IKD users in Central Java province is only 6.61%, which is 1,900,126 people out of 28,752,212 (Disperdukcapil, 2024). In addition to Central Java province, the use of IKD in Ambon City corresponds to the number of mandatory ID card holders who have recorded their ID cards, totaling 251,919, of which 8,576 or 3.40% have activated their Digital Population Identity (IKD), and 243,343 or 96.60% have not registered for IKD. (Salamena, 2024). Research results in Bandung City (Ajjahra, 2024) indicate that the effectiveness of the digital population identity service program is low due to:

- a. The overall goals of the digital population identity service program have not been achieved.
- b. The socialization of the digital population identity service program has only been carried out in government agencies, whereas it should be implemented in government agencies, non-governmental organizations, and the community.
- c. Thirdly, the achievement of the digital population identity service target in 2023 is only 9.10%, whereas it should be 25%.
- b. Fourthly, the level of user satisfaction with the program has not been felt by the community in terms of facilitating access to population data and speeding up service transactions.
- c. Fifth, the output level of the digital population identity service program is still low, with the community having digital population identities but not yet utilized.

With this data, it can be seen that the level of public participation in the use of Digital Population Identity (IKD) is still low. The implementation of Digital Population Identity (IKD) encounters several issues, including interface problems such as an unattractive display and menu complexity, which become obstacles for users. Additionally, there are several functional issues, such as low document display quality and the inability to download, as well as an activation process that requires a direct visit to the Population and Civil Registration Office, which can complicate matters for users. (Rahayu, 2023:13).

In some cases, the activation process becomes an issue faced by the community. The lack of information dissemination regarding the benefits and steps of IKD activation still remains an issue. (Salamena, 2024). The problem with registration also comes from the community that does not yet own and understand smartphones that are technologically savvy. This has the potential to widen the existing social gap in society. There are also some groups in society who are reluctant to learn technology or switch to digital systems. Additionally, there are groups in society who still struggle with the transition from conventional to digital. Some members of the community are not yet very aware of the Digital Population Identity (IKD) application due to a lack of understanding and users of the Digital Population Identity application. (IKD). Some other factors, as explained in the human factor, also contribute to this issue. In addition, there are some people who believe that if data is entered into

a digital system, it can be hacked by hackers and used by irresponsible individuals. (Hidayah,2023). The challenge of cybersecurity or data breaches must be anticipated by various parties, both from the government and the society itself. Therefore, the Civil Registration and Population Agency (Disdukcapil) must continuously update the security and privacy systems, as well as conduct regular monitoring and evaluation to ensure that the public's data remains safe and protected. (Yulanda, 2023:422). The role of the community can also prevent data leaks by not sharing personal information with others or by using easily guessable passwords. In fact, the Minister of Home Affairs has ensured that the Digital Population Identity (IKD) system is safe from hacking. Data security in the Digital Population Identity (IKD) has been regulated in the Minister of Home Affairs Regulation No. 72 of 2022. Article 21 states that the security of Digital Population Identity is guided by the International Organization for Standardization/International Electrotechnical Commission and the National Institute of Standards and Technology, as well as the information security management system in accordance with statutory regulations. In addition, the IKD application also provides a personal identification number that is only known to the individual. (Amelia, 2024).

CONCLUSION

The implementation of IKD in the digital era offers many opportunities to improve public services and community participation. However, it is important to address the emerging challenges with an inclusive approach based on privacy protection. With the reality figures not yet meeting the government's target of at least 25% of Indonesia's population, it indicates that there are still several challenges in the implementation of Digital Population Identity (IKD) that remain unresolved. Identity transformation through IKD can be an important step towards a more transparent and responsive government.

The focus of this research is to examine the reality of the use of Digital Population Identity (IKD) in Indonesia with the targets set by the Government. Since this article is based solely on Google Scholar, it is hoped that future researchers can increase the number of realities of Digital Population Identity (IKD) users in Indonesia. This article is expected to serve as a guide for readers to understand the impact of the implementation of Digital Population Identity (IKD) in society and to identify the steps that need to be taken to ensure its successful implementation.

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