

## CHAPTER V

### CLOSING

#### A. Conclusion

1. The implementation of the Standard Operating Procedure (SOP) for online e-KTP management in population administration services at the Population and Civil Registration Office (Disdukcapil) of Tasikmalaya City has been carried out through WhatsApp and the official Disdukcapil website. This has had a positive impact by improving efficiency, transparency, and service accessibility. However, its implementation still faces obstacles, including low public participation, limited human resource competency in technology, and infrastructure constraints.
2. The factors influencing the implementation of the SOP for online e-KTP management in Tasikmalaya City include legal factors, such as the existence of national regulations like Minister of Home Affairs Regulation No. 72 of 2022; law enforcement factors, such as staff competency in digital technology; facilities factors, including the availability of infrastructure and technological devices; societal factors, such as the level of digital literacy and participation in using online services; and cultural factors, including public habits that still tend to prioritize face-to-face services over online systems.

## B. Saran

Based on the conclusions above, the researcher recommends that the Department of Population and Civil Registration (Disdukcapil) of Tasikmalaya City develop more detailed technical SOPs, enhance staff competency through digital training, strengthen technological infrastructure, promote digital literacy among the public through socialization programs, develop an online application tracking system, and foster an administrative culture that supports digital services. By optimizing all these measures, it is expected that digital-based population administration services in Tasikmalaya City can operate more effectively, responsively, and adaptively to meet the needs of the community.

