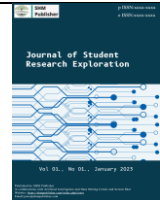




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Innovation in dukcapil services goes to school at the population and civil registration service of Payakumbuh City

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ABSTRACT

This study analyzes the public service innovation of the Dukcapil Goes to School program implemented by the Department of Population and Civil Registration of Payakumbuh City to improve the effectiveness of electronic identity card (e-ID) recording services for beginner applicants. Using a qualitative descriptive approach, data were collected through interviews, observations, and documentation. The analysis employs Everett M. Rogers' diffusion of innovation theory, focusing on relative advantage, compatibility, complexity, triability, and observability. The findings show that the program has generally been implemented well and has improved the quality of public services. In terms of relative advantage, it increases efficiency in time and cost, improves accessibility for students, and enhances the institution's public image. Regarding compatibility, the program aligns with community needs, regulations, and school schedules. From the complexity perspective, the innovation is easy to understand and implement due to its simple procedures. However, observability remains limited because service outputs cannot be received immediately due to centralized data processing and restricted on-site printing facilities. In addition, the triability attribute has not been fully demonstrated. Overall, the Dukcapil Goes to School program can be considered an effective public service innovation, although improvements are still needed in service delivery speed and supporting infrastructure.

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1. Introduction

Based on article 1 paragraph 1 of the Republic of Indonesia Law Number 25 of 2009 concerning service public mentioned that service public is activity or series activity in frame fulfillment need service in accordance with regulation legislation for all citizens and residents on goods, services, and/or service administrative services provided by the organizer service public. And implementation service public must in accordance with principles of good governance that is existence certainty law, transparency, participation, accountability, interests general, professionalism, equality rights and balance rights and obligations.

In line with that in the decree of the Minister of State for Empowerment State Apparatus Decree Number 63/KEP/M.PAN/7/2003 states that "Service public is all activity services carried out by the organizer service public as effort fulfillment need recipient services, as well as in frame implementation provision regulation legislation" [1]. Service public in Indonesia in general general can it is said still not yet optimal, bureaucracy and services in Indonesia can said to be very worrying with various characteristic negative, including including long bureaucracy, complicated management, far away from hope society, extortion and indiscipline employees who do not in accordance with article 15 of the Law Number 25 of 2009 concerning public services which states that every agency government as provider service public must organize service in accordance with standard service .

See phenomenon this government try for repair view negative this including service reform public services that are on the bureaucratic reform agenda. Service reform public aim for increase effectcollection bigiciency services provided to society. Various step try implemented for improvement effectiveness and effitheory service among them is simplification bureaucracy, utilization technology information, development source power human (human resources), participation community, continuous evaluation and monitoring.

Society as a citizen who have rights and obligations the same public, making sector service public not only position research jumponsumer recipient service but more far that is with involvement public in every taking decision organization government. So that on base said sector service public can act more responsive to demands community. Decree of the Minister of Empowerment State Apparatus Regulation Number 63 of 2003 states that size success or analysis service determined by the recipient service through level perceived satisfaction. According to Chalik, 2015: government central and government area own the same task that is give service in a way maximum to public as users service [2].

One of indicator that sector service public has respond desire public in repair quality service public is with create innovations repair service public given. In general, can seen draft innovation in the sector public not yet develop completely. This is due to facts that part big organization sector public no face lots of challenge Because is at in envimedium that is not competitive and even no consider continuity life them. As a result, it is natural If draft innovation no growing in the sector public. However, many other things must also be changed due to administrative processes public changed.

Do breakthrough innovation is one of the most important processes in reach welfare (innovationservice public. Inside Regulation President of the Republic of Indonesia Number

81 of 2010 concerning the Grand Design of Bureaucratic Reform 2010-2025 has explained Bureaucratic reform give room wide range of motion for Ministries/Institutions and Regional Governments For do innovations in organization government, exchange knowledge, and best practices for produce better performance good [3]. Law Number 23 of 2003 (Relativening Regional Government encourages government area for do innovation in organization government and services public. Innovation be one of method for increase perrelativend quality service to community at the level area. In addition, the Regulation Government Number 38 of 2017 concerning Regional Innovation in general special arrange about innovation at the level area, providing guidelines and frameworks law for government area for develop and implement innovation in various aspect government and services public.

In childbirth somethinwe, innovation, agency government must base on the Regulation of the Minister of Empowerment State Apparatus and Bureaucratic Reform Number 30 of 2014 concerning Guidelines Public Service Innovation. Regulations This aim for give guide in develop innovation service public for incretheyality service to society. It also explains principles innovation service public that is openness, accountability, participation, sustainability, convenience, effectiveness and efficiency. And for spur agencypositive.t in innovate in improvement quality service to society, government through the Ministry of PAN-RB implementing Competition Innovation Public Services (KIPP) with based on to Regulation of the Minister of Administrative and Bureaucratic Reform Number 7 of 2021 concerning Competition Innovation Public service.

Remember the importance of Electronic KTP then needed performance service optimal public in making an Electronic ID Card. Therefore that, driven by the implementation government electronics (EGovernment) as well For can increase quality service to society, according to with mandate Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, Ministry of Home Affairs of the Republic of Indonesia implements something system information population based technology namely the Electronic Population Identification Card or KTP-El based on Law Number 23 of 2006 concerning Administration Population and Regulations President of the Republic of Indonesia Number 35 of 2010 Concerning Changes to the Regulations President Number 26 of 2009 Concerning Implementation of Resident Identity Cards Based Number Parent Population Nationally .

Service Innovation Dukcapil Goes to School is one of the Innovation Public Services in matter Electronic KTP recording for Students or mandatory KTP for beginners who have enter 17 years old with method come to High Schools or Vocational High Schools of the same level located in the area Payakumbuh City Government For done Electronic KTP recording for Students who have 17 years old or mandatory KTP for Beginners, where "Recording" is meant is with do photo face , signature , record all over fingerprints finger hands and iris . For implementation This innovation in the Dukcapil Goes to School service is the Population and Civil Registration Service. Civil Service of Payakumbuh City previously has coordinated with the Regional Education Office Branch IV (Cabdin) and all Head High School /Vocational High School or Equivalent in the Neighborhood Payakumbuh City Government.

With existence Innovation Service Dukcapil Goes to School, these students High School/Vocational High School or Equivalent in the Neighborhood Payakumbuh City

Government has 17 years old will get Service Electronic KTP Recording in a way directly in the Environment school. Through innovation this expected there is aspect efficiency and effectiveness time and procedures publishing document administration population especially Electronic KTP for new KTP Required.

Before implemented Innovation Service Dukcapil Goes to School, this service administration population in Payakumbuh City especially related with Electronic KTP recording is carried out with pattern public direct come to Population and Registration Office Civil Service of Payakumbuh City and the Electronic KTP Recording process such as this ongoing until beginning 2021. At the time that student must come to the Population and Registration Office Civil Service of Payakumbuh City For do Electronic KTP recording with request permission to Party school for go to Population and Registration Office Civil Service of Payakumbuh City for do Electronic KTP recording , even No few parents Students who come to school For ask for permission to party school For bring his son do Electronic KTP recording to Population and Registration Office Civil Service of Payakumbuh City during school hours. After the implementation of this innovation, the electronic ID card recording process can be carried out directly at schools without requiring students to visit the Population and Civil Registration Office of Payakumbuh City.

This Dukcapil Goes to School Service Innovation start implemented in 2022 where Central Government in particular Directorate General Administration Population under the Ministry of Home Affairs strongly supports this program with give Facility to Population and Registration Service Civil Service of Payakumbuh City in the form of Device Mobile Electronic KTP Recording that can Accountable) Electronic KTP recording outside the Population and Civil Registration Office.

The following table describe implementation innovation service Dukcapil Goes to School Population and Civil Registration Service Civil Service of Payakumbuh City in 4 (four) years final:

Table 1. Recapitulation implementation civil registration service innovation goes to school 2022–2025

SCHOOL	2022			2023			2024			2025		
	WKTP	Record	Rate (%)	WKTP	Record	Rate (%)	WKTP	Record	Rate (%)	WKTP	Record	Rate (%)
MAN 1 KOTA PAYAKUMBUH	45	16	35.56	55	23	41.82	30	12	40.00	37	17	45.95
MAN 2 KOTA PAYAKUMBUH	93	29	31.18	102	42	41.18	67	23	34.33	133	52	39.10
MAN 3 KOTA PAYAKUMBUH	19	8	42.11	21	12	57.14	11	3	27.27	7	0	0.00
SMA IT AL-FATIH	4	0	0.00	3	0	0.00	4	0	0.00	5	0	0.00
SMA IT INSAN CENDEKIA	5	0	0.00	4	0	0.00	5	0	0.00	6	0	0.00
SMAN 1 PAYAKUMBUH	323	101	31.27	365	165	45.21	246	136	55.28	304	151	49.67
SMAN 2 PAYAKUMBUH	341	180	52.79	387	146	37.73	211	83	39.34	249	93	37.35
SMAN 3 PAYAKUMBUH	295	95	32.20	341	112	32.84	194	86	44.33	265	116	43.77
SMAN 4 PAYAKUMBUH	326	157	48.16	359	160	44.57	198	91	45.96	238	114	47.90
SMAN 5 PAYAKUMBUH	42	9	21.43	56	8	14.29	44	12	27.27	59	19	32.20
SMAS ISLAM BOARDING SCHOOL R JANNAH	41	0	0.00	57	0	0.00	40	0	0.00	34	0	0.00
SMKN 1 PAYAKUMBUH	196	89	45.41	230	98	42.61	132	73	55.30	121	56	46.28
SMKN 2 PAYAKUMBUH	245	77	31.43	260	91	35.00	195	65	33.33	172	56	32.56
SMKN 3 PAYAKUMBUH	206	102	49.51	225	105	46.67	173	86	49.71	143	71	49.65
SMKN 4 PAYAKUMBUH	123	68	55.28	143	76	53.15	105	42	40.00	95	41	43.16

SCHOOL	2022			2023			2024			2025		
	WKTP	Record	Rate (%)	WKTP	Record	Rate (%)	WKTP	Record	Rate (%)	WKTP	Record	Rate (%)
SMKS 2 KOSGORO PAYAKUMBUH	10	0	0.00	13	0	0.00	9	0	0.00	19	0	0.00
SMKS MITRA PAYAKUMBUH	9	0	0.00	10	0	0.00	8	0	0.00	4	0	0.00
TOTAL	2323	931	40.08	2631	1038	39.45	1672	712	42.85	1891	786	41.57

Source : Population and Registration Service Payakumbuh City Civil Service (2025)

The purpose of Implementation This Dukcapil Goes to School Service Innovation is so that Students who have 17 years old or KTP required convenience for do Electronic KTP recording. With existence Innovation this then the students who have 17 years old or KTP is not required need come to the Population and Registration Office Civil Service of Payakumbuh City for do Electronic KTP recording, students enough waiting at school and with innovation service dukcapil goes to school this is the Population and Registration Service Civil Service of Payakumbuh City will come to schools that have scheduled .

Recorded in this research 2025 Population and Registration Service Civil Service of Payakumbuh City has do Electronic KTP recording for Students / Beginner KTP is mandatory in Schools in Payakumbuh City as much as 3467 recording. with existence innovation this expected by the Population and Registration Service Civil Service of Payakumbuh City can like service and achievements more recording maximum.

However, based on the data that the researcher Collect on questionnaires, at the Population and Registration Service Civil Service of Payakumbuh City found that of the total of 8,517 new KTP applicants, only 3,467 people did so record, or only 40.71%. From this data need analysis how implementation innovation service Civil Registration Deresearch School at the Payakumbuh City Civil Registration Office. Besides that, related with socialization and publication innovation service dukcapil goes to school by the Population and Registration Service Civil Service of Payakumbuh City still not yet maximum implemented to the people of Payakumbuh City, are seen from the data that the researcher collects where percentage from the recording target which is only reached only 40.71%.

2. Literature Review

2.1. Public service

According to KBBI (Big Indonesian Dictionary) service is regarding or method serve, or business serve the needs of others with get rewards, Hhowever in a way general service means activity or actions taken for fulfil the needs of others. While the word public originate from the Latin word" publicus means owned by general. In Indonesian it becomes "publik", which means" many people ".

Constitution Number 25 of 2009 Concerning Public Services Article 2 states "The Law about service public intended for give certainty law in connection between community and organizers in service public. Article 3 reads:

Purpose of the law about service public is:

- a. Realization clear boundaries and relationships about rights, responsibilities responsibility, obligation and authority all over related parties with organization service public.
- b. Realization system organization service decent in accordance with principles general good governance and corporations.
- c. Fulfilled organization service public in accordance with regulation legislation; and
- d. Realization protection and certainty law for public in organization public services. [4]

According to Putrid and Fanida, Service public is all type service, good goods public and service public, which is basically carried out by the government central, regional, and State-Owned Enterprises or Regional-Owned Enterprises, for fulfil need society and for fulfil regulation legislation, as well as According to [5]. Fulfilling need public known as service public activities carried out by state administrators. (Interviewes various aspect services provided by the government to its citizens. Administration public wich as explained by Pasolong (2019), is form work the same in government for fulfil need public in a way efficient and effective, which includes several works done by the institution or some people in government [6]

(Interviewe definition that has been put forward above, can understood that which is meant with service public is How fulfillment wants and needs recipient service or public to organization government or organizer service public. In essence government must Can fulfil community needs

2.2. Innovation

According to the Big Indonesian Dictionary, Innovation means income or introduction new things, renewal. Innovation originates from Language Latin "Innovare" which means update or make something new. Innovare itself is combination from the words "in" (into) and "novus" (into / enter). Meaning something actions that create something ideas and approaches or new method as well as produce change. Innovation in a way general means renewal or create something new that gives benefits. As stated by Everett M. Rogers, who defines " An innovation is an idea, practice, or object that is perceived as new by an individual or other unit of adoption" [7]

Haki kat Innovation according to Yelmi Novita Piqriani, Muti'a Yurika, Alfauzan Amin are an idea, item, event, or perceived method observed as something something new forsomebody or a group of people, good That in the form of discovery results an invention [8]. The Dukcapil Goes to School Service Innovation is one of the innovations from the population and Registration Service Civil Service of Payakumbuh City in matter implementation Electronic KTP recording for mandatory KTP for beginners that is focused to School Students High School / School Intermediate Vocational or Equal. Definition from Dukcapil Goes to School itself is the Department of Population and Civil Services coming direct to schools and direct do service Electronic KTP recording for 17-year-old school students to the top or KTP required for beginners.

Innovation this is cooperation between the Population and Civil Service Office of Payakumbuh City with High Schools /Vocational High Schools and their equivalents in Payakumbuh City and this start running on March 19, 2022. Through innovation this expected of students in Payakumbuh City who have 17 years old or more can feel direct innovation. Electronic KTP Recording for Students can done directly by students in schools they without must come to the office of the Population and Civil Service Office of Payakumbuh City and without must leave school during study hours.

After 17 years old or more usually students not yet do Electronic KTP recording. Apart from the lack of understanding factor, about benefit from the Electronic KTP also because difficulty adapt time for come to Payakumbuh City Population and Civil Service Office For do Electronic KTP recording due to the operational schedule of the Payakumbuh City Population and Civil Service Office from 07.30 WIB until at 16.00 WIB make students difficulty For come because at that hour they Still There are activity hours at school . This is one of them. reason why the data from the Population and Civil Service Office of Payakumbuh City No accurate in matter recording Electronic KTP is mandatory.

Innovation program This implemented in a way sustainable as one of the form excellent service to Payakumbuh City community in accordance with the Directorate program General Population and Registration Civil Service of the Ministry of Home Affairs of the Republic of Indonesia, namely make you happy PRIMA community and services (Professional, Responsive, Innovative, Serving, Accountable). With existence Innovation Service Dukcapil Goes to School expected recording data electronic ID Card in Payakumbuh City can updated or can achieved as fulfillment of government targets in acceleration Recording for KTP required for beginners.

2.3. Framework of thinking

Framework think or framework thinking is base thinking from synthesized research from facts, observations and studies library. Therefore that, the framework thinks load theory, proposition or concepts that will be made into base in research. In framework thinking variables study explained in a way in-depth and relevant with the problem being researched, so that can be made as a basis to answer the research problem. Framework think is equipment researchers for analyze planning and arguing trend assumptions where to anchored. According to Widayat and Amirullah (2002) [9] framework think or also called as framework conceptual is a conceptual model about how theory related with various factors that have been identified as important problem. Framework thinking also explains temporary to symptoms that become research problem (object). Opinions that are almost the same put forward by Purnomo, et al. (1998) [10], the framework think explain temporary to symptoms that become object problem we. Argumentation That must analysis, systematic, and using relevant theory. According to Sugiono (2019) the framework think is a conceptual model about How theory relate with students that have been identified [11]

For analyze innovation service Dukcapil, Goes to School which is implemented by the Population and Registration Service Civil Service of Payakumbuh City writer take a number of factors influential related attribute innovations that have been put forward Everett M. Rogers, namely: Benefits Relative, Compatibility, Complexity, Trialability and Observability. Framework thinking is very necessary because framework this is what it is base going to

objective study in a way accurate. Based on formulation problems and goals research that is wanted achieved so writer will illustrate framework others, form picture about innovation service Dukcapil Goes to School at the Population and Registration Service Civil Service of Payakumbuh City. With use framework think this, analysis can do with inspect attribute innovation and innovation strategy service Dukcapil Goes to School and identifies (Interview be taken taken for increase organization service innovation this in the future come .

3. Research Methods

3.1. Types and Design of Research

The type of research used in this study is qualitative. In this approach, methods and steps are systematically arranged to obtain proper knowledge. Creswell (2012) defines qualitative research as follows: "Qualitative research is a type of educational research in which the researcher relies on the views of participants; asks broad, general questions; collects data consisting largely of words (or text) from participants; describes and analyzes these words for themes; and conducts the inquiry in a subjective, biased manner." [12]

Study qualitative is type study education where researchers depending on the view participants or informant: researcher ask long width, apply questions general, partial data collection big consists of from words (or text) from participants, describe and analyze text the become themes, and do request in a way subjective and biased (fishing) question other.

Related with research conducted researchers with title "Innovation" Service Dukcapil Goes to School at the Population and Registration Service Civil Service of Paysociety", then design research that will be researchers use is studies case where researchers want to study deeper and more comprehensive, and for produce in depth and comprehensive research researchers need do intensive approach in search for information data research. Research studies case this later will produce deep understanding about how innovation service Dukcapil Goes to School at the Population and Registration Service Civil Service of Payakumbuh City in context real, complex or deep.

a. Informant Study

Infoorganizers, person who is exploited for give information about situations and conditions background research. So, he must have lots of experience about background research. He obliged in a way voluntary become member team study although only Advantage) nature. As member team with his kindness and with his willingness He can give view from insider perspective about values, attitudes, structures, processes, and culture that become background study (2010) [13].

b. Data collection technique

Data collection is a series activity where researchers try look for required information related research being studied with method and time certain for achievement research that is wanted researched. Researchers in study This use method data collection with method interviews, documentation, and observation.

c. Instrument Study

In carrying out research, data is objectschool. main thing to do collected with values instruments. Instruments study is key from a research Sugiyono (2021) explains that "Instrument study is tools useneeds, searchers for observe something symptom nature and social which will measured". The instruments used in the research This in the form of questionnaires, documentation, and interviews [14].

In research qualitative, which becomes instrument is researchers that my self. Researchers as the instrument must also previously to what extent far researchers qualitative Ready do further research jump to field. Therefore, that in study qualitative the research is the key instrument. So, researchers is instrument key in study qualitative. Furthermore, Nasution (1988) stated: "In qualitative research qualitative, no there are 3 options requirements as instrument data collection is the ongoing" [15] In research communicabilities instrument or tool study is researchers Alone so that as instrument researchers must also validated and ready jump direct spaciousness. Instrument research used is in the form of observation, interview following: persentation studies.

d. Data Analysis Techniques

Analyzing data is very critical stage in research. Researchers must ensure pattern which analysis will be used, whether analysis statistics or non- statistical analysis. In research This analysis used that is appropriate non - statistical analysis for descriptive data.

Miles and Huberman in Sugiyono (2016) explains activity data analysis as following:

a. Data Reduction

According to Sugiyono (2016), data reduction is summarized, select the main things, focusing on the important things, looking for themes and patterns. In other words, researchers summarize return data to select and focus on the important parts and provide clear picture about connection distance far away who use video calls as a communication medium.

b. Data Presentation

Data presentation can be done in form description short, chart, relationship between categories, flowcharts, and the like. The most common used for presenting data in study qualitative is with text that is narrative (Sugiyono, 2016).

c. Conclusion/ Verification

The conclusion is step final from something period research in the form of answer to formulation problem (Sugiyono, 2016). In the section this researcher express conclusion on the data that has been obtained from results interviews and observations, so that become research that data answers existing problems [16].

e. Data validity (Triangulation)

According to (Sugiyono, 2012), Triangulation interpreted as technique nature of data collection combine from various technique data collection and data sources that have been There is [16] As for in study later will use triangulation data sources, where triangulation data source is checked data its credibility from various data sources and with same technique.

According to the above description, triangulation is method best for remove the existing differences moment collect data about various events and relationships from various perspective. With use triangulation, researcher can inspect findings with compare it with various sources and methods.

4. Results and Discussion

4.1. Research result

Innovation service public moment This has become increasing focus important in the field administration and policy public along with with effort government and organizations public other for increase quality, efficiency, and power responsive services provided to citizens. Focus This reflect the more size confession that approach innovative can help organization public overcome needs and expectations the society they live in serve with better, so produce delivery service more public effective and impactful.

Population and Registration Service Civil Service of Payakumbuh City in give service public to public there is several innovation services provided. Innovation services available at the Population and Registration Service Payakumbuh City Civil Service is one of them is Innovation in Civil Registration Services Goes to School (innovation) service Electronic Resident Identity Card Recording for Students). For describe through Innovation Service Dukcapil Goes to School at the Population and Registration Service Civil Service of Payakumbuh City These researchers use theory attribute innovation according to Everett M. Rogers which consists of of five attributes innovation that is Profit Relatively (Relative Advantage), Conformity (Compatibility), Complexity, Possibility Triability and Observability.

4.2. Profit Relatively (Relative Advantage)

Population and Registration Service Civil Service of Payakumbuh City as a service unit public in emit innovation need notice the advantages possessed by the innovation implemented. In the attributes profit relative (relative advantage), an innovation must have superiority and greater value compared to with innovation previously. In the attribute innovation profit relative (relative advantage) exists several aspects that are usually investigated for understand to what extent innovation the more profitable compared to with solution or products that have been There is previously. Aspects the covering social status benefits and advantages efficiency.

4.3. Benefits of Social Status

Profit Relatively not only measured from material or efficiency, but also from social status. Often, a person adopt innovation not because its function better, but Because innovation the give a certain "message" about Who they are in the eyes public Profit Relatively in social status context refers to the extent to which a innovation considered Better than ideas or the practice it replaces. Aspects Social is one of the factor keys in evaluate profit relatively this. From the results interview with IF2 resource person who is Head Field Service Administration Population say that with existence Innovation Dukcapil Goes to School give mark plus in the form of strengthening perception more public positive to Civil Registration Office.

"Response public That Enough significant and very enthusiastic to Civil Registration Department with existence Innovation this, that is to say of course public in a way enthusiastic specifically for children school Because they gather at school, so indeed public or children school feel get convenience. So, the view public for capil after existence recording to school This is very positive." (Interview, March 4, 2026).

Informant F3 who is Head Section S. Novita, registration Resident Saying also with existence Innovation Dukcapil Goes to School society give positive assessment and outlook to Payakumbuh City Population and Civil Registration Office.

"Based on monitoring we, the people generally, acceptable love us. Because we pick up the ball with service This is Dukcapil Go to School. Because we are the ones who come to, they to schools. Usually those who came to here, now we are the ones who pick up the ball schools they. So, the view public to Civil Registry Now increase positive." (Interview, March 12, 2026)

In line with it is F1 which is Head of Population and Registration Service Civilians also provide the same view. That said that public has evaluate that Civil Registration Department has do all effort and see in a way direct Civil Registration Department present in all places.

"What is clear is that the community Of course has evaluate that Civil Registration Department has do all business. So that the national target for recording the KTP Can realized. Why? Because society That see in a way direct Civil Registration Department present in all places. And the most crowded place which is target from recording the KTP is at school. So, view public to Civil Registration Department until moment This very better and better positive". (Interview, March 5, 2026)

Similar thing was also conveyed by F7 who a parent is. from one of them students also have the same view that Civil Registration Service Innovation Goes to School this is very helpful and appreciated Population and Civil Registration Office the more creative in service.

"Our view as parents feel helped with existence innovation this. Dukcapil the more Creative. Because our children don't need permission go out school for do e-KTP recording. (Interview, April 10, 2026)

While F6 is the Student That myself also gives good view with say that services at the Population and Civil Registry Service Now better and bad difficult. This is delivered by 2 students with description like following:

Student 1: "Capil Cool Now sir. Already use vehicle to school for record ID card. So, we don't need to to the office capil".

Student 2: "Listen the story Formerly affairs to capil difficult Sir. It turns out it's not difficult. that's all " You can also do it online, sir. " (Interview, April 27, 2026)

Even view from F5 who a teacher at a high school in Payakumbuh City is also has an opinion that Population and Civil Registration Office moment This Far more proactive and proactive.

"Our view is very positive. This shows that Population and Civil Registration Office moment This Far more proactive and proactive. This " Dukcapil Goes to School" innovation can changing the old stigma about complicated and slow bureaucracy

become fast, friendly, and transparent. This is giving impression very good first for our students towards service government." (Interview, April 10, 2026)

In a way simply put following interview with informant related Profit Relatively in Social Status context on innovation service Dukcapil Goes to School

Table 2. Interview results related to social status

Informant	Interview Results	Theme
IF2	Response public Enough significant and very enthusiastic to Civil Registration Department with existence Innovation This	Public Views on Payakumbuh City Population and Civil Registration Office the more Positive
IF3	public generally, acceptable Thank you for taking the initiative with service Dukcapil Go to School	
IF1	public has evaluated that Civil Registration Department has do all business and society see in a way direct Civil Registration Department present in all place	
IF7	Civil Registration Department the more Creative	
IF6	Civil Registry Cool now and business No difficult	
IF5	This "Dukcapil Goes to School" innovation can change the old stigma about complicated and slow bureaucracy become fast, friendly and transparent	

4.4. Benefits of Social Status

Furthermore, for know attribute innovation profit relative advantage put forward by Everets M. Rogers, Advantages Relative Advantage is often measured through lens efficiency. Efficiency here refers to the ratio between the results (output) obtained with source power (input) output, such as time, energy, or cost operational. In case This How Innovation Service Dukcapil Goes to School can give quality more services good for That researchers submit question to informant How Profit Efficiency in services provided in Innovation Service Dukcapil Goes to School.

From the interview researchers with F1 as Head of Population and Registration Service Civil from aspect profit Efficiency have an opinion that target from Civil Registration Department That easier obtained from in terms of target, time and cost.

"Profit Capil, the first We Can mobilize our human resources, including sources power that concerns equipment We to location the in a way effective and planned. Because we are in the majority, citizens 16-year-old city to on That meet there, in the schools. So that they Already grouped there, which eventually the target you want targeted by Dukcapil That easier We get. So, to reach the target, the time and cost are also easier from aspect service Dukcapil" (Interview, March 5, 2026)

As conveyed by IF3 as Sub Coordinator Service Registration Resident that advantages in aspects efficiency in Innovation Service Dukcapil Goes to School is target achievement can achieved faster, with shortest time, efficient more mots.

"If it's the first one, that's it We right Can reach the target. Secondly, they Already put together at school. So, we are No need look for they are like ever We do, we implemented in the sub-district. If this, they that is indeed our target. So, we that profit. So, in One day, or in two to three day we are there, we can get more from one hundred recording. That's the advantage for We compared to We come to sub-districts that sometimes-different schedules his school. So, from the target it can achieved faster, with more time short, efficient more." (Interview, March 12, 2026).

It was also said by IF4, which is one of the Innovation Operators Dukcapil Goes to School that from aspect Officers who jump direct to field and as an operator also the time Far more efficient compared to must wait the people who came.

"First Of course the target for fast KTP recording achieved and we as operators also have time Far more efficient. Because in other places we usually sit still a lot while wait the people who came one by one." (Interview, April 10, 2026)

Whereas according to F6 which is student from one of the high schools/ equivalents in Payakumbuh City have an opinion recording KTP at school is very helpful they from aspect efficiency Because they No must queue such as at the Population and Registration Office Civilians of Payakumbuh City and problems distance and time travel.

Student 1: "It's delicious. at school Sir, the queue the same friends alone, if lazy to queue the same public general sir".

Student 2: " if capil Far Sir, you must take a motorbike there. Then you have to permission Formerly to the teacher". (Interview, April 27, 2026)

Similar thing was also conveyed by IF7 as the parent of one of the children. students at high schools/ equivalent in Payakumbuh City who delivered that with existence innovation This is old Otang feel very helped in service KTP administration for children they.

"According to me, as a parent, I am very helped very with coming party capil to school Because if seen from aspect cost and time, we or our child is not must take time time and not need journey or buy gas to office capil for do KTP recording" (Interview, April 10, 2026)

Delivered by IF5 as a teacher and vice principal at a high school in Payakumbuh City that with existence Innovation Dukcapil Goes to School Effectiveness Study teach at school can awake and teachers can also supervise student that alone.

"The most important advantage is awake effectiveness of study hours. If students must office Population and Civil Registration Office in a way independent, they usually must permission leave school during hours or even One day full Because existence time travel and queues. With services at school, students only need go out class for 10–15 minutes for recording, then Can direct return learning. Benefits others also save cost transportation and minimize risks on the road" (Interview, April 27, 2026)

In a way simply put following interview with informant related Profit Relatively in context Efficiency in Innovation Service Dukcapil Goes to School

Table 3. Interview results related efficiency

Informant	Interview Results	Theme
IF1	For reach the target, the time and cost are also easier.	Target achievement and efficiency distance and time.
IF3	target can achieve faster, with shortest time, more efficient	
IF4	Fast KTP recording target achieved and as an operator also the time Far more efficient.	
IF6	Queue easier and not equalized with public general as well as efficiency distance and time	
IF7	Parent No must take time time and not need journey to office capil for do KTP recording	
IF5	The most important advantage is awake effectiveness of study hours and saves cost transportation and minimize risks on the road highway	

4.5. Compatibility

On the attribute innovation Compatibility is explained that to what extent innovation considered consistent with existing values, experiences, and needs previously. Conformity This can seen from how much far innovation considered consistent with existing values and needs previously. values are ideas that are considered good, proper, appropriate, right, and important for communities and organizations maintain value. In connection with Everett M. Rogers' theory, explained that appropriate and inappropriate innovations contradictory with ideas and principles that are supported and implemented will easier accepted. Because of innovation will difficult accepted if contradictory with existing values. Therefore, that attribute innovation compatibility can assessed from aspect conformity with regulations and compliance with need adopter.

4.6. Compliance Regulation

Related with attribute suitability (compatibility) is seen from suitability with applicable norms and regulations explained that to what extent an innovation considered consistent with the values contained in society and an innovation must in harmony and accordance with applicable regulations for innovation the can accepted and implemented with good.

In terms of This Writer try do interview with F1 as Head of the Population and Registration Service Civilians who provide information:

"This is us has been very adjusted with proper rules and scheduling at school. Because we No want to disturb to timetable they, say Want to exam, want prepare matter matter important. So, we pay close attention that. The shape what? Dukcapil that present is when the schedule at school That roomy and very customizable with the right schedule. Without bother student in the learning and teaching process and we must coordinate with head school or teacher" (Interview, March 5, 2026)

F2 as Head Field Service Administration Population give same information about suitability timetable implementation activity Innovation Dukcapil Goes to School with study hours students, as stated in results interview as following:

"The first for do school services this of course we do is coordinate with party his school. In case This with head school, then with the student representatives, we coordination

in a way directly, we come first. When approximately We Can visit to that high school in do the recording. Because after all Of course We use the object That children school Of course however must have permission from the party his school, especially the teacher. If you have, they permission, we prepare data by name according to the list, anywhere compulsory students record, then We ask at odd hours bother the lesson. Is it during break time or after school time? school, or special hours for lesson computer like that right, usually We customized just. And that We do not only a day that only, but it could also be two days, or three days, or depends on requests at his school.” (Interview, March 4, 2026)

Similar thing was also conveyed by IF5, who is a teacher and student representative. from one of the high schools in Payakumbuh City who conveyed that scheduling Electronic KTP recording for student they have customized with timetable Study teach at school.

"Of course, only, innovation This we have adjusted it fully with calendar academic school. We have done coordination ripe related determination day. We choose time that is not clash with exam school, activities evaluation mid- semester, or important events others, so that in a way timetable still safe” (Interview, April 27, 2026)

Whereas according to F6 as students who are included in one of the in the list of students who did electronic KTP recording also said that activity Innovation Service Dukcapil Goes to School No disrupt study hours them, as described as following:

Student 1: "Yes Sir, we were called per person Sir, usually during free time or those who have finished task can go out for record KTP”.

Student 2: " It's almost break time. " Sir, so can direct rest”. (Interview, April 27, 2026)

Same opinion was also expressed by F7 as parent students who do recording at school or who follows activity Innovation Service Dukcapil Goes to School, that timetable recording Already customized with study hours at school they.

"It seems like Recording This has customized with timetable Study student Because before party capil do recording to school, it seems Population and Civil Registration Office Already coordinate with party school and not will disrupt the learning process students. Because the word child I recording done during free time or break time.” (Interview, April 10, 2026)

In a way simply put following interview with informant related suitability in context regulations on innovation service Dukcapil Goes to School

Table 4. Interview results related regulation

Informant	Interview Results	Theme
IF1	Civil Registration Department That present when the schedule at school That roomy and very customizable with the right schedule	Compliance Teaching Regulations and Schedule .
IF2	For do school services has coordinate with party school	Service with Learning
IF5	innovation This Already customized fully with calendar academic school	

Informant	Interview Results	Theme
IF6	Recording done usually during free time or break time	
IF7	Population and Civil Registration Office Already coordinate with party school and not will disrupt the learning process student	

4.7. Visibility public

For identify attribute observability innovation (ease of use) observed from Innovation Service Dukcapil Goes to School from aspect visibility public. Visibility public refers to the extent to which results and benefits from an innovation can seen by the public or other target groups. This is important Because the more seen results innovation, increasingly big possibility innovation the will adopted by users potential other.

Researchers do interview with IF1 as Head of the Population and Registration Service Civilian who stated that results from Innovation there are two possibilities, either so direct felt or obtained and may or may not be obtained direct felt or obtained by students.

"It could be, yes can so, no. If the person concerned has 17 years old, he Can accept direct day that. But if they Not yet 17 years old, printing the KTP right new Can done exactly at 00 o'clock at the time he 17 years old. So, if No There is disturbance network, usually quick after do recording and later sent to Ministry of Home Affairs , usually quick can-do print KTP so that can direct hand over to the students. For those who have 17 years old, and if recording That No There is disturbance network for print KTP, students Can direct get it at the office Civil Registration. (Interview, March 5, 2026)

Whereas According to Informant IF2 who is Head Field Service Administration Population say that results or benefit Can obtained to office capil Because equipment For Electronic KTP printing is not available moment innovation implemented.

"Yes, it depends. date the person concerned was born. So, if it's been 17 years Already Can printed his ID card. However, no printed at the location because incidentally, the equipment support. We only load For means recording just, so we recommend for printing of ID cards Can come direct to Capil. Or when We come on the day next to the school concerned, the name of which has been recorded and it's been 17 years yesterday, we print the KTP that has been We record That We bring all for submitted." (Interview, March 4, 2026)

Similar thing was also conveyed by IF3 as Sub Coordinator Service Registration Residents who have an opinion that for results innovation no can direct be obtained by students, because there is a data unification process at the center.

"When students do record, that the data sent to the central data. After done single data by center, new That down return the data to area. Well, that's what it takes time so that when after do recording, students still not yet can direct bring go home. But the longest wait is 1x24 hours at most. Usually if morning they are recording, their afternoon already can get an ID card. with condition has 17 years old". (Interview, March 12, 2026).

The same statement was also given by IF4 as the Electronic KTP recording operator, who said: student No direct get results from innovation Because waiting for the data single process and not there is a fund equipment printing of the Electronic KTP brought.

“Not directly, bro, because after data recording recording That must sent Formerly to central and unified. If later the data safe new Can printed. Usually, it takes a maximum of 1x24 hours but if the network his currently Good Can just direct printed bro. Only us No bring tool printing.” (Interview, April 10, 2026).

While IF6 as innovation target students also said that they No langus get results or benefit from innovation service Dukcapil Goes to School. In this case This is an Electronic KTP.

Student 1: “Acts from the Civil Registry Office, they say it's their ID card. picked up to office capil next day pack. Yes, picked up by parents.”

Student 2: “No sir, the officer said it was his ID card.” next day new Can picked up pack. Pick up to office capil Sir” (Interview, April 27, 2026)

In line with information from IF7 which is Parent from one of students who receive service innovation Dukcapil Goes to School, also provides information that children no direct accept benefit or results from innovation.

“No sir, he stays in the office Civil Registry pick him up, sir. He said the next day new You can pick up your ID card at the office Civil Registry Sir.” (Interview, April 10, 2026)

In a way simply put following interview with informant related Convenience Observed in context visibility public on innovation service Dukcapil Goes to School

Table 5. Interview results related public visibility

Informant	Interview Results	Theme
IF1	For those who have 17 years old , and if recording That No There is disturbance network For print KTP, students Can direct get it at the office Civil Registry .	Recipient service No direct get benefit Because the existence of processes and limitations equipment
IF2	If it's been 17 years Already Can printed his ID card . However No printed at the location students Still Not yet Can direct bring return the ID card . But the longest wait is 1x24 hours , that's the longest	
IF3	after data recording recording That must sent Formerly to central and unified . If later the data safe new Can printed . Maximum 1x24 hours but officer No bring tool printing of the KTP .	
IF4	his/her ID card picked up to office capil next day	
IF6	next day new You can pick up your ID card at the office Civil Registry	
IF7		

Based on results interview with informant following displayed table theme overall results interview related with attribute innovation on innovation service Melania's Childhood Puberty as following:

Table 6. Interview results theme attribute innovation according to Everett M. Rogers on Innovation Service Dukcapil Goes to School

Focus	Aspect	Theme
Relative Advantage (Profit Relative)	Social Status Benefits	Public views on Payakumbuh City Population and Civil Registration Office the more Positive
	Efficiency Gains	Target achievement and efficiency distance and time
Compatibility	Compliance Regulation	Compliance service with teaching and learning regulations and schedule.
	Compliance Need	Helpful service for fulfil need
Complexity	Convenience Use	Innovation easy used student with skilled operators
	Convenience Procedure	Easy procedure understood only bring photocopy of Family Card
Triability (Possibility Tried)	Possibility in Trial	Readiness and testing Equipment and without trials service
Observability (Ease of Observation)	Public Visibility	Recipient service no direct get benefit because the existence of processes and limitations equipment
	Communicability	Socialization and publication already implemented, however need existence improvement

4.8. Discussion

The Dukcapil Goes to School Service Innovation is Electronic KTP recording for mandatory KTP for beginners that is focused to Students School High School / School Intermediate Vocational or equal which is one of the innovations organized by the population and registration service civil engineering of Payakumbuh City. Innovation service start implemented since 2022. Innovation Dukcapil Goes to School aim give service Electronic KTP recording for students at school. This is also in line with principles service public where give convenience access for public in get service public. In the implementation process student enough wait at school for get service Electronic KTP recording. In theory Diffusion Innovation developed by Everett Rogers, the benefits social in attribute profit relatively not only felt by individuals who use it innovation, but also by the organizers. The presence innovation for organizer can functioning as tool for build positive and strengthening image trust public to institution or managed organization. When an innovation can give convenience, efficiency, and real benefits for community, organizers will seen more responsive to need social and contemporary developments. This situation creates deeper relationship close between organizers and the community, because innovation not only viewed as change technical, but also as form concern to improvement quality services and needs public. Therefore that, according to Everett Rogers' theory, the bigger mark social produced by an innovation so the bigger opportunity innovation the for accepted by society.

Summarizing from results interview from the informants, can stated that after existence Innovation Service Dukcapil Goes to School. This is the public's view of the Population and

Registration Service Civil engineering of Payakumbuh City is very good and getting better positive. Because of this Innovation give more benefit Good compared to with condition previously, starting from convenience queue, efficiency time and costs. From the perspective of the Population and Civil Registration Service, this innovation give trust more to Agency Government with give convenience service to public with no need do management Electronic KTP recording to Population and Civil Registration Office. The community in matter This Students enough waiting at school, because the Population and Registration Service Civil present direct to school through Innovation Service Dukcapil Goes to School. In theory Diffusion Innovation put forward by Everett Rogers, aspect profit efficiency in attribute Profit Relatively (Relative Advantage) refers to the ability something innovation in give convenience, savings time, energy, and cost compared to method previously, well for organizer and adopters' innovation. For organizers, innovation enable work processes and services ongoing more fast as well as effective so that can increase quality service to society. Meanwhile that, for adopters, innovation give benefit in the form of convenience access, speed settlement needs, as well as subtraction time in operate activity everyday. Therefore that, in context Everett Rogers' theory, the bigger benefit perceived efficiency both by the organizer and adopter, then the taller level reception to innovation because considered capable give mark add real in life social and activities organization.

Demands and needs society that during this not yet fulfilled for get service making an Electronic KTP is easy, fast and affordable be one of reason its implementation innovation this. If previously public in matter This is students bothered with must back and forth back at school hours to the Population and Registration Office Civil for Electronic KTP recording, now Electronic KTP recording is sufficient done at school without must disturbing study hours they. This becomes satisfaction consisting for recipient service administration population specifically for Electronic KTP recording for students who are organized directly at school. Benefits relative to the aspect profit efficiency in innovation service Dukcapil Goes to School will more make service Electronic KTP recording is more efficient and will increase range towards the community in matter This Student in fulfillment need ownership of a Resident Identity Card. Attributes Compatibility refers to the level harmony something innovation with values, experiences, needs, and condition social that has owned by individuals and group target. An innovation will easier have accepted if considered in accordance with customs, norms, culture and systems that have been valid previously, so that No cause too much change difficult for adopters. Innovation service Dukcapil Goes to School organized by the government in matter this is the Population and Registration Service Civil Service of Payakumbuh City has adapted with customs, norms, culture and systems that have been valid previously. According to with results interviews and observations researchers in aspect suitability with regulations and compliance need.

In this aspect suitability with regulations, okay organizer and adopters' innovation need existence harmony innovation with provision applicable laws, policies and procedures so that the implementation process can walk in a way effective and targeted. For organizers, suitability to regulation functioning for ensure that innovation own legitimacy administrative and can implemented without cause obstacle law and organization. Meanwhile that, for adopter, conformity regulation provides a sense of security and certainty in use innovation

Because considered No contradictory with norms and rules that apply in the environment social and institutional. With thus, the taller level suitability innovation to existing regulations, then the bigger opportunity innovation the accepted and adopted in a way sustainable.

Innovation service Dukcapil Goes to School organized by the Population and Civil Registration Service Civil Engineering of Payakumbuh City in its implementation must in harmony and accordance with regulations that apply to innovation the can accepted and implemented with good. Based on results interview with informant previously explained that innovation This in implementation has has been very adjusted with proper rules and scheduling at school with proper coordination between the Population and Registration Service Civil with party school about time or adjustment with calendar academic for implementation Innovation.

Attribute Observability with aspect visibility public in theory diffusion innovations proposed by Everett Rogers show that something innovation will easier accepted if uses and benefits can see in a way directly by the community wide. Visibility public make innovation looks real in environment social so that cause attention, curiosity know, and trust from other individuals to follow adopt it Because public get proof real about effectiveness and benefits innovation the.

There are several lacks from innovation service Dikcapil Goes to School, namely public or in matter This is student after doing this program No direct get results or benefit from this program. Because after do recording of students' electronic ID cards no directly get physical electronic ID card because printing no can done due to problem data transmission that requires time for single data at the center and tools printing of Electronic KTP which is not brought at the time activity ongoing. Based on interviews and observations researchers in the field, communication and publication processes for innovation service Dukcapil Goes to School according to organizer in matter this is Population and Registration Service Civil Service of Payakumbuh City Already done good through coordination with party schools and branches service education region 4 of West Sumatra Province and also carry out socialization publication through social media, print media and also electronic media. However, several informants in matter This is recipient service state that they know the program or Innovation service Dukcapil Goes to School through track formal coordination of services and through information from announcements at school.

5. Conclusion

Based on the study of the Innovation Service Dukcapil Goes to School at the Population and Civil Registration Office of Payakumbuh City using Everett M. Rogers' theory, it can be concluded that the innovation has generally been successful and well accepted by society, although one of the five attributes of innovation—trialability—is not applicable. In terms of relative advantage, the program provides significant benefits by improving public trust and social image of the office, while also offering efficiency in time, cost, and convenience, as students no longer need to visit the office for electronic ID card recording. Regarding compatibility, the innovation aligns with existing regulations, norms, and school schedules, and meets students' administrative needs such as driving licenses, college registration, election participation, and other requirements. In terms of complexity, the process is relatively simple since it only shifts the service channel from the office to schools with the

same procedures and requirements, assisted by officers. For trialability, the innovation cannot be tested because electronic ID recording is a one-time process, though technical trials are conducted on devices and networks beforehand. In terms of observability, the benefits are not immediately visible since data processing requires up to 24 hours and ID card printing is not carried out at schools. Socialization has been conducted through various media, but some communities remain unaware, requiring more intensive and innovative outreach. Suggestions for the Payakumbuh City Civil Registration Office include conducting routine evaluations, implementing public satisfaction surveys, intensifying socialization through diverse media, and providing ID card printing equipment at schools to make the innovation's benefits more tangible and increase adoption. For future research, it is recommended to use mixed methods (qualitative and quantitative) for more comprehensive results, expand the number of informants for greater relevance, and apply other modern innovation theories to generate diverse findings that can serve as references for future innovation development.

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