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Analysis of the Implementation of Resident Check-in Program in Mulyorejo Subdistrict, Surabaya City

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Abstract

This research aims to determine the output of the Resident Check-In application in Mulyorejo Subdistrict, as well as the involvement and availability of human resources in its implementation. This study uses a qualitative method with data collection based on interviews, observations, and descriptive documentation. The results of the research indicate that the output achieved has not yet met the established targets. There are still issues faced, so the Resident Check-In application has not yet become a solution for problem-solving in Mulyorejo Subdistrict. Through community participation, the implementation of the Resident Check-In program is running well, and the feedback received is very positive. To address the shortfall in the output achieved, Mulyorejo Subdistrict is improving communication by utilizing current technology such as WhatsApp. Recommendations from this study include enhancing the implementation of the Resident Check-In application in Mulyorejo Subdistrict regarding the quality of the subdistrict officials' performance so that it can eventually become a good example for other subdistricts in producing outputs and increasing community participation. Additionally, further socialization regarding the Resident Check-In application is necessary so that residents will be more conducive to updating data. The results of this study can serve as a guide for the government to improve the existing system of the Resident Check-In application, to enhance the quality and efficiency of the performance of subdistrict officials in each area of Surabaya City. Moreover, it includes improving the quality of performance by developing officials in Mulyorejo Subdistrict.

Keywords: Analysis; Application; Human Resources; Performance; Resident Check-

Introduction

The development of technology has progressed in various fields such as economics, education, arts, culture, and governance (Mukhsin 2019). Many applications have been developed by the government in each sector across all regencies/cities in Indonesia. Surabaya is one of the major cities referred to as a smart city, along with Jakarta and Bandung, implementing applications including the Early Warning System (SEARS), E-Samsat, Klampid New Generation (KNG), Surabaya Single Windows (SSW), Resident Check-In, E-Health, E-SPPT, and others (Sari, Rahmadani, and Wardani 2020). These applications are deployed throughout Surabaya according to their respective sectors, including public services. Applications developed for public service are spread across various districts in Surabaya, including Mulyorejo Subdistrict.

The Resident Check-In application is an innovation created by the Surabaya City Department of Communication and Information Technology to provide information related to population data, which can be used as a reference for administrative population activities. This application offers various information concerning population data, including Unregistered List Of Potential Election Voters, Newcomers Not Registered, Mandatory ID Card Not Registered, No Family Card, Unrecorded Marriages, Suspected Unknowns, Suspected Deceased, and

Suspected Moved Out of City. Population data is crucial information needed for sustainable development planning (Sri Handriana Dewi Hastuti 2020). The provision of data by an integrated system can enhance the efficiency of governmental activities, both in information dissemination and public services (Muliawaty and Hendryawan 2020). Therefore, the Resident Check-In application is expected to provide information to address inaccuracies in population data within specific areas.

In the implementation of the Resident Check-In application, which involves sensitive population data, not everyone can access this application. Government officials and personnel scattered throughout the neighborhood units in Surabaya act as intermediaries for the community in updating population data. Based on the above explanation regarding the implementation of Resident Check-In, it can be concluded that issues with the application include : 1. What are the outputs generated by the Resident Check-In application in Mulyorejo Subdistrict? 2. How is the performance of human resources in implementing Resident Check-In in Mulyorejo Subdistrict?. The division of tasks among each neighborhood unit (RW) in Mulyorejo Subdistrict is a solution to enhance the effectiveness and efficiency of time in updating data in the Resident Check-In application. However, this division of tasks faces challenges such as the inadequate availability of human resources in Mulyorejo Subdistrict (Utamy, Ahmad, and Eddy 2020). Therefore, the outputs provided undergo annual reviews to measure the success rate of the Resident Check-In application in Mulyorejo Subdistrict.

The implementation of Resident Check-In in Mulyorejo Subdistrict is carried out to improve the accuracy of population data and prevent data forgery. According to Law No. 23 of 2006 Article 1 paragraph (11), population events that residents experience must be reported as they affect the issuance or change of Family Cards, Identity Cards, and/or other population certificates, including moving in, address changes, and changing status from temporary to permanent residence. To achieve this, the performance of the subdistrict officers needs to be well-organized in task allocation so that each officer can perform duties outside of their job descriptions. Training is also a solution to improve the quality of the subdistrict officers' performance, enabling them to fulfill human resource shortages in fields other than their own. Monthly reports are necessary to analyze the output of the Resident Check-In application, which serves as a tool to determine the population count in the Mulyorejo Subdistrict. Therefore, meetings need to be held to discuss population growth and the performance of the subdistrict officers.

This research is based on previous studies, including the implementation of the M-Bonk application in Sidoarjo Regency. There are similarities regarding the government-issued applications to address existing issues, such as the Resident Check-In. These similarities can be seen in the M-Bonk application, which was developed by the Sidoarjo Regency government to enhance community participation in infrastructure management, similar to the Resident Check-In which aims to increase public awareness of updating population data (Choiriyah 2020). Furthermore, in the study conducted by Rusdianto et al. on the analysis of public awareness in the Kalimasada program, the Resident Check-In application serves as a supporting tool in the implementation of the Kalimasada program. The purpose of Kalimasada is to raise public awareness about the importance of population administration (Rusdianto, Maslihatul, and Ah 2023). Given these similarities, the objectives of this research are: 1. To determine the output produced by the Resident Check-In application in Mulyorejo Subdistrict. 2. To assess the performance of human resources in the implementation of Resident Check-In in Mulyorejo Subdistrict.

Method

This research was conducted using qualitative research methods. According to Sugiyono, qualitative research is a method that investigates natural conditions (as opposed to experiments), where the researcher serves as the primary instrument. Data collection

techniques are employed through triangulation (combination), data analysis is conducted inductively, and the results of qualitative research emphasize the importance of generalization (Safrudin et al. 2023). Qualitative research is based on natural objects or objects that develop as they are without any manipulation from the researcher. The sources of data used in this study are primary data and secondary data.

Primary data is information provided or collected by the researcher based on sources from informants without intermediaries. In this study, primary data was gathered through interviews, observations, and documentation with predetermined informants. Interviews are a data collection technique conducted through direct questioning with the Secretary of the Subdistrict and Mulyorejo Subdistrict Officers who have the authority to operate the Resident Check-In application. The interviews are guided by questions prepared by the researcher to understand the involvement and performance of the subdistrict officers. Additionally, the researcher can obtain data related to the output produced by the Resident Check-In application. Observation is the process of directly observing an object, relying on sight to allow the researcher to observe activities in the field as primary evidence to support the research objectives. Documentation involves records of past events, such as photographs, which can be used as evidence to support the validity of the existing data.

Secondary data is information not directly provided to the researcher, such as population data in the Mulyorejo Subdistrict obtained from the Resident Check-In application. Additionally, this data includes the number of residents who have updated their information during a specific period, as well as other documents that provide information related to the implementation of the Resident Check-In in Mulyorejo Subdistrict.

The research subjects who serve as informants in this study are the subdistrict officers. The researcher has chosen subdistrict officers as the research subjects because they play a role in the implementation of the Resident Check-In and have knowledge about the strategies used as well as various methods for evaluating the performance of subdistrict officers. The second research subjects are the residents, as they have the right to assess the performance of the subdistrict officers and provide feedback regarding their satisfaction with the services received.

Data analysis is the process of searching and organizing data collected from interviews, field notes, and documentation systematically to draw conclusions, making it easily understood by oneself and others (Sugiyono 2013). According to Sugiyono (2013), there are several stages in data analysis : 1. Data Reduction : This is the process of simplifying the data to provide a clearer picture and facilitate the researcher in data collection. The data reduction process involves analysis and processing, with the aim of using it as a basis for producing research results. 2. Data Presentation : This involves organizing the information obtained during the research into a simple form so that its meaning can be understood according to the appropriate systematic structure. 3. Conclusion Drawing : This is a new finding that includes data related to the problem formulation, drawing conclusions based on valid and consistent evidence.

The location of the research conducted by the researcher to gather data and information is the Mulyorejo Subdistrict in Surabaya City, which operates in the field of governance. The researcher chose Mulyorejo Subdistrict as the research location because it aligns with the discussion related to the Resident Check-In application, which contains population data for that area.

Result and Discussion

Population data is systematically organized information about individuals resulting from the process of civil registration and population registration (Madjidua, Katili, and Amali 2022). This data can include information about each resident, such as family card number, personal identification number, full name, gender, place/date of birth, blood type, religion, marital status, family relationship status, highest education level, occupation, address, and more. Updating population data is crucial for facilitating work processes, determining

government policies, and monitoring population developments (Romlah et al. 2024). In every region of Indonesia, population data serves as the basis for determining population figures, as is the case in Surabaya City. Surabaya is one of the major cities with a significant number of residents, both native and from outside the city. Therefore, regular monitoring of population data in each area of Surabaya is necessary for tracking population growth and development.

By utilizing the Resident Check-In application, the Surabaya City government can monitor the population annually in each subdistrict, such as in Mulyorejo Subdistrict. Mulyorejo Subdistrict has seen continuous population growth each year. In 2021, the population of Mulyorejo Subdistrict reached 17,517, with 8,543 males and 8,974 females. In 2022, the population increased slightly to 17,531, marking a population growth of about 0.08%, with 8,542 males and 8,989 females. Continuing to 2023, the population further increased to 17,631, with a growth rate of approximately 0.57%, comprising 8,579 males and 9,052 females. Each year, there has been a significant increase in the female population. This year, the population has already reached 17,792, and this figure is expected to increase by the end of the year.

Table 1. Current population figures in 2024.

Criteria	Number	Percentage
Validated	17.648	99,19%
Not Validated	144	0,80%
Criteria		
Exists	17.597	90%
Unknown	48	0,26%
Moved to Another City	3	0,01%
Deceased	182	1,02%
Total	17.792	100%

Source : https://cekinwarga.surabaya.go.id

The output generated by the Resident Check-In application in Mulyorejo Subdistrict

The implementation of the Resident Check-In application in Mulyorejo Subdistrict represents an innovation in addressing inaccuracies in population data. This application is implemented based on policies issued by the Surabaya City Government to verify the accuracy of household card data, ensuring the authenticity of resident information. By analyzing the output obtained through the Resident Check-In application, it is possible to identify the extent of unupdated resident data, thereby assessing the effectiveness of the application in Mulyorejo Subdistrict. Analysis involves activities such as decomposition, differentiation, and sorting to re-group data based on specific criteria. The function of analysis is to break down components for clearer understanding and informed decision-making (Hannum and Aslami 2023). Using analysis based on the theory proposed by William N. Dunn (2018), retrospective policy analysis focuses on three types: discipline-oriented analysis, problem-oriented analysis, and application-oriented analysis (Fatmariyanti and Fauzi 2023). Through such analysis, the data obtained will be relevant to the Resident Check-In application, providing insights into the benefits provided and serving as a basis for resolving programmatic issues.

The analysis of the output from the Resident Check-In application can serve as a guide in evaluating and improving both the application's performance and the performance of existing personnel. It also helps determine the extent of benefits provided by implementing the Resident Check-In application in Mulyorejo Subdistrict. Based on the research, data obtained are presented in Table 2.

Table 2. Unupdated Data Year 2024 Resident Check-In Mulyorejo Subdistrict

Category	Birth Certificate	Not Recorded List of Potential Election Voters	Not Recorded Beginner	Not Recorded Mandatory ID Card	Digital Population Identity	Marital Status	No Birth Certificate
Neighborhood Unit 01	39	8	14	3	1.696	0	Age 0-18 years : 6
Neighborhood Unit 02	59	10	10	7	2.574	0	Age 0-18 years : 4
Neighborhood Unit 03	48	5	11	1	1.756	0	Age 0-18 years : 10
Neighborhood Unit 04	3	2	1	0	511	0	Age 0-18 years : 0
Neighborhood Unit 05	30	9	7	1	688	0	Age 0-18 years : 4
Neighborhood Unit 06	23	3	2	0	860	69	Age 0-18 years : 3
Neighborhood Unit 07	50	4	6	0	948	144	Age 0-18 years : 6
Neighborhood Unit 08	40	8	8	0	1.021	105	Age 0-18 years : 5
Neighborhood Unit 09	56	18	14	0	1.214	183	Age 0-18 years : 13
Neighborhood Unit 10	21	1	1	0	275	32	Age 0-18 years : 0
Neighborhood Unit 11	11	2	2	0	254	34	Age 0-18 years : 2
Neighborhood Unit 12	38	11	5	5	612	58	Age 0-18 years : 3

Source : https://kalimasada.disdukcapilsurabaya.id/

Based on the data in the table above, the output of the Resident Check-In implementation in Mulyorejo Subdistrict is still below the expected target. The interviews conducted by the author with Mulyorejo Subdistrict officers regarding the goals achieved through the output generated by the Resident Check-In application are :

"Ibu Retno, as a Mulyorejo Subdistrict officer, stated that based on the existing output, the goal has not yet been achieved as expected. The obtained output is still considered insufficient in several points, although in some other points, it is adequate." (Source: interview, June 26, 2024).

Based on the interview results indicating that the current output has not yet met the expected goals, this can be seen in Table 2 where many resident data points remain unupdated according to specific criteria. There are still criteria that have not reached 100% of the set target. For example, the Digital Population Identity criterion shows that the process is still not running smoothly and requires deeper socialization efforts. In some neighborhood units (RW), community response to the Resident Check-In application implementation has been relatively low, while in others, it has been positive. Therefore, there is a need for even distribution across various areas, which will serve as a benchmark for the success rate of the Resident Check-In application in Mulyorejo Subdistrict. This approach ensures that the evaluation aligns with the outcomes achieved by the Resident Check-In application.

Based on the analysis using William N. Dunn's theory of retrospective policy analysis, where policies need thorough evaluation regarding outputs that have not yet met the goals of the Resident Check-In policy, this contrasts with the findings of (Melati and Asmorowati 2023). Furthermore, the outputs generated are said to provide insufficient benefits in several criteria, which hinders optimal implementation of the application. To address this, improvements are necessary in the application system to facilitate future data update processes, as suggested by (Wibowo and Supardal 2023). Based on interviews conducted with Mulyorejo Subdistrict officers regarding suggestions for the government to enhance future

implementation of the Resident Check-In application, they are : "Ibu Retno, as a Mulyorejo Subdistrict officer, mentioned the need for updates to improve access speed in the future." (Source: interview, June 26, 2024).

In the interview above, to support the implementation process of the Resident Check-In application and improve the quality of outcomes, regular system updates are necessary. This is crucial to enhance the effectiveness and efficiency of the Resident Check-In application in accurately managing population data that may not reflect the current conditions in the field. The research findings indicate that the existing facilities are insufficient, and the available system still operates suboptimally in updating data. Therefore, future efforts should prioritize ongoing system monitoring to ensure user comfort and efficiency in using the Resident Check-In application.The study shows that the generated outputs are suboptimal due to the system's limitations, resulting in inefficient application performance as indicated by interviews and data collected. According to a journal discussed by (Alvalah and Dewi 2024), research aligns with findings related to the Resident Check-In application's output, highlighting the need for more effective application orientation and regular updating processes.

In addition to output, assessing user satisfaction with the Resident Check-In application is also crucial in determining its effectiveness. The assessment involved 16 Mulyorejo Subdistrict officers, with 10 respondents, and 10 residents, also with 10 respondents. The analysis yielded data regarding the satisfaction level with the Resident Check-In application in Mulyorejo Subdistrict. This data will serve as a guide for addressing issues within the subdistrict and as a basis for improving the application's quality. Understanding the satisfaction levels of both subdistrict officers and residents regarding the Resident Check-In application in Mulyorejo Subdistrict is essential for evaluating policy improvements based on respondent feedback. Based on the research, data were obtained as shown in Graph 1.

Graph 1. Survey on the Success Rate of the Resident Check-In Application
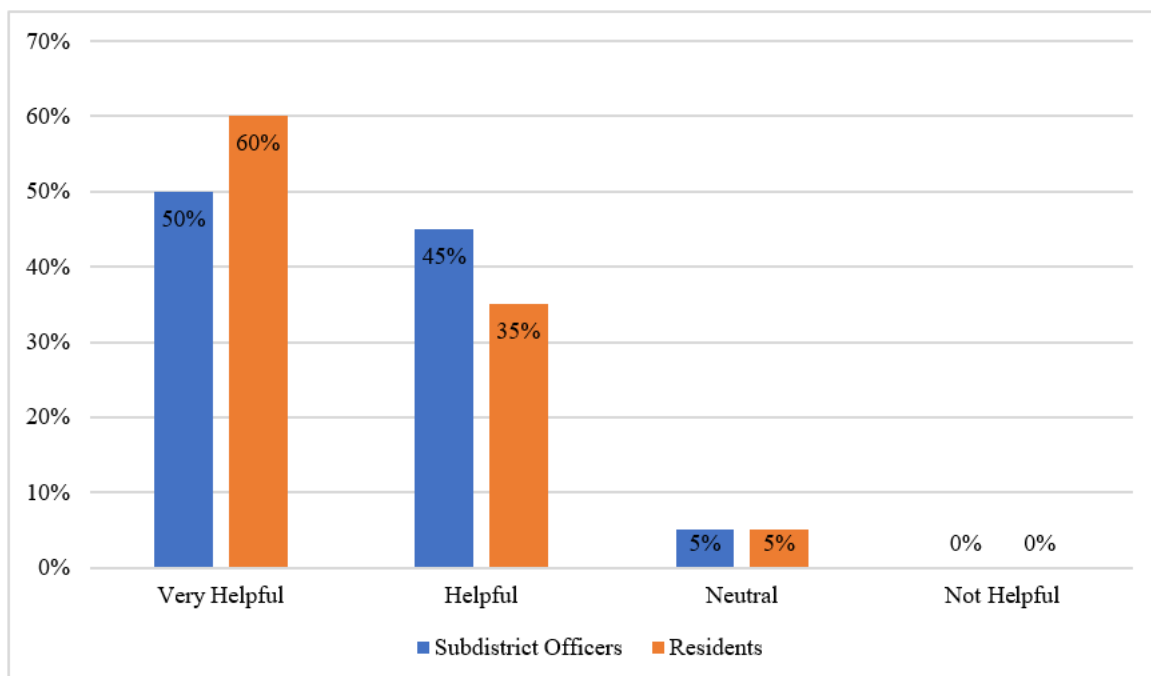
Source: Research Year 2024

Based on the above graph, it shows that 50% of the subdistrict officers feel very helped by the Resident Check-In application. This positive response indicates that the application has greatly assisted subdistrict officers in carrying out their duties related to citizen registration. In this regard, the application has demonstrated benefits in line with the intended policy.

Additionally, the satisfaction level of residents is also a contributing factor to this success, with 60% of residents feeling very helped by the Resident Check-In application in managing civil registration documents. This level of satisfaction reflects positive responses, despite some residents showing less favorable responses in certain population data criteria. However, the Resident Check-In application has not yet proven to be a complete solution to the issues in Mulyorejo Subdistrict, particularly in addressing residents who are less proactive in civil registration matters. According to interviews conducted with Mulyorejo Subdistrict officers regarding the success rate of the Resident Check-In application in addressing local issues, they mentioned :

> "Statement from Mrs. Retno, as an officer of Mulyorejo Subdistrict, the Resident Check-In application has not yet become the right solution for the issues faced by residents of Mulyorejo Subdistrict because there are still residents who are unwilling to update due to lack of personal necessity, sometimes causing inconvenience or unfulfilled documentation needs." (Source: Interview, June 26, 2024)

Based on the retrospective policy analysis oriented towards the problem, it can be stated that the existing issues have not yet been optimally resolved through the Resident Check-In application. This is consistent with research conducted by (Mustofa, Roekminiati, and Lestari 2019; Nasrullah and Puspaningtyas 2023). In the interview, it was mentioned that the Resident Check-In application has not yet become a solution for residents who are less concerned about population administration. With policy analysis oriented towards addressing problems, current policies have not provided the best solutions to achieve desired goals. Therefore, evaluation is needed to provide new solutions related to the existing issues.

Not only issues with residents, but also the lack of human resources in Mulyorejo Subdistrict is also one of the factors why the Resident Check-In application has not been implemented well. This contrasts with research conducted by (Pangerapan, Kaawoan, and Pangemanan 2022). According to the interviews conducted by the author with the officials of Mulyorejo Subdistrict regarding the obstacles faced in implementing the Resident Check-In application in Mulyorejo Subdistrict, they are :

> "Statement from Mrs. Retno, an official of Mulyorejo Subdistrict, the main challenge that stands out as a success point is the insufficient human resources. Here, there are only a few personnel who understand the Resident Check-In application, so sometimes we struggle to allocate time for conducting surveys." (Source: interview, June 26, 2024)

The analysis conducted using William N. Dunn's theory through retrospective policy analysis oriented towards problem-solving indicates that such challenges are common in governance, given the high volume of requests received, yet the available human resources are insufficient to meet citizen demands. This aligns with findings from research by (Hoar, Festianto, and Mael 2021). Therefore, there is a need to increase human resources for the village officials implementing the Resident Check-In application in the field, and scheduling for field survey activities should be periodically organized to enhance efficiency and effectiveness.

Citizen participation is one of the success factors in addressing issues related to residents' lack of awareness, as evidenced by research conducted by (Ratoe, Mustofa, and Haryati 2023). This can be confirmed by the presence of residents who are aware of the importance of civil registration in their lives. The research conducted shows that citizen participation in several areas of Mulyorejo Subdistrict has yielded positive responses, ensuring the proper implementation of the Resident Check-In application. By focusing on criteria such as KIA, unregistered List Of Potential Election Voters, unregistered beginners, and marital status data presented in Table 3, the analysis of resident responses in various areas of Mulyorejo Subdistrict serves as a guide for future socialization efforts and raising awareness among residents, consistent with research by (Pramesti and Nawangsari 2023). Leveraging this, compliant residents with civil registration can serve as examples for others, thereby increasing

the effectiveness of the Resident Check-In application to meet desired targets. Based on the research findings and analysis, data as shown in Table 3 were obtained.

Table 3. Updated Data Year 2024 Resident Check-In Mulyorejo Subdistrict

Category	Birth Certificate	Not Recorded List of Potential Election Voters	Not Recorded Beginner	Not Recorded Mandatory ID Card	Digital Population Identity	Marital Status	No Birth Certificate
Neighborhood Unit 01	62	16	17	5	0	223	Age 0-18 years : 0
Neighborhood Unit 02	54	22	37	6	0	232	Age 0-18 years: 0
Neighborhood Unit 03	52	13	23	0	0	235	Age 0-18 years: 0
Neighborhood Unit 04	25	2	15	0	1	34	Age 0-18 years: 0
Neighborhood Unit 05	30	6	4	1	0	80	Age 0-18 years: 0
Neighborhood Unit 06	32	0	8	0	0	29	Age 0-18 years: 0
Neighborhood Unit 07	31	7	4	4	0	31	Age 0-18 years: 0
Neighborhood Unit 08	58	4	15	1	0	18	Age 0-18 years: 0
Neighborhood Unit 09	46	7	10	3	0	2	Age 0-18 years: 0
Neighborhood Unit 10	11	4	3	0	0	0	Age 0-18 years: 0
Neighborhood Unit 11	5	2	3	0	0	0	Age 0-18 years: 0
Neighborhood Unit 12	29	1	5	1	0	1	Age 0-18 years: 0

Source : https://kalimasada.disdukcapilsurabaya.id/

The research results show that some residents are aware of the importance of civil registration, demonstrating that citizen participation has a positive impact on their surroundings. With the neighborhood unit head actively encouraging residents to stay informed about the Resident Check-In application, informing residents about the importance of updating their data has been particularly effective. This is supported by interviews conducted by the author with Mulyorejo Subdistrict officials regarding citizen participation in implementing the Resident Check-In application in Mulyorejo Subdistrict : "Statement from Mrs. Retno, as an officer of Mulyorejo Subdistrict, citizen participation is very active because the Resident Check-In application facilitates administrative processes." (Source: interview, June 26, 2024).

The results of the retrospective policy analysis focused on discipline indicate that residents follow directions well and actively participate in the processes directed by the sub-district officers. Residents in Mulyorejo Subdistrict responded positively to the socialization or guidance on the need to update data to facilitate administrative document processing, as supported by research conducted by (Fadhilah et al. 2023). The cooperation between sub-district officers and residents has shown positive outcomes, contributing to effective implementation. This demonstrates that disciplined cooperation can enhance current outcomes, thereby achieving the intended targets.

Performance of Human Resources in the Implementation of Resident Check-In in Mulyorejo Subdistrict

The performance of human resources is a key indicator of the success of a policy. The involvement of personnel from Mulyorejo Subdistrict is crucial in the implementation of the Resident Check-In application to achieve predetermined goals. According to Terry (2013), performance is the outcome achieved by human effort and other resources to accomplish

organizational goals (Listiaty and Marini 2021). Employee performance refers to the results that individuals or groups can achieve within an organization according to their responsibilities and functions to achieve organizational goals (Ayunasrah et al. 2022). To assess the performance of personnel from Mulyorejo Subdistrict in implementing the Resident Check-In application, performance management analysis is needed using Armstrong and Baron's theory. According to Armstrong and Baron, performance management is a strategic and integrated approach to achieving organizational success by enhancing employee performance and developing team capabilities and individual contributors (Rumawas 2021). Armstrong and Baron outline several cycles including: 1. Organizational mission and strategic objectives, 2. Business department agenda and achievements, 3. Performance and development planning, 4. Performance and development actions, 5. Regular monitoring and feedback, 6. Formal review opportunities, 7. Comprehensive performance evaluation. Based on this, the researcher will focus on four cycles: organizational mission and strategic objectives, performance and development planning, performance and development actions, and comprehensive performance evaluation.

In this case, the indicator of successful performance of personnel can be measured by the level of satisfaction of the community as consumers. Taking into account the cycle of performance and development planning as an assessment of community satisfaction indicators in Mulyorejo Subdistrict. The research findings serve as a guide to determine the success of the performance and development planning that has been carried out. Based on the research results, the community satisfaction index in Mulyorejo Subdistrict for the year 2023 yielded data as shown in graph 2.

Graph 2. Community Satisfaction Index in Mulyorejo Subdistrict Year 2023-2024
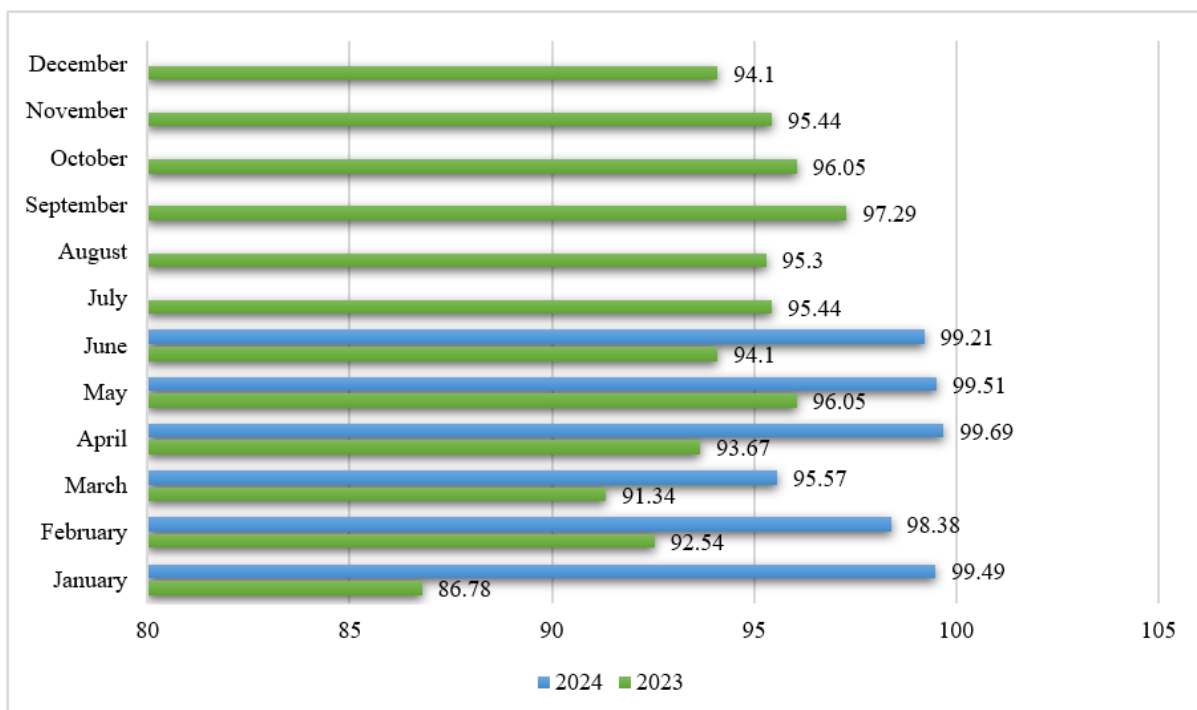
Source: Research Year 2024

The graph above shows that the community satisfaction index from 2023 to 2024 has been increasing, driven by improved performance of the neighborhood officials. It can be said that the community expresses satisfaction with the performance of the Mulyorejo Subdistrict officials in various services provided. This achievement was attained through the development of neighborhood officials involved in implementing the Resident Check-In application. Based

on interviews conducted by the author with Mulyorejo Subdistrict officials regarding the strategies used to enhance the quality of their performance in implementing the Resident Check-In application, they include : "Ms. Retno, as an officer of Mulyorejo Subdistrict, mentioned that training provided by the Dispendukcapil included socialization sessions for both neighborhood officials and residents." (Source: interview, June 26, 2024).

The research findings indicate that the performance planning and development cycle has been implemented effectively, gaining trust from the community towards neighborhood officials. This is consistent with the study conducted by (Harsono and Aryanto 2020). The performance planning and development cycle is administered by the city government to neighborhood officials across various areas in Surabaya through socialization as a developmental technique. The guidance provided by the Surabaya City Government ensures that the performance plan is well communicated, achieving satisfaction points that meet the target. The analysis shows that the performance of Mulyorejo Subdistrict officials aligns with the established performance plan by the government, where they have provided effective guidance and service in their duties, adhering to the service standards set by the Surabaya City Government. Various strategies have been employed to achieve the government's performance plan targets. Based on interviews conducted by the author with Mulyorejo Subdistrict officials regarding the methods used in implementing the Resident Check-In application in Mulyorejo Subdistrict, they include : "Ms. Retno, as an officer of Mulyorejo Subdistrict, mentioned a strategy used to achieve the goal of the Resident Check-In application, which involves confirming with the local RT (neighborhood unit) chairman to relay information to residents." (Source: interview, June 26, 2024).

Thus, the organizational mission and strategic goals proposed by Armstrong and Baron are effectively implemented through the utilization of existing resources, as supported by research conducted by (Hartini and Habibi 2023). Despite encountering some obstacles, these challenges can be adequately overcome through strategies implemented by the government. Through the RT chairman, the Resident Check-In application can operate in accordance with its intended mission and goals. Based on this research, by implementing planned strategies, the objectives of the application can be achieved through collaboration between Mulyorejo Subdistrict officials and local RT chairmen. With effective communication, this collaboration can yield the desired outcomes.

In addition to the community satisfaction index, the performance management of Mulyorejo Subdistrict officials includes assessing their involvement in implementing the Resident Check-In application. This assessment aims to evaluate the performance action cycle and development, serving as a reference for evaluating the performance of Mulyorejo Subdistrict officials. The involvement of 20 residents as respondents in the analysis provides guidelines for measuring the performance level achieved by these officials. Furthermore, it serves as a basis for considering further development or training to enhance the quality of their performance. Based on the analysis results, the researcher obtained data as shown in Graph 3.

Graph 3. Residents' Assessment of Neighborhood Officials' Involvement Level
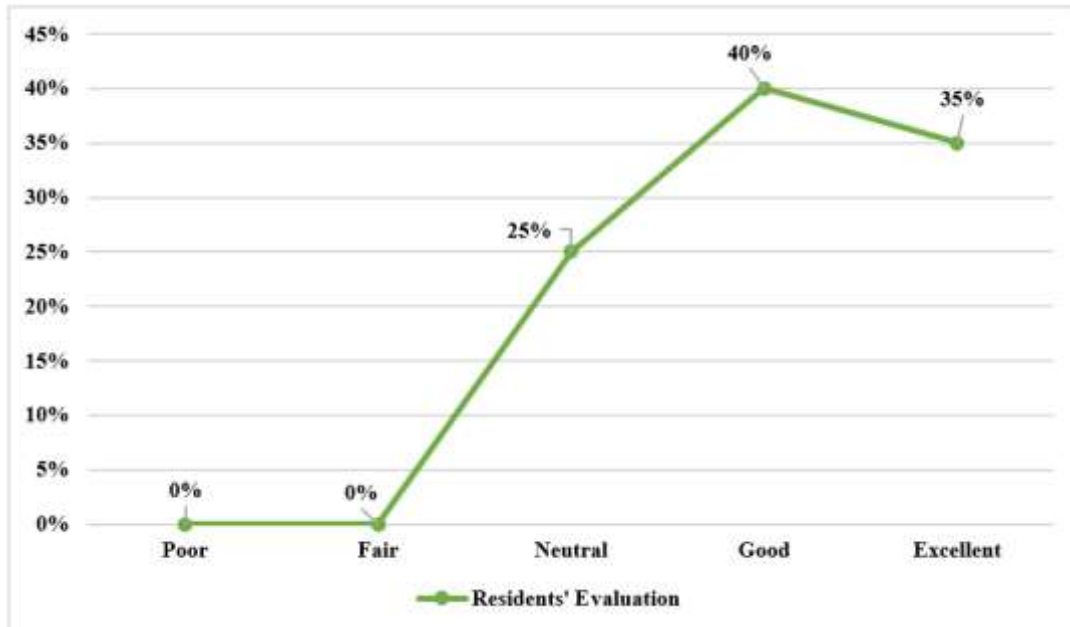
Source: Research Year 2024

Based on the graph above, residents' evaluations indicate positive responses towards the neighborhood officials involved. They give very positive ratings similar to the community satisfaction index. With a total 40% of residents evaluating the performance of neighborhood officials as quite good, it suggests the need for further development and enhancement of performance in Mulyorejo Subdistrict. According to Armstrong and Baron's theory, the performance actions and development provided by neighborhood officials align with established procedures, as supported by research conducted by (Safitri and Widiyarta 2024). The performance actions by neighborhood officials include maximizing communication with residents in Mulyorejo Subdistrict. Based on interviews conducted by the author with Mulyorejo Subdistrict officials regarding communication methods used to provide information to residents about the Resident Check-In application in Mulyorejo Subdistrict, they include :

> "Ms. Retno, as an officer of Mulyorejo Subdistrict, mentioned that communication runs smoothly by utilizing existing technology through the WhatsApp application. This allows residents to update information without needing to visit the neighborhood office." (Source: interview, June 26, 2024).

By leveraging existing technology, residents feel that the involvement of officials in the Resident Check-In application is highly beneficial. According to residents, this approach is more efficient and effective as it eliminates the need to visit the neighborhood office for updates. Moreover, the use of technology makes residents more responsive to government-provided information, thereby assisting them in periodic monitoring. This research indicates that effective communication is a key factor in an organization's success in achieving its goals. Providing clear communication aligned with applicable standard operating procedures (SOPs) encourages residents to be more responsive and actively engaged in accessing various civil registration services information.

Furthermore, there is an evaluation of the performance of Mulyorejo Subdistrict officials in implementing the Resident Check-In application to determine the level of success achieved by neighborhood officials. Based on interviews conducted by the author with Mulyorejo Subdistrict officials regarding the evaluation process used to assess their performance in implementing the Resident Check-In application, they include :

"Ms. Retno, as an officer of Mulyorejo Subdistrict, mentioned that the evaluation conducted involves gradual checks by Dispendukcapil to assess the involvement of officials and to identify areas for improvement in the future." (Source: interview, June 26, 2024).

The research findings indicate that a comprehensive performance assessment cycle has been effectively implemented to serve as a plan for training and development of Mulyorejo Subdistrict officials. In this cycle, Armstrong and Baron suggest that performance assessment can be based on job outcomes or achievements. Considering the results achieved by Mulyorejo Subdistrict officials through the assessments, it is evident that they have performed well in accordance with existing SOPs, as supported by research conducted by (Pristikawati 2024). However, further development is still necessary to enhance the quality of performance and achieve desired goals.

Conclusion

Based on the research findings, the implementation of the Resident Check-In application in the neighborhood has been carried out optimally and in line with the established goals. The active participation of the community has ensured the smooth execution of the program. Efforts by neighborhood officials have garnered positive responses from residents and successfully enhanced their performance quality. The development and training provided by the Surabaya City Government have yielded the expected outcomes in line with policy targets. Focusing on performance levels and community participation has ensured that the Resident Check-In application operates as intended.

In addressing issues related to inaccurate population data, the Resident Check-In application serves as a solution to identify residents whose data may not accurately reflect current conditions in the field. This research provides insights into the outputs generated by the Resident Check-In application in Mulyorejo Subdistrict, using retrospective policy analysis to gauge the program's success level. Based on the outputs produced, it is expected that the program will undergo thorough evaluation regarding its implementation and existing systems. Recognizing some criteria still fall short of expected outputs, there is a need for further socialization and training for Mulyorejo Subdistrict officials. Recommendations from this research include enhancing the implementation of the Resident Check-In application in Mulyorejo Subdistrict to improve the quality of neighborhood officials' performance, setting an example for other neighborhoods in generating outputs and enhancing community participation. Despite achieving positive results in community participation and official performance in this study, improvements are necessary regarding the system. One key improvement is updating the system to enhance efficiency in data updates, which can sometimes be sluggish. Additionally, developing neighborhood officials' engagement and utilizing existing human resources effectively are crucial for continually improving performance quality.

Considering the findings and recommendations of this research, it is expected that the implementation of the Resident Check-In application in Mulyorejo Subdistrict can serve as a periodic solution to address issues of inaccurate population data. Additionally, this study can guide evaluations of existing policies to facilitate updates to the Resident Check-In application system. This update aims to enhance the quality and efficiency of neighborhood officials' performance across various areas in Surabaya.

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