



Evaluating the *Taksiah* Innovation in Improving Digital Death Certificate Services

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Abstract

The low awareness of reporting the death of citizens results in differences between population data and the physical presence of residents. To realize an orderly community of population administration, especially ownership of death certificates, the Department of Population and Civil Registration of Madiun City created the *Antar Akta Kematian Seraya Memuliakan Jenazah* innovation with three-in-one services including the death certificates, family cards, and status changes on ID card in one day delivered to the funeral home before the body is buried. This study aims to describe the implementation of innovation of *Antar Akta Kematian Seraya Memuliakan Jenazah* service program at the Department of Population and Civil Registration of Madiun City using Halvorsen's theory (2005) in which there are 6 typologies of innovation, i.e. A New or Improved Service, Process Innovation, Administrative Innovation, System Innovation, Conceptual Innovation, and Radical Change of Rationality. This research uses a qualitative research method with a case study approach. The data sources in this study are primary data sources, namely supporting informants and secondary data sources, namely documents regarding information related to the research. The data collection techniques used are observation, interviews, and related documentation regarding the research. Data analysis techniques in this research are data collection, data condensation, data presentation, and conclusion or verification. To maintain data validity in this study using source triangulation, technique triangulation, and time triangulation.

Introduction

Population administration is one of the public services provided by the government. The service provides results in the form of official documents needed by the community such as birth certificates, death certificates, family cards, moving-in letters, moving-out letters, and other documents regarding citizenship status. The aim is to provide validity of identity and legal certainty of population documents for every population event and important event experienced by the population, provide protection of the civil rights status of the population, provide national population data and information regarding population registration and civil registration at various levels accurately, completely, up-to-date, and easily accessible so that it becomes a reference for policy formulation and development in general, realizing national and integrated population administration order, and providing population data which is a basic reference for related sectors in every government, development and community activity (Triningsih et al., 2018; Ndou, 2004; Lestari et al., 2022; Isnanto, 2020).

Realizing the importance of orderly population administration, the Madiun City Government issued Madiun City Regional Regulation Number 24 of 2018 concerning Amendments to Regional Regulation Number 8 of 2009. Mentioned in Article 1 Paragraph 4 of the Department of Population and Civil Registration, the implementing agency that organizes government

affairs in the field of population administration and civil registration. Then in the Decree of the Head of the Department of Population and Civil Registration of Madiun City Number: 470/07/401.105/2023 Regarding the Determination of Service Standards at the Department of Population and Civil Registration of Madiun City considering that in order to realize the implementation of public services in accordance with the principles of good governance, and in order to realize the certainty of rights and obligations of various parties related to service delivery, every public service provider is required to set service standards.

One of the population administration and civil registration services is the issuance of a Death Certificate. Based on Article 44 paragraph (1) of Law No. 24 of 2013, every death must be reported by the Head of the RT in the Resident's domicile to the Department of Population and Civil Registration through the local Registration Officer no later than 30 (thirty) days from the date of death. Every Resident is obliged to report population events and important events experiences to the Department of Population and Civil Registration by fulfilling the requirements needed in population registration and civil registration. The issuance of a death certificate has benefits, including fulfilling the requirements for managing the distribution of inheritance rights for families, for managing the requirements for remarriage for widows or widowers, the requirements for managing pensions, and the requirements for managing funeral money, accident benefits, or other insurance (Wulandari & Parwiyanto, 2021; Asher, 2007).

However, along with population growth, population administration problems are increasing, especially those related to population administration order. This is motivated by citizen reasons such as long queues, ineffective services, and irregularities in the service process. The existence of maladministration cases also makes citizens not care about ownership of population administration documents, especially death certificates (Caiden, 2019; Rygiel, 2018; Uang et al., 2020). Therefore, The Ministry of Home Affairs Number 19/2018 emphasizes the District and City Population and Civil Registry Offices to issue population documents (family card, electronic ID card, Birth Certificate, Marriage Certificate, Death Certificate and Moving Certificate) within 1 hour and a maximum of 24 hours from the time the requirements are declared complete and provide complaint services and information services. The importance of population administration services has been stated in the Law of the Republic of Indonesia Number 23 of 2006 concerning Population Administration which states that, population administration services are an activity of organizing and managing population documents and data (Supriyanto et al., 2021; Sudrajat et al., 2021; Harsoyo & Suparno, 2021). Through population registration, civil registration, population control information management and utilization of the results for public services and other sector development.

Therefore, the Department of Population and Civil Registration of Madiun City issued an innovation in the form of a public service that can be accessed online called Antar Akta Kematian Seraya Memuliakan Jenazah (Taksiah). This online service innovation can be accessed using the WhatsApp application by calling the officer's number (Junita et al., 2024; Blumenfeld & Brand, 2016). Users are required to fill in their personal data and attach documents as a condition for issuing a death certificate. After fulfilling all the requirements, the death certificate that has been issued will be delivered by officer of the Department of Population and Civil Registration of Madiun City to the funeral home. The issuance of death certificate documents takes 1 hour to 1 day to process, then when it has been issued it will be delivered directly to the funeral home by an officer of the Department of Population and Civil Registration of Madiun City. It is hoped that all stakeholders can play a role so that public policies can run well and produce benefits for all in order to create an orderly population administration (Bingham et al., 2005; Moore, 1997).

The Department of Population and Civil Registration of Madiun City also involves conducting socialization starting from the 2020 pandemic through radio, TV, and social media. The Department of Population and Civil Registration of Madiun City collaborates with several parties such as team of PKK, hospitals, and the head of the health center in Madiun City. By conducting socialization, it is hoped that Madiun City residents will be able to adapt and make the best use of the facilities. The application of innovation of Antar Akta Kematian Seraya Memuliakan Jenazah (Taksiah) Service Program carried out by the Department of Population and Civil Registration of Madiun City then paid off by getting an award in the Madiun City Innovation Competition (KIAT) in 2022.

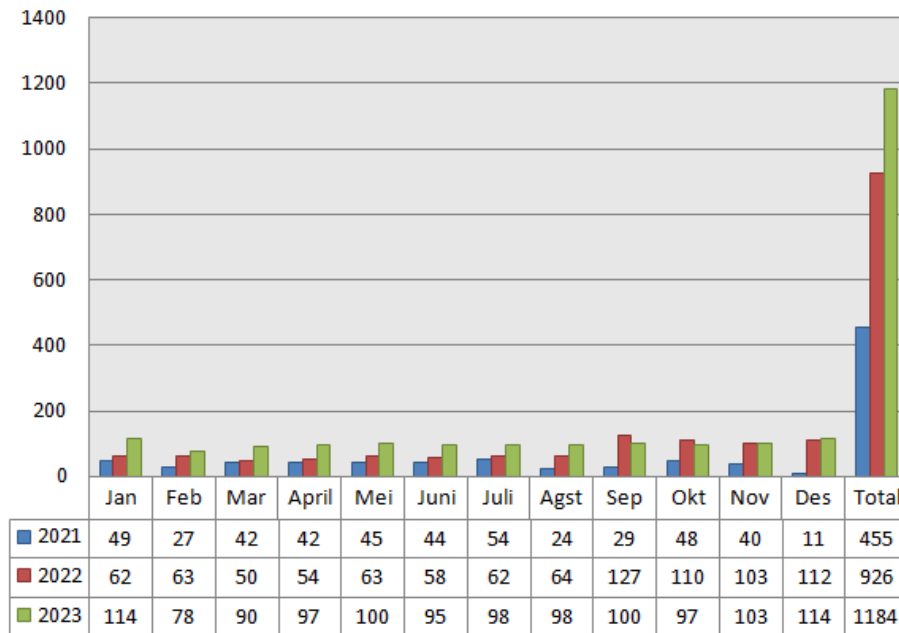


Figure 1. Number of Death Reports and Death Certificate Issuance

Source: The Department of Population and Civil Registration of Madiun City, 2024

Innovation of Antar Akta Kematian Seraya Memuliakan Jenazah (Taksiah) makes it easier for people who want to take care of applying for death certificates. For residents who do not have free time and those who are physically or psychologically challenged, RT and PKK are on standby to help report population administration activities as quickly as possible. In this case, the benefits can be felt by both parties, for the Department of Population and Civil Registration of Madiun City this activity can accelerate the process of updating population data, while residents, especially for families who experience grief events will receive compensation worth 1 million rupiah from the Ministry of Women Empowerment and Child Protection of Madiun City.

The death benefit program is carried out on the basis of a form of concern from the Madiun City government and provides protection and social security for families left behind. This program is divided into 2 categories of death benefit recipients. First to the community who died, by providing compensation to the heirs. Second, babies born who die, with the second condition that the baby's parents are residents of Madiun City and have a stillbirth certificate.

From the innovations and data carried out by the Department of Population and Civil Registration of Madiun City, it can be seen that the progress that has been running, there are still several problems found. The six typologies of innovation according to Halvorsen cited by (Suwarno, 2008) are a measure of the running of innovation of Antar Akta Kematian Seraya

Memuliakan Jenazah (Taksiah) which is then known to still have shortcomings. This is related to the first innovation attribute, namely A New or Improved Service and Process Innovation.

Literature Review

Based on the opinions of experts, it is concluded that public service is an activity provided by a party responsible for its attitude in carrying out actions in the form of goods or services to other parties, namely the public, which then both can benefit even though it is not in physical form. That way, the administrator's attitude is expected to reflect the nature of public service, namely serving the community and the public interest rather than his own interests. Population administration services are one of the public services that are considered as a series of activities in order to fulfill service needs in accordance with laws and regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers (Rosenbloom et al., 2022; Syafrida & Marbun, 2020; Irfan et al., 2023; Martin, 2000). Population administration services, namely death certificates. A death certificate is a letter issued by the Department of Population and Civil Registration to declare the death of its citizens (Samudra & Fanida, 2024). According to Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration states that every death must be reported by the head of the neighborhood association or other names at the domicile of the population to the local implementing agency no later than 30 (thirty) days from the date of death. Therefore, the Department of Population and Civil Registration of Madiun City created innovation as an effort to improve the quality of public services.

According to the understanding of experts, innovation is an activity to make changes or create new things, new products, services, ideas, or new processes for things that have existed and then developed again to be better whose benefits can be felt by organizations and customers (Gothelf & Seiden, 2017; Womack & Jones, 2015). An innovation can be said to be successful if the results of the creation and implementation of new processes, service products, and service methods are the result of real development in terms of effectiveness, efficiency, and quality of results. As the opinion of Halvorsen 2005 cited by (Suwarno, 2008).

Innovation is a new service or service that is improved on previous services. In the indicator of A New or Improved Service / New Service or Improved Service, there are two study targets to be studied, namely The basis or benchmark for service improvement and development; and Adaptation or fundamental differences to services. Innovation is a process related to changes in the way of providing and producing a service or product in a better direction. In the Process Innovation indicator, there are two study targets that will be examined, namely Special rules applied in making an innovation; and Guarantee of innovation services provided by internal parties.

Administrative innovation is related to system changes such as changes in how to cooperate and interact. In the Administrative Innovation indicator, there are two study targets that will be examined, namely Provision of innovation information; and Assistance in innovation development. System innovation relates to new system changes or fundamental changes to the existing system by establishing a new organization or cooperation with related agencies as a form of implementation and development. In the System Innovation indicator, there are two study targets that will be examined, namely The system or rules applied before and after the innovation; and How to cooperate and interact to develop innovation so that it gets better from time to time. Innovation introduces new ideas or rational new strategies or the result of conceptual innovation is the emergence of new paradigms, ideas, ideas, thoughts, and breakthroughs. In the Conceptual Innovation indicator, there is a target study to be examined, namely changes in concepts perceived by internal and external parties as the target of

innovation. Radical innovation is related to the perspective or mentality of service providers towards organizational change. In the Radical Change of Rationality indicator, there are study targets to be studied, namely the mindset or views of internal parties towards innovation.

Methods

This study employs a qualitative research method with a case study approach to examine the innovation of the *Antar Akta Kematian Seraya Memuliakan Jenazah* (Taksiah) service program developed by the Department of Population and Civil Registration of Madiun City. The qualitative approach was chosen for its strength in capturing the depth and complexity of human experiences, institutional behavior, and service transformation. Through a case study design, the researchers were able to focus on a single program within its real-life context, providing a comprehensive understanding of how the Taksiah initiative was implemented, perceived, and adapted. The study explores the innovation through the analytical lens of Halvorsen's (2005) six typologies of innovation—namely new or improved services, process innovation, administrative innovation, system innovation, conceptual innovation, and radical change of rationality—which provide a structured framework for assessing the nature and impact of the program.

To gather data, the researchers used both primary and secondary sources. Primary data were obtained through interviews with selected informants who had direct involvement or insight into the Taksiah program, including staff from the Department of Population and Civil Registration, service implementers, and community stakeholders. The selection of these informants was carried out using a snowball sampling technique. Initial respondents, identified for their knowledge and roles, were asked to recommend other relevant individuals, thereby allowing the researchers to build a network of informants with varied yet complementary perspectives. Secondary data were drawn from official documents, such as internal policy memos, regulatory frameworks, implementation guidelines, service standard documents, and public information materials related to the innovation.

The data collection process combined observations, interviews, and documentation. Observations were conducted to understand the service delivery workflow and the integration of digital tools in the Taksiah program. Semi-structured interviews provided the flexibility to probe specific issues while also allowing for the emergence of new themes and insights. Informants were encouraged to elaborate on their experiences, challenges, and perceptions regarding the innovation process. Documentary analysis complemented the primary data by offering institutional context and evidence of implementation practices, procedures, and outcomes.

Data analysis followed an interactive model, drawing on the techniques developed by Miles and Huberman. After the initial data were gathered, the researchers engaged in data condensation by organizing and refining the raw information into relevant themes and patterns aligned with the six innovation typologies. These condensed data were then systematically displayed in narrative summaries, comparative tables, and thematic matrices to facilitate interpretation. Throughout the process, conclusions were drawn and verified iteratively to ensure internal consistency and alignment with the research objectives.

To ensure the credibility and trustworthiness of the findings, multiple forms of triangulation were applied. Source triangulation was achieved by cross-verifying information from different types of informants. Methodological triangulation was implemented by integrating interview findings with observations and document analysis, thus enabling a more holistic understanding of the program. Time triangulation, by collecting data at different points in the implementation timeline, helped to identify shifts or developments in practice and perception. These

triangulation strategies contributed to the validation of the research findings and helped minimize the potential for bias.

Results and Discussion

This study presents an analysis of the discussion based on the researcher's proposal regarding innovation of Antar Akta Kematian Seraya Memuliakan Jenazah (Taksiah) at the Department of Population and Civil Registration of Madiun City, in accordance with the formulation of problems and research objectives. The following is a description of the research discussion using the typology of innovation according to Halvorsen cited by (Suwarno, 2008).

A New or Improved Service

In the typology of A New or Improved Service, innovation of Antar Akta Kematian Seraya Memuliakan Jenazah (Taksiah) is a form of development of population administration services that have previously been carried out by the Department of Population and Civil Registration of Madiun City. Based on the results of the research obtained by the researchers, it can be seen that the Department of Population and Civil Registration of Madiun City has developed services through the innovation of Antar Akta Kematian Seraya Memuliakan Jenazah (Taksiah). This innovation service was developed as a form of increasing the balance of the amount of population administration data, namely between ownership of death certificates and death reporting by applying service standards in accordance with public services. With innovation of Antar Akta Kematian Seraya Memuliakan Jenazah (Taksiah), it can be concluded that the Department of Population and Civil Registration of Madiun City can fulfill its obligations and responsibilities in providing optimal services to, although there are still shortcomings, namely uneven socialization.

Process Innovation

In the typology of Process Innovation, based on the research results obtained by researchers, that in the implementation of innovation of Antar Akta Kematian Seraya Memuliakan Jenazah (Taksiah) complies with various applicable rules such as relevant laws and ministerial regulations which are used as standards that innovation can be said to run optimally and be accepted by the community. Innovation of Antar Akta Kematian Seraya Memuliakan Jenazah (Taksiah) is also committed to providing services that meet expectations through special training. It can be concluded that although this innovation has demonstrated effectiveness in its implementation, there are still challenges such as data input errors that need to be corrected. This shows the importance of continuous evaluation and improvement to maintain the quality of innovation services.

Administrative Innovation

In the typology of Administrative Innovation, based on the research results obtained by researchers, that the innovation of Antar Akta Kematian Seraya Memuliakan Jenazah (Taksiah) has been introduced to the people of Madiun City through various communication methods including radio, television, leaflets, and social media. Socialization was carried out intensively both during the Covid-19 pandemic and afterwards by involving related agencies. It can be concluded that a structured communication strategy and clear targets ensure that information about this innovation can be conveyed. The development of innovations is also supported by government assistance through the APBD budget allocation which provides facilities and operational facilities for officers of the Department of Population and Civil Registration of Madiun City. As well as the formation of a special team consisting of operational officers and document delivery officers to ensure this innovation runs smoothly.

System Innovation

In the typology of System Innovation, based on the research results obtained by researchers, that the application of the innovation of Antar Akta Kematian Seraya Memuliakan Jenazah (Taksiah) provides a significant change in improving the quality of the Department of Population and Civil Registration of Madiun City. This innovation improves the conventional service system which initially requires high time, cost, and energy to become an online service that utilizes technology more efficiently and is integrated. The success of the innovation of Antar Akta Kematian Seraya Memuliakan Jenazah (Taksiah) is supported by cooperation to develop innovations to be better over time. Cooperation is carried out with several agencies and organizations involved, namely the Department of Communication and Information of Madiun City, internet network providers, sub-districts, sub-districts, RW, and RT to help several groups of elderly people and those who have technological limitations or do not have internet connectivity. Assistance is also obtained from Family Empowerment and Welfare (PKK) in the neighborhood who are ready to help residents who experience physical and mental limitations. It can be concluded that these efforts ensure that innovation continues to thrive and show that collaboration between agencies is key to achieving success.

Conceptual Innovation

In the typology of Conceptual Innovation, based on the research results obtained by researchers, the implementation of the innovation of Antar Akta Kematian Seraya Memuliakan Jenazah (Taksiah) at the Department of Population and Civil Registration of Madiun City has undergone changes in its application which has switched from conventional to online methods. This change accelerates the service process, reduces officer workload, and increases public satisfaction. So it can be concluded that in this case it shows that change is an innovation that brings improvements that are felt both by public servants, namely officers of the Department of Population and Civil Registration of Madiun City, and recipients of public services, namely the citizens.



Figure 2. Community Satisfaction Index of the Department of Population and Civil Registration of Madiun City

Source: The Department of Population and Civil Registration of Madiun City, 2024

Radical Change of Rationality

In the typology of Radical Change of Rationality, based on the research results obtained by researchers, the mindset or views of employees play a crucial role in determining the level of success of an innovation goal and implementation. The Department of Population and Civil Registration of Madiun City pays attention to the mindset of internal parties in realizing the

innovation of Antar Akta Kematian Seraya Memuliakan Jenazah (Taksiah). Awarding the best employees carried out by the The Department of Population and Civil Registration of Madiun City has an impact that can be felt. Among other things, it improves employee performance in providing services, so employees try to be the best by improving their performance, including by minimizing errors in their work. By giving awards as a form of appreciation, it also has an impact on service improvement because it increases public trust and satisfaction with the services provided by The Department of Population and Civil Registration of Madiun City. However, based on the results of the research obtained, it is found that there has not been a radical change in the innovation of Antar Akta Kematian Seraya Memuliakan Jenazah (Taksiah).

Table 1. Matrix of Research Results

No.	Focus	Sub Focus	Description
1.	<i>A New or Improved Service</i>	Basis or benchmark for service improvement and development	The Department of Population and Civil Registration of Madiun City fulfills its obligations and responsibilities in providing optimal services, although there are still shortcomings, namely uneven socialization.
		Adaptations or fundamental differences to services	
2.	<i>Process Innovation</i>	Special rules applied in making an innovation	Although this innovation has demonstrated effectiveness in implementation, there are still challenges such as data input errors that need to be corrected. This shows the importance of continuous evaluation and improvement to maintain the quality of innovation services.
		Guarantee of innovation services provided by internal parties	
3.	<i>Administrative Innovation</i>	Provision of innovation information	A structured communication strategy and clear targets ensure that information about this innovation can be conveyed. The development of innovation is also supported by government assistance through the APBD budget allocation which provides facilities and operational facilities for officers of the Department of Population and Civil Registration of Madiun City. As well as the formation of a special team consisting of operational officers and document delivery officers to ensure this innovation runs smoothly.
		Assistance in innovation development	
4.	<i>System Innovation</i>	System or rules applied before and after innovation	Bringing in new ideas and coordinating with various parties ensures innovation continues to flourish and demonstrates that collaboration between agencies is key to achieving success.
		How to cooperate and interact to develop innovations to be	

No.	Focus	Sub Focus	Description
		better from time to time	
5.	<i>Conceptual Innovation</i>	Changes in concepts perceived by internal and external parties as innovation targets	Change is an innovation that brings improvements that are felt by both public servants, namely officers of the The Department of Population and Civil Registration of Madiun City, as well as recipients of public services, namely the community.
6.	<i>Radical Change of Rationality</i>	Mindset or view of internal parties towards innovation	Providing awards is considered capable of increasing motivation so that employees are encouraged to optimize services so that the community also experiences satisfaction. However, it is found that there has not been a radical change in the innovation.

Source: The Department of Population and Civil Registration of Madiun City, 2024.

Taksiah is an important way for the state to interact with people during a highly sensitive period, after a family member's death. Usually, registering a death is considered a usual task—one that is not emotional, takes time and must be done in a given way. Taksiah proposes a new way by focusing on people and how efficient they can be, all while being empathetic. The idea seems straightforward, yet it has important impacts on governance, digital growth and what people expect from public services.

The Taksiah program has helped by focusing on a real problem: not enough deaths are registered and there is a lack of timely death certificates. Supriyanto et al. (2021) argue together with Wulandari & Parwiyanto (2021) that citizens often do not report someone's death on time because the process is often lengthy and complicated and they still feel the emotions of losing a loved one. Taksiah handles this responsibly by handling the paperwork and delivering what's needed, proactively and possibly even before the funeral. Taking responsibility away from family members allows death certificates to be prepared with compassion and dignity.

Examining this innovation based on Halvorsen's (2005) six typologies explains the broad range of changes it covered. With this New or Improved Service, Taksiah now delivers death-related documents together—death certificate, updated family card and an ID status change—through one single administrative process. In doing this, the organization simplifies population information management and places fewer demands on users. According to Triningsih et al. (2018) and Isnanto (2020), fragmentation in Indonesian administration is a lasting problem for population services. When processes are combined as Taksiah does, the services provided by the funeral office stay consistent and allow the family to handle inheritance, pension and remarriage concerns easily (Asher, 2007).

By using WhatsApp, Taksiah decided on a digital tool most people already know which is helpful for learning. Unlike most custom-made digital platforms, WhatsApp doesn't need Indonesian users to adapt, since many here are already familiar with it. This idea follows the principle of creating designs that involve users, instead of being designed only for their needs (Blumenfeld & Brand, 2016). Since the platform exists everywhere, it is easy for every generation and background to use, even for groups that may not benefit from other technology. Junita and his collaborators (who studied in 2024) found that using WhatsApp for services in

hotels led to better response and resulted in improved satisfaction for customers, making this approach useful for government services as well.

Still, being digital alone is not enough to make a service innovative. As an example of Administrative Innovation, Taksiah adjusts inside processes and assigns team members solely to handling operations and delivery duties. The department has shown commitment by building a specialist team and assigning a targeted share of the regional budget to support it. It follows from Grochowski (1997) that administrative reform should not be sustained unless resource distribution, task specialization and incentives are all involved. Also, as part of the program, employees can earn performance-based recognition which leads to similar behaviors regarding service quality (Liao et al., 2009).

Besides its own structure, Taksiah achieves Innovation by bringing together several actors in thoughtful ways. Nationwide, the program depends on local units (RT/RWs), volunteers from the PKK (Family Welfare Movement), health centers, hospitals and internet service providers. They reach out to vulnerable populations and also help by getting things done for people with low digital knowledge or reduced ability to move. Agranoff & McGuire (2003) agree that such networks play a major role in offering value to the community. With such wide regional differences in Indonesia, these networks help ensure that services are spread equally.

The program takes an innovative approach by persuading people to see death documentation as a peaceful civic event, rather than only a legal duty. Direct delivery of these official papers to the funeral home lets the family know that their loss is recognized and that help is intended to lighten, instead of add to, their trouble. According to Christensen et al., this is a sign of emotionally intelligent governance, as user emotions and psychological needs are taken into account in public service design. Such movements may be minor, but they build the state's image and often win people's trust during events of high emotions (Moore, 1997; Bingham, et al., 2005).

But the Radical Change of Rationality has not yet concluded its development. A real change in the way an organization reasons leads to a different set of beliefs, assumptions and cultural practices. In Taksiah's case, people's actions have changed due to being recognized for what they accomplish, but mostly this is done from the outside. Staff must relate citizen-centered service to their work identity for innovation to continue (Senge, 2006). That means training must be ongoing, people should be involved in making decisions and leaders should demonstrate they are open to change.

Applying the Taksiah program in practice brings out several steps that can boost its efficiency and reproducibility. Thanks in large part to technology that is common and easy to use, like WhatsApp, the platform can become widespread very quickly. In addition, organizing all administrative tasks together leads to higher efficiency and also ensures that all services are in line with the law and share common data. This model is effective for birth registration, marriage documentation and migration certification too. In addition, having community-based people involved in service delivery helps to provide flexible support to those who are more at risk. The insights from these cases match findings from general studies of public sector innovation about adapting services to local needs and getting citizens involved (Wirtz & Daiser, 2018).

Even so, it needs to target a number of gaps to realize its full potential. It is important that evaluation systems become part of the institution. Though reports and indices suggest satisfaction, accountability and progress could improve with the addition of formal approaches, feedback systems and independent reviews. Second, it is important to maintain data integrity. Like Sudrajat et al. (2021) report, this study found that errors in data input make both service accuracy and record keeping difficult. The third step is to watch for any unfair access. Even

with WhatsApp available, some rural or disabled groups continue to encounter access problems. Regularly auditing equity and promoting digital inclusion might solve this problem (Susanto & Goodwin, 2010).

Taksiah can only be established for the long term if its principles are included in official regulations, common workflows and development plans. Initiatives that are only driven by leaders can be cancelled if the leaders are replaced. Adding it to trading modules, budgets and provincial regulations can help it withstand the impact of turnovers in politicians or employees.

Conclusion

Based on the results of research using the typology of innovation according to Halvorsen (2005) cited by (Suwarno, 2008) regarding the Innovation of Antar Akta Kematian Seraya Memuliakan Jenazah (Taksiah) Service Program at the Department of Population and Civil Registration of Madiun City. It can be concluded that the Innovation of Antar Akta Kematian Seraya Memuliakan Jenazah (Taksiah) Service Program at the Department of Population and Civil Registration of Madiun City has been successfully implemented. However, there are aspects that need to be improved such as the socialization process that needs to be carried out by officers for socialization to the community so that the delivery of information is evenly distributed and attracts the attention of all levels of society. Other aspects such as the need for training that focuses more on accuracy and accuracy in data input, at the time of evaluation the authorities can provide reviews and feedback to the performance of officers. This is expected to minimize errors so that people believe in the quality of services provided by the Department of Population and Civil Registration of Madiun City. Although obstacles are still found, the implementation of the Innovation of Antar Akta Kematian Seraya Memuliakan Jenazah (Taksiah) Service Program is considered capable of increasing the number of death reports and issuance of death certificates in Madiun City.

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