



## Digitalization and Development of Local Economic Resources in Administrative Services in Waisai District, Raja Ampat Regency

Saiful Ichwan<sup>1</sup>, M. Arifin Abd Kadir<sup>2</sup>, Siti Nurjannah<sup>3</sup>, Kamaluddin<sup>4</sup>, Ana Lestari<sup>5</sup>, Aswad Muhdar<sup>6</sup>, Akmal Ridwan<sup>7</sup>

<sup>1,2,3,4,5,6,7</sup>University of Muhammadiyah Sorong, Indonesia.

\*Email: [ichwan.ipul@gmail.com](mailto:ichwan.ipul@gmail.com) , [AlifArifin1986@gmail.com](mailto:AlifArifin1986@gmail.com)

**Abstract:-** Digitizing the development of local economic resources in administrative services is one of the important strategies in realizing effective, efficient, and sustainable governance. This study aims to analyze the role of digitalization in improving public administration services and its impact on the development of local economic resources in Waisai District, Raja Ampat Regency. The method used is a descriptive qualitative approach with data collection through literature studies, observations, and interviews with local governments, business actors, and local communities. The results of the study show that the application of digital systems in public administration services, such as business licensing services, population registration, and regional financial management, is able to speed up the service process, increase transparency, and facilitate public access. As a result, local communities and business actors are more encouraged to develop economic potential, especially the tourism, fisheries, and MSME sectors. However, the limitation of technological infrastructure, low digital literacy in some communities, and uneven human resources of the apparatus are still the main obstacles. Therefore, a strategy to strengthen digital infrastructure, increase human resource capacity, and collaboration between the government, business actors, and the community is needed to optimize the benefits of digitalization. Thus, digitalization not only improves the quality of administrative services, but also contributes significantly to the development of local economic resources in Waisai District, Raja Ampat Regency.

**Keywords:** Digitalization, Local Economic Resources, Administrative Services, Raja Ampat Regency.

### 1. Introduction

The development of digital technology today has had a significant impact on various aspects of life, including governance and local economic development. Digitalization is an important instrument in encouraging the efficiency of public administration services and increasing community productivity in managing the potential of their resources. In Indonesia, the direction of national development also emphasizes the importance of digital transformation as an effort to strengthen regional competitiveness and improve people's welfare. Waisai District as the capital of Raja Ampat Regency has a strategic position, both in terms of geography and the potential of local economic resources. Superior potentials such as marine tourism, fisheries, and micro, small, and medium enterprises (MSMEs) require the support of a fast, transparent, and digital-based administrative service system. Efficient administrative services will make it



easier for the public and business actors to access licensing services, population registration, and data management related to economic activities.

The phenomenon that occurred in Waisai District shows that some administrative services are still carried out manually and conventionally, causing delays, overlapping data, and additional costs for the community. Several local business actors complained about the length of the business licensing process and the lack of digitally integrated information. On the other hand, local governments have begun to initiate digital-based services, such as online population information systems, application-based licensing, and the use of digital media for tourism promotion. However, the use of these services has not been maximized due to the limitations of internet network infrastructure, low digital literacy of the community, and the uneven quality of human resources of the apparatus that manages the digital system. This phenomenon shows that there is a gap between the community's need for fast and efficient administrative services and the capabilities of the available digital systems. If not addressed immediately, these conditions can hinder the pace of development of local economic resources in Waisai District, especially in the tourism and MSME sectors which are highly dependent on the speed and clarity of administrative regulations. However, in practice, the implementation of digitalization in administrative services in Waisai District still faces various challenges. Information technology infrastructure is not evenly distributed, people's digital literacy is still limited, and the capacity of human resources of government apparatus is not optimal. This condition can hinder the maximum use of digitalization, thus affecting the process of developing local economic resources. Therefore, it is important to conduct a study on the digitalization of the development of local economic resources in administrative services in Waisai District, Raja Ampat Regency. This study is expected to be able to provide an overview of the role of digitalization, the benefits felt by the community, the obstacles faced, and strategies that can be carried out to realize digital-based governance that supports sustainable local economic development.

## **2. Literature review**

### **a. Digitalization**

Digitalization is the process of utilizing digital technology in various aspects of life with the aim of increasing the efficiency, effectiveness, and affordability of services. According to Tapscott (2016), digitalization is not just the use of technology, but the transformation of social, economic, and governmental systems based on data and information. In the context of government, digitalization allows public services to be more transparent, accountable, and responsive to the needs of the community.

### **b. Public Administration Services**



Public administration services are a form of basic government services to the community which includes document management, licensing, and the provision of data and information. Osborne & Gaebler (1992) emphasized the importance of reinventing government by utilizing technology in services to make it faster, simpler, and more efficient. The digitalization of public administration services is expected to be able to reduce convoluted bureaucratic practices, reduce costs, and increase public satisfaction.

### **c. Development of Local Economic Resources**

The development of local economic resources is a systematic effort to increase the economic potential of a region based on local excellence. According to Blakely & Bradshaw (2002), local economic development is a process in which local governments, communities, and the private sector work together to create conditions that encourage sustainable economic growth. In Waisai District, the main potential lies in marine tourism, fisheries, and micro, small, and medium enterprises (MSMEs).

### **d. The Relationship of Digitalization with Local Economic Development**

Digitization of public administration services plays an important role in supporting local economic development. With digital services, the public and business actors can access business licensing services, population information, and product promotions more easily and quickly. This is in line with the opinion of Mergel et al. (2019) that digital transformation in the public sector can drive economic growth through increased service accessibility, collaboration, and technology-based innovation.

Based on the above theories, it can be understood that the digitization of administrative services in Waisai District will make a positive contribution to the development of local economic resources. However, the successful implementation of digitalization is highly dependent on supporting factors such as technological infrastructure, the quality of human resources, and the digital literacy of the community.

## **3. Methods**

This study uses a descriptive qualitative approach. This approach was chosen because the research aims to describe in depth the phenomenon of digitalization in administrative services and its relation to the development of local economic resources in Waisai District, Raja Ampat Regency. Data analysis was carried out using the model of Miles and Huberman (1994) which includes: Data reduction: filtering important information from interviews, observations, and documents. Data presentation: organize data in the form of narratives, tables, or charts to make it easier to understand. Conclusion drawn: formulating the results of the analysis to answer the formulation of the research problem. To maintain the validity of the data, sources and methods are triangulated techniques, namely comparing the results of interviews with observations, and matching primary data with secondary data. With this method, the research is expected to be



able to provide a comprehensive picture of the extent to which digitization of administrative services can support the development of local economic resources in Waisai District..

#### **4. Results and Discussion**

The results of this study reinforce previous findings from Nugroho (2018) and Mergel et al. (2019) who affirm that digitalization can improve the efficiency and transparency of public services. However, as Rahman (2022) researched in West Papua, the success of digitalization is highly dependent on digital infrastructure and literacy. In the context of Waisai, digitalization has proven to be beneficial for the development of local economic resources, especially the tourism sector and MSMEs. However, without strong support for technological infrastructure and human resource capacity building, digitalization risks becoming just a formality with no real impact on society at large. Therefore, digital transformation in Waisai District needs to be managed systematically, sustainably, and inclusively in order to truly contribute to the development of a competitive local economy

##### **1. Describe the application of digitalization in administrative services in Waisai District, Raja Ampat Regency.**

Based on field data, interviews, and official documents, the implementation of digitalization in administrative services in Waisai District shows the following conditions:

###### **a. Types of Digital Services That Have Been Implemented**

1. **Online Business Licensing:** Local governments have provided web-based applications to simplify the licensing process for small and medium businesses.
2. **Population Information System:** Population data recording has begun to be integrated with the national online-based system.
3. **Public Information Services:** Utilization of official local government websites and social media accounts (Facebook, Instagram) to disseminate administrative information, service announcements, and activity promotions.

###### **b. Access and Utilization by the Community**

1. Most people still rely on face-to-face services at district offices due to limited internet access.
2. MSME and tourism actors who are more tech-savvy have begun to take advantage of online services, but the number is still limited.
3. The most widely used digital services are for population (KTP, KK, birth certificate) because the system is more integrated.

###### **c. Obstacles Encountered**



Received: 16-07-2025

Revised: 25-08-2025

Accepted: 02-09-2025

1. Internet Infrastructure: Unstable networks cause process delays.
2. Human Resources Apparatus: Not all employees are able to operate digital systems well.
3. Digital Literacy of the Community: Most people, especially from low-income groups, still have difficulty understanding the application of online services.
4. Supporting Facilities: Computer and server facilities available in the service office are still limited.

The results of the study show that the implementation of digitalization in administrative services in Waisai District has been running, but it is still in its early stages and faces various obstacles that:

1. In terms of service effectiveness, digitalization has a positive impact in the form of accelerating service time and process transparency, especially in population services and business licensing. This is in line with the opinion of Osborne & Gaebler (1992) who stated that the use of technology in the bureaucracy can cut long bureaucratic chains and increase public satisfaction.
2. In terms of accessibility, the implementation of digitalization is still uneven. As Rahman (2022) researched in West Papua, the main obstacle to digitalization in the archipelago is the unstable internet infrastructure. A similar situation occurred in Waisai, where people in coastal villages still find it difficult to access digital services.
3. In terms of community empowerment, digital services are starting to support the development of the local economy, especially MSMEs and tourism. Raja Ampat's tourism promotion through digital media has been proven to increase regional exposure, while MSME actors who have taken advantage of online licensing get business legality faster. This is in accordance with the opinion of Blakely & Bradshaw (2002) that good governance is the main foundation of local economic development.
4. In terms of implementation challenges, the limitations of public digital literacy and the capacity of human resources of the apparatus are still inhibiting factors. Without training and mentoring support, digitalization risks becoming just an administrative formality without providing maximum benefits.

Thus, the implementation of digitalization in Waisai District can be said to be underway, but not yet optimal. Digitalization has great potential in supporting more efficient public services and local economic development, but it still requires strengthening infrastructure, increasing human resource capacity, and intensive socialization to the community so that the benefits can be felt equally.



## **B. Obstacles faced by the government and the community in the process of digitizing administrative services.**

Based on the results of field observations, interviews with district government officials, MSME actors, and service user communities, several main obstacles were found in the process of digitizing administrative services, namely:

### **1. Obstacles from the Government side**

- a. The limitations of technological infrastructure such as the internet network in some areas of Waisai District are unstable, technological equipment (computers, servers, LAN networks) in service offices is still minimal.
- b. Apparatus Human Resources Capacity Not all employees are used to using digital applications, training is still rarely carried out so that adaptation is slow.
- c. Funding and Budget, Regional budgets are still more focused on the physical sector (roads, bridges) so that the digitization of public services is often less of a priority.
- d. Inter-Agency Coordination, Integration of systems between institutions (for example, between Dukcapil and licensing services) is not optimal so that data is often separated.

### **2. Obstacles from the Community side**

- a. Low Digital Literacy, Some people, especially the elderly and coastal residents, have difficulty accessing online applications.
- b. Limited Internet Access and Devices, Not all people have smartphones or computers., The internet connection in the villages around Waisai is still weak.
- c. Conventional Administration Culture, People believe more in face-to-face services directly in the office than digital services.
- d. Limitations of Socialization, Information about digital service procedures has not been conveyed evenly, so some people do not know how to use it.

The obstacles faced show that the digitization of administrative services in Waisai District is still in the transition stage from a manual system to a technology-based system such as:

### **1. Infrastructure aspects**

The availability of internet networks and technological devices is a key factor. As revealed by Rahman (2022), in the West Papua archipelago, digital development is hampered by limited network infrastructure. Similar conditions are experienced in Waisai, which causes digital services to often be inaccessible consistently.



## 2. Human Resources (HR) Aspect

Government apparatus as policy implementers still need to improve their skills. This is in line with the theory of *the Technology Acceptance Model (TAM)* by Davis (1989) which states that the success of technology implementation is greatly influenced by *perceived usefulness* and *perceived ease of use*. If employees do not find it easy to use the application, digitalization will not run optimally.

## 3. Aspects of society

The low digital literacy of the community has an impact on low participation in using online services. In fact, the success of digitalization is highly dependent on public acceptance. As mentioned by Ndraha (2003), the modern bureaucracy must be able to adapt to the needs of the community so that public participation increases.

## 4. Socialization and Cultural Aspects

The people of Waisai are still used to the pattern of face-to-face service. The lack of socialization makes digital services not fully trusted. According to Rogers (2003) in the theory of *Diffusion of Innovations*, technology adoption takes time and is influenced by communication factors, trust, and tangible benefits. Thus, the main obstacles to digitalization in Waisai come from infrastructure, limited human resources of apparatus, digital literacy of the community, and lack of socialization. If not addressed, digitalization risks becoming just a formality without providing real benefits for improving the quality of administrative services.

## C. The role of digitization of administrative services in encouraging the development of local economic resources in Waisai District, Raja Ampat Regency.

Based on the results of observations, interviews with government officials of Waisai District, MSME actors, tourism entrepreneurs, and service recipients, it was found that the digitization of administrative services has an important role in encouraging the development of local economic resources in Waisai District, including:

### 1. Simplify Business Licensing

Digital-based service applications (e.g. OSS systems and local government applications) speed up the business licensing process. This helps MSME actors, sea transportation services, and homestay managers in Waisai to immediately get business legality.

### 2. Improving Service Accessibility

The public can take care of administrative documents (KTP, KK, NPWP, SIUP) faster without having to go back and forth to the office. This time and cost efficiency encourages people to focus more on business development.

### 3. Driving Transparency and Accountability



The digital system minimizes the practice of pungli in administrative services. Transparency of costs and procedures provides a sense of security for the community to do business.

#### 4. Supporting Digital Promotion and Marketing

The government has begun to provide a digital-based information platform that can be accessed by local business actors, especially the tourism sector. This has an impact on the increase in the promotion of homestays, handicraft products, and Raja Ampat culinary specialties.

#### 5. Government Bureaucratic Efficiency

Digitalization accelerates the flow of data between related agencies, thereby supporting real-time data-based regional economic planning.

The results of the study show that the digitization of administrative services in Waisai District makes a real contribution to the development of local economic resources.

##### 1. Accelerating the Business Licensing Process

Previously, business licensing took weeks. With digital services, the process is faster so that MSME actors can operate immediately. According to the theory of *Good Governance* (UNDP, 1997), fast, transparent, and efficient public services are a prerequisite for the growth of the local economy.

##### 2. Increased Productivity and Efficiency

Digitalization minimizes time wasted in bureaucracy. This is in accordance with *the New Public Management theory* which emphasizes the efficiency of public services to support the private sector and society.

##### 3. Strengthening the Competitiveness of the Local Economy

With a digital system, small business actors have easier access to information and market opportunities. This strengthens the competitiveness of the local economy, especially the tourism sector which is the mainstay of Waisai District.

##### 4. Community Empowerment

Administrative digitalization encourages people to be more independent in managing business documents and administrative needs. According to the *theory of Diffusion of Innovations* (Rogers, 2003), the adoption of digital technology by society will accelerate socio-economic transformation if the benefits are realized.

##### 5. Support for the Sustainable Tourism Sector

As the tourist center of Raja Ampat, administrative digitalization strengthens tourism business governance. Rapid legality supports the growth of homestays, sea transportation businesses,



and tourism service providers. Thus, digitalization plays a direct role in maintaining the sustainability of the local resource-based economy.

## 5. Conclusion

Based on the results of the research and discussion, it can be concluded that:

1. The digitalization of administrative services has a strategic role in encouraging the development of local economic resources in Waisai District. The service process that was previously slow and bureaucratic has now become faster, more efficient, and more transparent.
2. The acceleration of business licensing and management of administrative documents through digital systems has helped MSME actors, sea transportation service businesses, and homestay managers in Raja Ampat to obtain legality and easier market access.
3. Digitalization supports community empowerment because it facilitates access to public services, reduces costs and time, and strengthens community participation in local economic activities.
4. Transparency and accountability of public services have increased, thereby creating a conducive business climate and strengthening public trust in local governments.
5. The tourism sector as the main support of the local economy has benefited significantly from administrative digitalization, especially in the aspects of licensing, digital promotion, and increasing competitiveness.

Thus, it can be concluded that the digitization of administrative services not only serves as a modernization of governance, but also as a catalyst for inclusive and sustainable local economic development in Waisai District, Raja Ampat Regency

## References

- Apriyansa, A., Tebai, D., & Ick, J. F. (2025). Analisis penerapan aplikasi OSS sebagai upaya digitalisasi pelayanan publik di DPMPTSP Kabupaten Sorong. *Triwikrama: Jurnal Ilmu Sosial*,
- Badan Kepegawaian Negara. (2022). *Peraturan Bupati Raja Ampat No. 23 Tahun 2022 tentang Pelaksanaan Penilaian Kinerja ASN melalui Aplikasi Appsensi*.
- Blakely, E. J., & Bradshaw, T. K. (2002). *Planning Local Economic Development: Theory and Practice*. Thousand Oaks: SAGE Publications.
- CSIS Indonesia. (2024). *Strategi pengembangan ekonomi digital di Indonesia: Analisis multi-sektoral dan aspek sosial-ekonomi*.
- Dinas PMPTSP Kab. Raja Ampat. (2023). *Laporan data layanan PTSP 2023*. Portal Kabupaten Raja Ampat.



Received: 16-07-2025

Revised: 25-08-2025

Accepted: 02-09-2025

Mergel, I., Edelmann, N., & Haug, N. (2019). Defining digital transformation: Results from expert interviews. *Government Information Quarterly*, 36(4), 101385.

Fitriani, D., & Sari, M. (2021). Digitalisasi UMKM dan Dampaknya terhadap Legalitas Usaha di Era Revolusi Industri 4.0. *Jurnal Ekonomi dan Bisnis Digital*, 4(2), 112–125.

IPDN. (2022). *Peraturan Bupati Raja Ampat No. 9 Tahun 2022 tentang Sistem Pemerintahan Berbasis Elektronik (SPBE) dalam penyelenggaraan pemerintah daerah*. Peraturan BPK RI.

Kementerian Komunikasi dan Informatika Republik Indonesia. (2020). *Peta Jalan Indonesia Digital 2021–2024*. Jakarta: Kominfo RI.

Lindayasos—Poltekesos. (2023). Pengembangan ekonomi lokal sebagai strategi pemberdayaan masyarakat. *Lindayasos*,

Nugroho, Y. (2018). E-Government dan Transformasi Digital Birokrasi di Indonesia. *Jurnal Administrasi Publik Indonesia*, 14(1), 23–40.

Osborne, D., & Gaebler, T. (1992). *Reinventing Government: How the Entrepreneurial Spirit is Transforming the Public Sector*. Addison-Wesley.

Prasetyo, A. (2021). Peran Digitalisasi dalam Pengembangan UMKM Pariwisata Berbasis Lokal. *Jurnal Pembangunan Daerah*, 9(3), 55–68.

Pemerintah Kabupaten Raja Ampat. (t.t.). *Inisiatif Smart City Raja Ampat*. (diakses 2025).

Rahman, H. (2022). Tantangan dan Peluang Digitalisasi di Papua Barat: Studi pada Sektor Pariwisata dan Perikanan. *Jurnal Transformasi Digital Daerah*, 2(1), 77–92.

Sutrisno, B. (2020). Digitalisasi Ekonomi Daerah dalam Mendukung Peningkatan Daya Saing Lokal. *Jurnal Ekonomi Pembangunan*, 18(2), 145–160.

SMERU Research Institute. (2021). *Menuju ekonomi digital yang inklusif di Indonesia*.

Sugiyono. (2019). *Metode penelitian kuantitatif, kualitatif, dan R&D* (Ed. II). Alfabeta.

Tapscott, D. (2016). *The Digital Economy: Rethinking Promise and Peril in the Age of Networked Intelligence*. New York: McGraw-Hill.

Yuliana, R., dkk. (2025). Efektivitas penggunaan aplikasi Si-Kariwari dalam pelayanan administrasi distrik. *Jurnal Ilmu Pemerintahan Papua*

Undang-Undang Nomor 23 Tahun 2014 tentang Pemerintahan Daerah.

Undang-Undang Nomor 11 Tahun 2008 tentang Informasi dan Transaksi Elektronik (ITE).

Peraturan Presiden Republik Indonesia Nomor 95 Tahun 2018 tentang Sistem Pemerintahan Berbasis Elektronik (SPBE)