

Abstract

Public services based on Law Number 25 of 2009 Article 1 are activities or series of activities in the context of fulfilling service needs in accordance with laws and regulations for every citizen and resident of goods, services, and/or administrative services provided by public service providers. The government in carrying out public services speed and accuracy is an important standard. Research on The Effectiveness of the Dukcapil Dalam Genggaman Application in Surakarta is a qualitative descriptive type which aims to measure the level of effectiveness of the application in population and civil registration services at the Surakarta City Population and Civil Registration Service. The stages in achieving the objectives of this research are conducting needs **analysis**, implementation and reporting. The effectiveness of the Dukcapil Dalam Genggaman Application in Surakarta, based on the results found in this study was of good value. This good assessment is because previously community population services had to be carried out by coming directly by asking for an introduction from the RT, RW, Kelurahan and District levels, but with the Dukcapil Application in Hand. The public can go directly to the Dispendukcapil and is facilitated by the existence of Web-based services and Android applications.

***Keywords:** effectiveness, achievement of objectives, integration, adaptation, application, population*