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Redefining Citizenship in Motion: Smart Governance and the Digital Transformation of Non-Permanent Residence Letters in Indonesia

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Abstract

Digital transformation in public services is reshaping the concept of citizenship through smart governance approaches, particularly in managing population documents such as the Non-Permanent Residence Certificate (Surat Keterangan Tinggal Tidak Tetap/SKTT). This study analyzes the service innovations implemented by the Civil Registry Office (Disdukcapil) of Badung Regency in issuing SKTTs as a response to the needs of non-permanent residents, including seasonal workers, university students, and temporary migrants. Using a qualitative method involving in-depth interviews, participatory observation, and document analysis, the study reveals several key innovations: integration with the Badung Smart civil registration system (SIAK), mobile service delivery, synchronization with Village Information Systems (SID), and simplified bureaucratic procedures. These efforts have significantly improved service efficiency, reduced processing time, increased application volume, and enhanced citizen satisfaction. The findings highlight a shift in the meaning of citizenship—from a static administrative status to one defined by digital access and service responsiveness. This study contributes a novel perspective by linking population administration innovation with the evolving concept of citizenship in the context of mobility and digitalization. To ensure sustainability, the article recommends strengthening human resource capacity, expanding public outreach, and transforming bureaucratic culture toward citizen-oriented service delivery.

Keywords: Smart Governance, Digital Citizenship, Public Service Innovation, Civil Registration, Local Government

INTRODUCTION

The transformation of people's lifestyles in the digital era has triggered profound changes in various aspects of governance, including population administration services (Gusman, 2024; Karim et al., 2025). Amidst increasing population mobility, documents such as the Certificate of Temporary Residence (Surat Keterangan Tinggal Tidak Tetap – SKTT) have become highly significant, especially for individuals who do not have permanent resident status in a particular area—such as students, seasonal workers, or individuals temporarily residing for employment or educational purposes (Danar, 2024; Siregar et al., 2024). In practice, however, access to this document is often hindered by slow bureaucratic processes, lack of technological utilization, and public unawareness of their administrative rights and obligations. This indicates that the issue is not merely administrative in nature but concerns how the state manifests itself in a responsive manner to the evolving dynamics of citizenship.

This situation becomes even more pressing when data reveals that many regions have yet to develop a population administration system that adapts to citizens' mobility. For example, Wagola et al. (2023) reported that over 40% of population administration services for non-permanent residents at the district/city level are still carried out manually and conventionally. This disparity risks marginalizing non-permanent groups in the public service system. In this context, the innovation initiated by the Department of Population and Civil Registration (Disdukcapil) of Badung Regency is worth examining, as it reflects concrete efforts to respond to a society that is constantly on the move—both physically and digitally.

Studies on the digitalization of public services are not new. Previously, Kadarisman et al. (2022), Salsinha & Lukman (2024), and Soselisa et al. (2024) have discussed the paradigm shift from e-government to smart governance, emphasizing collaboration, transparency, and responsiveness. In the Indonesian context, Aminah & Saksono (2021) and Cahyarini & Samsara (2021) highlighted how digital bureaucracy can increase efficiency, though it still faces challenges regarding infrastructure and human resource readiness. Moreover, studies by Antoni et al. (2022), Hieng & Prabawati (2024), and Tuanaya (2024) emphasized the importance of bureaucratic innovation in responding to the rapidly evolving dynamics of society, including through technology-based public services.

Furthermore, studies by Jawara et al. (2025), Septiari & Prabawati (2025), and Yuskar et al. (2024) have explored the application of smart governance in public service sectors, stressing that the success of digital transformation heavily depends on institutions' ability to carry out both structural and cultural reforms. Meanwhile, Martitah et al. (2021), Polnaya et al. (2023), and Pradnyani & Prabawati (2025) examined the effectiveness of digital population administration services and found that successful service delivery is largely determined by system integration and ease of access for the public. Similar findings by Balaji (2025), Hong & Lee (2023), and Sulaiman et al. (2024) revealed that while digitalization accelerates service delivery, issues of outreach and technological accessibility remain major challenges, especially in regions with low digital literacy.

Additionally, studies such as those by Djatmiko et al. (2025), Kaiser (2024), and Karunia (2023) have underscored the importance of inclusive population services—not only for permanent residents but also for vulnerable and temporary groups. They emphasize that access to administrative documents like the SKTT is part of the state's recognition of the existence and civil rights of its citizens in all forms. In this context, inclusive digital-based services are a crucial element in realizing administrative justice.

While many studies have addressed the digitalization of public services in general, few have specifically examined the dynamics of document services for non-permanent residents as part of efforts to redefine citizenship in the digital era (Bojović et al., 2023; Hujran et al., 2023; Karatzimas, 2023). In most studies, the issue of citizenship is viewed from a static perspective: citizens are those who are permanently registered, live within clearly defined territorial boundaries, and maintain full administrative ties. However, the reality on the ground reveals that citizenship is becoming increasingly fluid, and the relationship between

the state and its citizens demands more flexible adaptation. This is where the significance lies in examining how the SKTT service innovation in Badung not only has administrative implications but also reflects a changing way in which the state recognizes and serves its constantly moving citizens.

Though not stated explicitly, this study seeks to show that digital SKTT services are not merely about bureaucratic efficiency but also a form of recognition toward dynamic and contextual citizenship. When the state can serve mobile citizens quickly, accurately, and humanely, the meaning of citizenship becomes more inclusive. This approach is still rarely discussed in public service literature and opens new avenues for understanding citizenship within the framework of smart governance.

Based on this understanding, this study aims to analyze how the SKTT service innovation in Badung Regency represents a transformation of public service that is adaptive to population mobility, and how this practice contributes to a new meaning of citizenship in the digital era. By exploring the technical, social, and cultural aspects of the innovation, this research seeks to enrich the discourse on smart governance—one that does not merely focus on technology but also on human relations and citizens' rights.

RESEARCH METHOD

This study employs a qualitative approach, based on the consideration that this approach allows researchers to gain a deep understanding of the processes, dynamics, and meanings embedded in the innovation practices of population administration services at the Department of Population and Civil Registration (Disdukcapil) in Badung Regency. A qualitative method is deemed relevant as it captures the social complexity that cannot be explained quantitatively, especially when dealing with public policy phenomena that directly intersect with human experiences, perceptions, and interactions in service delivery (Motulsky, 2021; Stanley, 2023). The main focus of this study is not merely to measure the statistical success of the innovation but to explore how it is perceived, responded to, and internalized by the involved actors—both within the bureaucracy and the community.

The selection of Badung Regency as the research site is deliberate. The regency is known for its high population mobility, especially due to its role as a tourism destination and economic center in Bali. Consequently, the number of non-permanent residents who stay temporarily for work, study, or other activities is relatively significant. In this context, the need for adaptive population administration services becomes increasingly urgent. Disdukcapil Badung is regarded as one of the institutions that have shown tangible efforts in developing responsive and technology-based service systems, including the issuance of the Certificate of Temporary Residence (SKTT). Hence, this location offers a relevant setting to explore the dynamics of smart governance in public service practices that directly affect the lives of non-permanent residents.

Informants in this study consisted of 11 individuals selected purposively, based on their involvement and direct relevance to the SKTT service innovation. They included four structural officials from Disdukcapil involved in planning and policy-making, three field officers who implement digital and mobile services, and four SKTT service users from various groups such as students, seasonal workers, and other non-permanent residents. This selection was intended to ensure that the data reflect perspectives from multiple positions—both service providers and beneficiaries—thus allowing for a richer and more balanced exploration of the phenomena being studied (Akyildiz & Ahmed, 2021; Candra Susanto et al., 2024).

Data collection was conducted through in-depth interviews, participant observation, and document analysis. Interviews were used to uncover informants' subjective understandings and experiences regarding the SKTT service innovation, using semi-structured guides to allow flexibility in exploring emerging issues during the dialogue. Participant observation involved directly following mobile service activities and the interactions between officers and citizens in the field, in order to understand the social context in which the innovation unfolds—beyond verbal narratives alone. Additionally, document analysis was conducted on various official materials, such as Standard Operating Procedures (SOPs), Disdukcapil's annual reports, regent regulations, and internal performance evaluations. These secondary data sources helped trace the formal trail of the innovation and served as a comparison with empirical field data.

To maintain data validity and credibility, triangulation was carried out both methodologically and across sources. Methodological triangulation involved cross-checking data obtained from interviews, observations, and documents. For instance, if an informant stated that service time improved after the digital system was implemented, this would be verified through field observation and official reports tracking service duration trends before and after the innovation. Source triangulation was also performed by verifying information from various parties—for example, comparing the perspectives of Disdukcapil officials with service users' experiences—to assess the extent to which declared policies were genuinely impactful to the community. This effort is essential to ensure that the data are not biased toward a single viewpoint and have strong contextual grounding (Borgstede & Scholz, 2021).

RESULTS AND DISCUSSION

SKTT Service Innovation and the Leap Toward Smart Governance

The innovation of population administration services, particularly in the issuance of Temporary Residence Certificates (SKTT) in Badung Regency, represents how local governance seeks to respond to the challenges of an increasingly digitalized era. In this context, the Population and Civil Registration Office (Disdukcapil) of Badung Regency has not only improved its service system but has also made significant strides toward smart

governance—governance that is based on responsiveness, transparency, participation, and the support of information technology. As explained by Otia & Bracci (2022), smart governance is an evolution of e-government, focusing on collaboration between the state and society in producing responsive and decentralized public policies. This approach shifts the logic of service delivery from a top-down model to one that is dialogical, adaptive, and based on the real needs of citizens.

The implementation of innovation in Badung can be observed through four key transformations: integration with the SIAK Badung Smart Population Information System, development of mobile outreach services, integration with the Village Information System (SID), and the simplification of bureaucratic processes from rigid to more flexible. The digital service integration through SIAK Badung Smart enables non-permanent residents to access information and submit SKTT applications online without having to visit the Disdukcapil office. This system is also connected to the national population database, making identity verification easier and speeding up document issuance. According to an interview with a technical official from Disdukcapil, the system was developed in-house, tailored to the specific needs of Badung residents, and aligns with Badung's vision as an "administratively smart" regency.

In addition to online services, the mobile outreach initiative is a particularly notable aspect of the smart governance approach. Disdukcapil regularly dispatches mobile service teams to areas with high concentrations of non-permanent residents, such as tourist zones and densely populated boarding house areas. During an observational visit to Jimbaran Subdistrict, researchers directly witnessed how the mobile team set up a temporary service tent near a local market. Officers brought portable equipment, including an independent internet connection, document printers, and tablets for data input. Residents were able to process their SKTT applications on the spot by simply bringing their original ID card and a letter of residence from the temporary landlord. The scene was orderly, with organized queues, and several residents expressed surprise that "such services don't feel like the usual complicated government procedures."

One informant, identified as N, a university student from outside the region temporarily living in Badung, shared that he only became aware of the SKTT after being approached by the mobile service team. He found the service very helpful as it simplified a bureaucratic process he had previously ignored due to its perceived difficulty. From the perspective of smart governance, this indicates Disdukcapil's success in extending service reach and bringing the state closer to its citizens in a more humane and proactive manner (Ha & Thanh, 2022). Instead of waiting for citizens to come, the government actively enters their social spaces.

The integration of Disdukcapil's services with the Village Information System (SID) is another crucial pillar in building data connectivity between village and regency levels. Through this integration, village officials can access and validate SKTT applications directly without a lengthy administrative process. Technically, this enables a more streamlined service

flow, as applicant data are already verified at the village level before being forwarded to the regency. According to an IT staff member at Disdukcapil, this integration reduced the average processing time from four working days to just one or two days. This aligns with Tseng et al. (2022), who argue that smart public governance requires system interoperability as a prerequisite for efficient and connected services.

Simplification of bureaucratic procedures is the final component that completes the SKTT service innovation in Badung. Previously, SKTT applications had to go through multiple desks—from intake counters, document verification, data input, to printing and legalization. Now, the process has been streamlined through digital systems where a single officer can handle nearly all stages within one integrated work system. A frontline officer interviewed stated, "Previously, one person could take two days to process a document—now, if the data is complete, it can be done in an hour." Field observations also showed that Disdukcapil's service space is now more open, without excessive partitions, and uses a digital queuing system that is easy for the public to understand.

The innovations implemented by Disdukcapil in Badung Regency are not only administrative in nature but also reflect a paradigm shift toward smarter, more transparent, and participatory public governance. This approach aligns with Kwilinski et al. (2023), who emphasize that technology should not merely be used as a tool for efficiency but also as a medium for communication and collaboration between government and society. When the state can serve its mobile citizens swiftly, inclusively, and humanely, it is not merely fulfilling its administrative function—it is expanding its presence within the social lives of its citizens.

Service Effectiveness: Time, Access, and Public Satisfaction

The transformation of SKTT services by Disdukcapil Badung Regency has had a tangible impact on accelerating service times, expanding access for non-permanent resident groups, and increasing overall public satisfaction. One of the most significant changes observed in this study is the substantial improvement in service time efficiency. Interviews with technical officials and service users revealed that processes that previously took three to five working days can now be completed within a day—or in some cases, under two hours. This is made possible by bureaucratic simplification, administrative digitalization, and improved staff capacity in operating technology-based service tools.

One informant, S, a frontline officer at Disdukcapil, explained that with the integrated digital system and streamlined service flow, officers no longer need to move between desks or coordinate across departments to process a single application. All stages—data input, verification, and document printing—can be completed by a single operator within one system. This was supported by field observations conducted during a mobile service event in South Kuta Subdistrict. There, the Disdukcapil team set up a simple service tent in a community hall yard. Equipped with just a mobile internet connection, a portable printer, and a laptop connected to the SIAK Badung Smart server, officers were able to process SKTT applications in real time. Within less than an hour, applicants who would otherwise have to travel long distances to the Disdukcapil office could walk away with their official documents

in hand.

Improved accessibility was another major benefit felt by the public. Innovations such as mobile services and the web-based online application system allow non-permanent residents—such as seasonal workers, students, and small business operators—to obtain services without leaving their jobs or homes. One service user, T, a restaurant worker from outside Bali, stated that he initially did not know the importance of having an SKTT. However, after socialization efforts and the arrival of mobile services in his neighborhood, he felt "recognized as a citizen too," even though he was not a permanent resident. This affirms that digitalization and service innovation not only provide administrative convenience but also foster a sense of recognition as part of the local community.

In this context, Bastos et al. (2022) argue that modern public services must go beyond procedural or standardized administrative compliance and be responsive to the dynamic needs of citizens—especially in an era of high mobility and digital transformation. This means the success of public services should be measured by how well the state adapts to and accommodates the diversity of social situations faced by its citizens, including those who are not permanently tied to a single administrative area.

An increase in public satisfaction was also clearly evident from residents' responses to the services provided. In several interviews, respondents expressed that the fast and friendly service from officers gave the impression that the government was truly present and concerned. One respondent, M, a university student from East Nusa Tenggara temporarily living in Badung, stated that he "no longer feels like a stranger in this place" after obtaining his SKTT quickly and easily. This indicates that good administrative services not only provide legal legitimacy but also foster an inclusive social relationship between the state and citizens in a new form.

Observations and interviews also revealed that this digital SKTT service helps Disdukcapil more accurately map the presence of non-permanent residents. The data collected from the digital system are used for local policy planning, such as adjusting health and education service capacities in areas with high concentrations of temporary residents. This means that the effectiveness of this service does not stop at the individual level but also impacts broader regional governance.

Analysis of these findings shows that the SKTT service innovation in Badung Regency has shifted the state–citizen relationship from a procedural and static model to one that is more fluid, responsive, and participatory. The state no longer waits for citizens to appear in ideal conditions but actively adapts to the rhythms of their lives. In the words of Hujran et al. (2023), this is a form of public service that is not only digitalized but human-centered—based on the real needs and concrete experiences of the community.

Moreover, improvements in time efficiency, access, and public satisfaction are not just administrative success indicators but also signs that public services are moving toward a more democratic and equitable form. When non-permanent residents feel served, recognized, and valued by the system, such service practices implicitly reconstruct the meaning of citizenship

at the local level—that being a citizen is not merely defined by permanent residence or population ID numbers but also by the experience of being fairly acknowledged and served by the state.

Citizenship in Motion: Questioning Status, Negotiating Recognition

The digital transformation of the Temporary Domicile Certificate (Surat Keterangan Tinggal Tidak Tetap, SKTT) service carried out by the Population and Civil Registration Office (Disdukcapil) of Badung Regency not only reflects an improvement in the quality of public services but also touches upon deeper and more complex dimensions: how the state recognizes and serves forms of citizenship that are temporary, fluid, and contextual. In this perspective, citizenship can no longer be understood as a rigid status, possessed only by those with permanent residence and fixed administrative identities. On the contrary, the digital SKTT service and mobile service units demonstrate that the state is beginning to adapt to new social realities—namely, high population mobility and diverse reasons for relocation that cannot always be accommodated by conventional population systems.

Field findings show that many residents who live in Badung for non-permanent periods—such as students, seasonal tourism workers, or project-based laborers—previously felt "unacknowledged" by the public service system due to not having a Badung-issued ID card (KTP). One informant, R, a construction worker from West Nusa Tenggara, told the researcher that before the SKTT service was actively introduced, he was unaware that he could actually obtain an official document recognizing his presence as a temporary resident. He said that in the past, when the village conducted population surveys, he would "hide behind the house out of fear of being considered illegal." However, since the mobile officers from Disdukcapil came to his work site and explained SKTT and helped him obtain the document on-site, R said he felt safer and recognized.

During a field observation in Padangsambian, a densely populated rental and boarding house area on the outskirts of Denpasar that administratively belongs to Badung, the researcher witnessed how the Disdukcapil Badung team set up a mobile service post in the community center's yard. Residents arrived in waves, most bringing photocopies of their original ID cards and a domicile statement from their landlords. Officers served them one by one, inputting data using tablets, taking photos of applicants on the spot, and printing SKTTs using portable printers. The service atmosphere was warm, with some hesitant residents eventually registering after witnessing how easy the process was. This scene illustrates how the presence of inclusive state services can foster a sense of recognition and involvement in the structure of citizenship, even if their residency status is temporary and non-permanent.

This phenomenon aligns with the concept of liquid citizenship as described by Sharma et al. (2022), which argues that citizenship in the contemporary era can no longer be understood as a fixed status bound to specific administrative and territorial borders. Instead, citizenship is fluid—constantly moving and negotiated within dynamic social and administrative spaces, including through interactions with digital services and adaptive government policies. The experience of non-permanent residents obtaining SKTT reflects not

only administrative legality but also symbolic representation—proof that their existence is recognized by the state, even without having an "official" status as permanent residents.

Moreover, the innovative SKTT service can also be seen as a shift in the logic of citizenship—from merely a matter of legal identity to an experience of participation in public governance. In an interview with a Disdukcapil official, it was stated, "We don't want these non-permanent residents to feel like guests forever. As long as they live and are active here, they deserve proper administrative protection." This statement reflects the formation of a new approach to citizenship—one that is no longer based on a singular legal status but on a person's active role and functional presence in the local community.

Taken further, the SKTT service also opens up space for building more just social relations between citizens and the state. As discussed by Chehrehbargh et al. (2024) and Jawara et al. (2025), citizenship is a practice that involves not only legal rights but also the social and political recognition of individuals in the communities they live in. In Badung's context, the acknowledgment of non-permanent residents through the SKTT service can be read as a reinforcement of everyday citizenship, where citizenship is understood as a daily, negotiated experience—through access to basic services, interaction with officials, and the ability to "legally appear" in public spaces.

The SKTT service innovation is not just an administrative strategy—it is also a crucial instrument in shaping inclusive and transformative citizenship. When the state is able to reach its mobile citizens through accessible, friendly, and non-discriminatory mechanisms, citizenship is no longer confined to the status of permanent residence, but understood as an ongoing process built through relationships, recognition, and participation in social life. Here, redefining citizenship in motion becomes not merely a conceptual idea, but a reality shaped through policy, technology, and a more human-centered bureaucratic approach.

Innovation Challenges and Resilience: From Human Resource Capacity to Bureaucratic Culture

Although the SKTT service innovation in Badung Regency has shown significant achievements in accelerating services, expanding access, and increasing public satisfaction, this study also reveals several challenges that may hinder the sustainability of the innovation in the long term. These challenges stem from three main sources: limited human resource (HR) capacity in managing the digital system, low digital literacy among service users, and bureaucratic resistance that has yet to fully adapt to new, flexible, and technology-based work patterns.

HR capacity was the first fundamental issue identified through interviews with technical officers. One informant, S, explained that not all field or service staff fully understand how the Badung Smart SIAK system works. Some still rely on technical guidance from central operators or IT staff and feel awkward handling data input processes independently. In practice, this slows down the service flow, especially during mobile service schedules with limited timeframes. S noted, "Some still feel more comfortable with the old way because not everyone is used to clicking around in the app."

This issue became evident during an observation session at the Disdukcapil Badung service office. When the network system went down for about 20 minutes, several staff members struggled to address the issue without technical assistance. They had to wait for instructions or additional help, even as the queue of applicants continued to grow. This situation shows that although the technology has been introduced, not all personnel have sufficient digital literacy and technical skills to independently manage system disruptions. This underscores the importance of regular training and HR capacity-building so that services do not depend on only a few individuals.

Beyond internal factors, challenges also arise from the public as service users. Digital literacy—especially among the elderly or those with low educational backgrounds—remains a major barrier to using technology-based services. One informant, B, a housewife living in Abianbase, admitted she was afraid of making mistakes when trying to register for SKTT via the online application. She said she preferred to go directly to the mobile service location for fear her application would be rejected if she entered data online. This hesitation did not stem from a lack of willingness to use technology, but rather unfamiliarity with interacting with digital service interfaces.

Field observations also showed that although the application is available, not all residents know how to access it or are even aware it exists. During one mobile service event in Dalung, several residents asked officers to help fill out the digital forms because they did not own smartphones or did not understand the technical terms used in the app. This shows that technological innovation is not automatically inclusive and must be accompanied by strong communication strategies and intensive user assistance. Innovation will only succeed if the target community feels comfortable and able to use it independently.

The final and equally important challenge is the resistance within bureaucratic culture. In an interview with F, a structural official at Disdukcapil, it was implied that some employees still view digital innovation as "an added workload" rather than an improvement in service quality. He explained, "Changing mindsets is harder than changing systems." Many senior staff who are used to manual work patterns are reluctant to fully transition to new systems that require updated competencies and continuous adaptation. In a bureaucratic culture built over decades, change is often perceived as a threat to comfort and stability.

These conditions show that the success of digital innovations like SKTT does not rely solely on system design or technological sophistication, but heavily depends on mental readiness and organizational culture. In this regard, Bojović et al. (2023) emphasize that modern bureaucracies must evolve into learning organizations that are adaptive—not merely following procedures, but also willing to continuously renew themselves through reflection, collaboration, and flexible decision-making. Innovation cannot only be driven from the top-down; it also requires active involvement from the grassroots—those delivering services directly in the field.

Therefore, innovation resilience must be built not only through system strengthening but also through sustainable human resource development strategies, contextually relevant

and practical training, and an organizational culture transformation that promotes learning and the courage to try new approaches. Intensive outreach to the public—especially digitally vulnerable groups—is also essential to ensure innovation is truly inclusive. In the researcher's observation, the weakest point of innovation lies in the so-called "soft" aspects—human and institutional culture—rather than the technology itself. Thus, building innovation resilience means building the adaptive capacity of the entire public service ecosystem: from systems and people to values and work ethics.

Toward Inclusive and Progressive Citizenship Governance

Digital transformation in public services, as exemplified by the implementation of the Temporary Domicile Certificate (SKTT) in Badung Regency, holds a much deeper meaning than mere bureaucratic efficiency. It is not just an administrative adaptation to contemporary demands, but also a proactive instrument by which the state redefines its relationship with citizens—particularly those who have long occupied the gray zones of citizenship: non-permanent, incompletely registered, yet still living and contributing to the region's social and economic spheres. In this context, service innovation is not only about speeding up processes, but about opening the door to recognition for individuals whose mobility places them outside the conventional category of "permanent residents" as defined by traditional population systems.

The experiences of informants show that the presence of the SKTT service has shifted their position from being "invisible" to being "recognized and documented." One informant, M, a street vendor who has moved around various parts of Badung for the past seven years, shared that she used to feel awkward when asked to present identification by local officials. However, since obtaining an SKTT, she feels more secure and legally acknowledged. Her account suggests that the SKTT is not merely an administrative document, but a symbol of legitimacy—a formal acknowledgment of a person's existence within the social and administrative fabric of the region. This reinforces Chohan's (2023) notion that contemporary citizenship is no longer solely a matter of status, but a dynamic, everyday practice negotiated through interactions between individuals and the state.

Field observations affirm this reality. During a mobile service event in Mengwi, researchers observed how the village office courtyard was transformed into an open, communicative public service space. Several tents were erected, tables arranged to streamline the service flow, and officers patiently assisted citizens, many of whom were unfamiliar with digital systems. Among the applicants were seasonal workers and housewives carrying whatever documents they had. Disdukcapil officers not only processed their data but also clearly explained the purpose and benefits of the SKTT. It was at this moment that a significant process took place: the state was not merely providing services, but also educating and nurturing relationships with citizens who had long existed in the margins of official recognition.

This process embodies the essence of inclusive smart governance, as described by Hong & Lee (2023)—the intelligence of governance lies not only in the technology it employs

but in the public institution's capacity to understand the complexity of citizens' lives and respond adaptively. In an interview with F, a service administrator, it was emphasized that the mobile and digital services were designed so that "no citizen should feel left out just because they can't visit the office or don't know how to fill out online forms." This statement reflects a dimension of empathy in policy design—an approach that views innovation as a bridge, not a barrier.

What has happened in Badung demonstrates that citizenship is not a fixed or final status, but a construct that evolves alongside social change, population mobility, and the ways in which the state manifests in daily life. Through service innovations like the SKTT, the state is not merely registering individuals but is also building a new narrative about who deserves to be called a citizen. This aligns with the thinking of Bastos et al. (2022), who argue that citizenship is not only enacted through the possession of formal documents but through acts that demand recognition and the right to be present in the social sphere.

Within this framework, the SKTT is not merely a product of administrative policy, but a relational medium. It connects the state—manifested through services—and the people, who appear with all the complexities of their lived realities. When the state demonstrates its responsiveness to changing patterns of life—marked by increased mobility, fluidity, and detachment from permanent residency—it becomes not only administratively present but also symbolically and emotionally engaged. Bureaucracy, in such a scheme, becomes a space of relationship, not just a machine of rules.

This article asserts that progressive public service delivery must place citizens at the center of all innovation. Services cannot rely solely on sophisticated systems but must be accompanied by sensitivity to the social contexts of those served. The experience in Badung Regency teaches us that inclusive citizenship governance is not built in conference rooms but grows through simple interactions—on the village office lawn, in mobile service tents, in the hands of patient officers, and in the faces of citizens who finally feel recognized. This is a new form of citizenship in practice, born from innovation that is not only efficient but also deeply human.

CONCLUSION

The transformation of the Temporary Domicile Certificate (SKTT) service in Badung Regency illustrates that citizenship is no longer solely defined by fixed and formal residency status, but by the extent to which the state is able to respond to the dynamics of citizen mobility through adaptive, inclusive, and intelligent systems. Innovations introduced by Badung's Population and Civil Registration Office (Disdukcapil)—such as the digital integration through SIAK Badung Smart, mobile services, and simplified procedures—do not only speed up and ease access to administrative services but also symbolically expand the meaning of citizenship itself: from something administrative and static to a social practice that is mobile and dynamic. This study demonstrates that citizenship today can emerge through accountable and interactive digital experiences, and through the concrete presence of the

state at points where population mobility intersects with administrative need. In this context, smart governance is not just about technology, but about how the state learns to understand citizens in their diverse conditions and needs. The novelty of this study lies in its understanding that the digitalization of population services not only creates efficiency but also enables the renegotiation of the relationship between the state and its citizens—where recognition and service are no longer contingent on permanent geographical attachment, but on active, flexible, and meaningful connectivity.

ETHICAL STATEMENT AND DISCLOSURE

This study was conducted in accordance with established ethical principles, including informed consent, protection of informants' confidentiality, and respect for local cultural values. Special consideration was given to participants from vulnerable groups to ensure their safety, comfort, and equal rights to participate. No external funding was received, and the authors declare no conflict of interest. All data and information presented were collected through valid research methods and have been verified to ensure their accuracy and reliability. The use of artificial intelligence (AI) was limited to technical assistance for writing and language editing, without influencing the scientific substance of the work. The authors express their gratitude to the informants for their valuable insights, and to the anonymous reviewers for their constructive feedback on an earlier version of this manuscript. The authors take full responsibility for the content and conclusions of this article.

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