

Research Article

Electronic Know Your Customer (E-KYC) Model in the Factual Verification of Political Party Membership for Electoral Integrity within an E-Government Framework: Evidence from the Indonesian Election Commission

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Abstract. Factual verification of political party membership constitutes a critical administrative stage in electoral management, as it directly affects electoral integrity and democratic legitimacy. In Indonesia, this process remains predominantly reliant on conventional door-to-door verification methods, which face structural constraints including time limitations, excessive administrative burden, high costs, and vulnerability to procedural errors and electoral disputes. Meanwhile, the advancement of e-government and Electronic-Based Government Systems (E-Government) has created opportunities to adopt more accountable and verifiable digital identity mechanisms. This study aims to conceptualize and examine Electronic Know Your Customer (E-KYC) as an administrative governance model for verifying political party membership to strengthen electoral integrity within an e-government framework. Employing a mixed-methods approach with a sequential explanatory design, quantitative data were collected through a survey of 44 election officials at district and municipal election commissions in Central Java Province, Indonesia. Qualitative data were obtained through in-depth interviews with key institutional actors. The findings demonstrate a positive and significant relationship between the adoption of E-KYC and strengthened administrative electoral integrity, democratic public service values, and institutional readiness. Qualitative evidence further indicates that challenges to electoral integrity stem primarily from weaknesses in administrative procedures rather than from political contestation itself. This study concludes that E-KYC should be positioned not merely as a technological innovation but as an institutionalized administrative governance model, contingent upon regulatory clarity, system interoperability, and organizational capacity building.

Keywords: E-government framework; E-KYC model; Electoral integrity; Membership verification; Political parties

1. Introduction

The amended 1945 Constitution of the Republic of Indonesia enshrines popular sovereignty as a fundamental constitutional principle, with general elections serving as the primary mechanism for selecting political representatives and executive leaders. In contemporary representative democracies, elections should not be understood solely as arenas of political competition but as state administrative processes that determine the quality of political representation and governmental legitimacy. Within this framework, political parties occupy a central institutional role by mediating citizens' preferences and formal political decision-making. Beyond serving as electoral vehicles, political parties function as instruments of interest aggregation and articulation within democratic systems (Levy, 2004; Suhaimi, 2021). Consequently, the quality of electoral democracy is closely linked to the quality of administrative governance regulating political party participation in elections.

Internationally, several countries have adopted digital identity verification mechanisms in electoral administration with varying degrees of success. Estonia integrates national digital identity (e-ID) across public services, including electoral administration, enabling efficient and well-documented verification processes. India's Aadhaar system has been partially used to support identity verification in public services, although its use in elections remains contested due to privacy and access concerns. Meanwhile, several countries in Africa and Latin America employ biometric systems to enhance administrative accuracy, but often face institutional capacity and legitimacy challenges.

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These comparative experiences suggest that successful electoral digitalization depends less on technological sophistication than on the design of administrative governance and institutional readiness. In Indonesia, similar challenges arise in verifying political party membership—a legally mandated responsibility of the General Election Commission (KPU) under Law No. 7 of 2017 on General Elections. This verification stage serves as a gateway to party eligibility and directly affects electoral integrity. Despite the expansion of e-government initiatives, Indonesia's electoral digitalization remains essentially partial and data-oriented, exemplified by systems such as SIPOL and SIDALIH, which have yet to adequately address identity validity, administrative accountability, and procedural integrity. Against this backdrop, Electronic Know Your Customer (E-KYC)—widely used in the financial sector for digital identity verification—emerges as a relevant yet underexplored administrative governance model in electoral management.

This study addresses a critical research gap by repositioning E-KYC from a sectoral technological tool into a public administrative governance framework for electoral verification. Specifically, it examines how E-KYC can be conceptualized and operationalized to strengthen administrative electoral integrity within Indonesia's e-government ecosystem. This article makes three primary contributions. First, it repositions E-KYC as an administrative governance model for electoral management rather than a standalone technological solution. Second, it extends electoral integrity scholarship by foregrounding administrative integrity as a foundational dimension of democratic elections. Third, it proposes an implementable E-KYC governance framework relevant to election management bodies in emerging democracies.

2. Literature Review and Conceptual Development

Public Administration and Electoral Management

Electoral administration is a strategic form of public service that is a fundamental prerequisite for the sustainability of constitutional democracy. From a public administration perspective, elections should not be understood merely as arenas of political competition but as state administrative practices aimed at ensuring the fulfillment of citizens' fundamental rights particularly the right to vote and the right to be elected. Consequently, the quality of elections is primarily determined by the capacity of public administration to manage electoral processes in an accountable, transparent, and procedurally fair manner.

As the constitutionally mandated election management body, the General Election Commission (KPU) exercises its authority within a legal framework and in accordance with public service standards. The administrative functions of election management bodies are not purely technical or operational; instead, they are inherently normative, as each administrative decision carries significant legal and political consequences. For this reason, electoral administration is highly relevant to analysis through the lens of the New Public Service (NPS) paradigm, which conceptualizes public service as a means of strengthening democratic values and citizenship rather than as a technocratic administrative mechanism (Pasolong, 2016).

Within the NPS framework, public administration is understood as a democratic service practice that positions citizens as active subjects rather than as customers or policy objects (Denhardt & Denhardt, 2015). In the electoral context, this paradigm emphasizes that every administrative stage—including the verification of electoral participants—must be designed to protect citizens' constitutional rights and uphold the integrity of democratic processes. Elections, therefore, represent a form of public administration deeply embedded with substantive democratic values. A growing body of literature demonstrates that electoral failure is often driven not only by political conflict but also by weak administrative capacity and poorly designed procedures (Birch, 2011). This perspective underscores the importance of strengthening administrative governance as a prerequisite for sustainable democratic elections.

Electoral Integrity and Democratic Governance

The concept of electoral integrity serves as a central analytical framework for evaluating the quality of election administration. Electoral integrity refers to the extent to which elections are conducted professionally, impartially, and accountably in accordance with legal standards and democratic norms (Norris, 2014). Significantly, electoral integrity is shaped not only by the behavior of political actors but also by the quality of administrative systems and institutional governance structures. Birch (2011) argues that weak electoral administrative systems create opportunities for procedural errors, administrative manipulation, and an increased likelihood of disputes and delegitimization of election outcomes. This insight highlights that electoral integrity is fundamentally contingent upon how rules are designed and implemented in everyday administrative practice. Accordingly, innovations in administrative governance—particularly at early stages such as participant verification—play a critical role in safeguarding electoral integrity.

Within this framework, electoral integrity cannot be separated from administrative integrity, which refers to the capacity of election management bodies to ensure that administrative decisions are grounded in valid data, clearly defined procedures, and auditable accountability mechanisms. Strengthening this dimension is essential for building public trust in both electoral processes and outcomes.

E-Government in Electoral Administration

As demands for greater integrity and accountability in electoral administration intensify, e-government has emerged as a strategic approach to public sector governance reform. E-government is commonly understood as the use of information and communication technologies by governments to enhance efficiency, transparency, and service quality (Heeks, 2006). In the electoral domain, e-government initiatives have been implemented through various information systems supporting voter registration, political party administration, logistics management, and vote tabulation.

However, the application of e-government in electoral administration is not without institutional challenges. Heeks (2006) cautions against the risk of a design–reality gap, referring to discrepancies between digital system designs and the actual organizational capacity and human resources available to operate them. Consequently, electoral digitalization should not be conceptualized merely as a technological transformation but as a broader administrative governance transformation that takes institutional readiness into account. In the context of verifying political party membership, e-government has the potential to strengthen administrative identity verification mechanisms, provided that system design aligns with institutional mandates, regulatory frameworks, and the operational capacity of election management bodies.

Verification of Political Party Membership

Verification of political party membership represents one of the most decisive administrative areas affecting electoral integrity. This process constitutes a core administrative authority of election management bodies and carries strategic implications, as it determines political parties' eligibility to participate in elections. Normatively, political party verification is conducted through two stages: administrative verification and factual verification. Administrative verification involves examining membership documentation through electoral information systems such as SIPOL to ensure data validity, prevent duplication, and confirm minimum membership thresholds. Factual verification, by contrast, is conducted through direct visits (door-to-door verification) to party members selected via sampling techniques, as stipulated in electoral regulations.

Empirical studies consistently show that conventional factual verification methods face significant constraints, including limited timeframes, excessive administrative workloads, high resource demands, and increased risks of procedural error and interpretative inconsistency (Pratama, 2020; Hidayat, 2022). Indonesia's electoral experience from 2004 to 2024 further demonstrates that political party verification remains a recurrent source of administrative disputes (Sultan et al., 2022; Syafriandre et al., 2019). These findings indicate that challenges in political party membership verification are not merely technical in nature but reflect deeper issues of administrative governance, necessitating procedural and institutional reform.

E-KYC in Public Sector Governance

The limitations of conventional verification methods highlight the need for more adaptive and accountable approaches to electoral administration. One such approach is Electronic Know Your Customer (E-KYC), which has been widely adopted across sectors as an electronic identity verification mechanism based on data validation, system interoperability, and audit trail documentation (Arner et al., 2017). Within the public sector, emerging research has begun to explore the adoption of E-KYC in administrative services that require high levels of identity accuracy and accountability (Mergel, 2019). In electoral administration, E-KYC should be understood not as a standalone technological system but as an administrative instrument supporting decision-making by election management bodies.

Conceptually, E-KYC enables a transformation of factual verification from direct physical visits to a digital self-verification mechanism, whereby data subjects actively confirm their membership status through interoperable identity systems and digitally recorded consent. This approach offers potential benefits in efficiency, verification coverage, and risk reduction, while also strengthening administrative accountability through comprehensive audit trails.

Conceptual Development: Repositioning E-KYC as an Administrative Governance Model

This article repositions E-KYC from a purely technological instrument to an administrative governance model in electoral management. This repositioning frames E-KYC as an integral component of administrative decision-making procedures grounded in legality,

accountability, transparency, and the protection of citizens' rights. Accordingly, E-KYC is conceptualized as a governance design rather than as a technocratic solution.

This conceptual shift aligns with public administration scholarship, which emphasizes that public sector digitalization is effective only when understood as governance transformation rather than technological modernization alone (Dunleavy et al., 2006). In this context, E-KYC is adapted from sectoral financial practices into the administrative framework of election management bodies without undermining popular sovereignty or political rights. As a governance model, E-KYC strengthens administrative electoral integrity by ensuring that verification decisions are based on valid, verifiable, and well-documented data. Through data interoperability and audit trail mechanisms, E-KYC enhances administrative accountability and reduces vulnerability to disputes.

The conceptual development of E-KYC in this study is further situated within the broader framework of e-government and Electronic-Based Government Systems (SPBE), which emphasize system integration, data standardization, and strengthened digital governance. From a New Public Service perspective, this model positions citizens as active subjects who confirm their membership status, thereby reinforcing democratic public service values in electoral administration. Taken together, this conceptual framework contributes to public administration scholarship by positioning E-KYC at the intersection of administrative integrity, democratic public service, and e-government transformation in electoral governance.

3. Research Methods

This study employs a mixed methods approach using a sequential explanatory design, in which quantitative data collection and analysis are followed by qualitative inquiry. This design was selected to provide a comprehensive understanding of the application of the E-KYC model as an administrative governance mechanism and its relationship to administrative electoral integrity within an e-government framework. The quantitative component was used to identify empirical patterns in election officials' perceptions of E-KYC adoption, administrative electoral integrity, democratic public service values, and institutional readiness. Subsequently, the qualitative component was conducted to interpret, explain, and contextualize the quantitative findings by exploring the experiences, perspectives, and judgments of institutional actors directly involved in the factual verification of political party membership.

The use of a sequential explanatory design enables systematic integration between empirical measurement and administrative interpretation, allowing the study to move beyond statistical association toward an in-depth understanding of institutional dynamics underlying electoral administration.

Research Site and Participants

The study was conducted at district and municipal election commissions under the Indonesian General Election Commission (KPU) in Central Java Province. This research setting was selected because district and municipal election commissions play a strategic role as frontline administrative units responsible for verifying political party membership and operating electoral information systems. The quantitative phase involved 44 respondents, including election commissioners and officials from the secretariats of district and municipal election commissions. Respondents were selected using purposive sampling, based on their direct involvement and practical experience in factual verification processes and digital electoral administration.

For the qualitative phase, key informants were purposively selected based on their institutional position, experience, and substantive knowledge of electoral administration, including commissioners and senior secretariat officials. These informants possessed an in-depth understanding of administrative procedures, regulatory frameworks, and institutional challenges associated with factual verification.

Quantitative Data Collection

Quantitative data were collected using a structured questionnaire distributed via Google Forms. Responses were measured on a five-point Likert scale from 1 (strongly disagree) to 5 (strongly agree). The questionnaire was designed to measure five primary constructs:

1. Adoption of E-KYC as an administrative governance model
2. Administrative electoral integrity
3. Integration of E-KYC within e-government and SPBE frameworks
4. Democratic public service values (New Public Service perspective)
5. Institutional readiness and policy implementability
6. Qualitative Data Collection

Qualitative data were collected through in-depth interviews using a semi-structured interview guide. Interviews focused on informants' experiences conducting factual

verification, their perceptions of the limitations of conventional door-to-door verification methods, and their views on the opportunities and challenges of implementing E-KYC within the KPU's institutional mandate and capacity. In addition, the study utilized document analysis, including electoral regulations and administrative practices, as supplementary data sources to enhance contextual understanding and strengthen the validity of the findings.

Data Analysis Techniques

Quantitative Data Analysis

Quantitative data analysis was conducted in several stages. First, descriptive statistics were used to summarize general tendencies in respondents' perceptions across the research constructs. Second, instrument reliability was assessed using Cronbach's Alpha to evaluate the internal consistency of the measurement items. Third, inter-rater agreement was analyzed using Fleiss' Multirater Kappa to assess the degree of consensus among respondents. To examine relationships between variables, Pearson correlation analysis was employed. This analysis aimed to identify associations between the adoption of E-KYC as an administrative governance model and administrative electoral integrity, democratic public service values, and institutional readiness.

Qualitative Data Analysis

Qualitative data were analyzed using thematic analysis, following the stages of open coding, theme categorization, and substantive interpretation. This process was used to identify recurring patterns, narratives, and key themes that explain administrative and institutional dynamics in the factual verification of political party membership.

Integration of Quantitative and Qualitative Data

Data integration occurred during the discussion stage, where quantitative and qualitative findings were linked in a complementary manner. Quantitative results were used to demonstrate empirical patterns and relationships among variables. In contrast, qualitative findings were used to explain how and why these relationships emerged within the institutional context of electoral administration. This integrative approach allows the study to conceptualize E-KYC not merely as a technical solution but as a feasible, contextually grounded, and institutionally grounded administrative governance model, aligned with public administration principles and e-government frameworks in electoral management.

4. Results

Quantitative Results

Quantitative analysis was conducted to assess instrument reliability and identify relationships among research variables related to the adoption of E-KYC as an administrative governance model in electoral management.

Instrument Reliability and Inter-Rater Agreement

Instrument reliability testing demonstrated a very high level of internal consistency. The Cronbach's Alpha value of 0.933 indicates that all questionnaire items consistently measure the constructs of E-KYC administrative governance and administrative electoral integrity.

Table 1. Instrument Reliability Test Results

Parameter	Nilai
Cronbach's Alpha	0,933
Number of Items	14
Interpretation	Very high reliability

In addition, inter-rater agreement was examined using Fleiss' Multirater Kappa, yielding a value of 0.413 ($p < 0.001$). This result indicates moderate agreement among respondents. The finding suggests a substantial degree of shared perception among election officials, while also reflecting reasonable variation attributable to differences in institutional context and capacity across district and municipal election commissions.

Correlation Analysis

To examine relationships among the main research variables, Pearson correlation analysis was conducted. The results reveal positive and statistically significant relationships between the adoption of E-KYC as an administrative governance model and administrative electoral integrity, democratic public service values, and institutional readiness.

Table 2. Correlation Matrix of Research Variables

Variable	X (E-KYC)	Y (Administrative Integrity)	Y2 (NPS Values)	Z (Institutional Readiness)
X E-KYC Model	1.000	0.62**	0.58**	0.54**
Y Administrative Integrity	0.62**	1.000	0.60**	0.57**
Y2 Public Service Values (NPS)	0.58**	0.60**	1.000	0.49**
Z Institutional Readiness	0.54**	0.57**	0.49**	1.000

Note: $p < 0.01$ (two-tailed)

The correlation coefficients, which range from moderate to strong, indicate that stronger acceptance of E-KYC as an administrative governance model is associated with higher perceptions of administrative electoral integrity, democratic public service values, and institutional readiness. These relationships are complementary in nature and reflect the complexity of institutional contexts in implementing digital electoral governance reforms.

Qualitative Results

Qualitative analysis was conducted through in-depth interviews with key informants from the district and municipal election commissions. Thematic coding yielded several core themes that capture institutional actors' interpretations of E-KYC and administrative electoral integrity.

E-KYC as Administrative Transformation

The first theme indicates that E-KYC is perceived not merely as a technological application but as a fundamental transformation of administrative work processes. Informants emphasized that implementing E-KYC would directly alter how election officials make administrative decisions regarding the validity of political party membership. As one election commissioner stated: "If E-KYC is implemented, what changes is not only the tool, but the way we determine whether party membership data is valid or not." This perception underscores the understanding of E-KYC as an institutional governance mechanism rather than a standalone digital solution.

Limitations of Conventional Factual Verification

The second theme highlights the perceived weaknesses of conventional door-to-door factual verification methods. Informants consistently described this approach as vulnerable to administrative errors, excessive workload, and weak evidentiary foundations in dispute resolution processes. A senior secretariat official explained: "Door-to-door verification is exhausting, time-consuming, and often contested because there is no strong digital audit trail." The lack of verifiable digital records was identified as a significant weakness of conventional verification procedures, particularly in electoral disputes.

Preconditions for E-KYC Implementation

The third theme emphasizes critical prerequisites for implementing E-KYC, including regulatory clarity, data interoperability, and personal data protection. Informants stressed that technological availability alone is insufficient without clear legal frameworks and institutional coordination, especially with agencies responsible for population and identity data. Collectively, qualitative findings indicate that electoral integrity challenges are widely understood to stem from procedural and administrative weaknesses rather than from political contestation alone.

Integration of Quantitative and Qualitative Findings

Integration of quantitative and qualitative findings was conducted to ensure consistency and mutual reinforcement across data sources. Survey results indicate generally positive perceptions of E-KYC as a relevant approach for verifying political party membership. These findings are strengthened by qualitative evidence demonstrating that E-KYC is understood as an administrative governance reform rather than a purely technological innovation. Variations in perception, reflected in the moderate inter-rater agreement score, are substantively explained by qualitative findings that reveal differences in regulatory readiness, human resource capacity, and system integration across regions. Consequently, these variations should not be interpreted as contradictory findings, but rather as reflections of institutional heterogeneity in electoral administration.

Table 3. Integration of Quantitative and Qualitative Findings

Aspect	Quantitative Findings	Qualitative Findings	Integrated Interpretation
E-KYC Adoption	Positive and consistent perceptions	Viewed as an administrative reform	Empirically and normatively relevant
Administrative Integrity	Moderate agreement	Integrity issues stem from procedures	Perception variation reflects field realities
Institutional Readiness	Non-uniform perceptions	Regulation and interoperability are critical	Challenges are institutional in nature
Public Service Values	Normative support	Citizens positioned as active subjects	Aligned with the New Public Service paradigm

Triangulation across regulatory documents and administrative practices further indicates that existing systems, such as SIPOL, primarily function as data management tools. In contrast, E-KYC is perceived as capable of strengthening identity verification and administrative accountability through audit-trail mechanisms. These findings demonstrate that administrative integrity represents a convergence point between quantitative patterns, qualitative narratives, and normative institutional frameworks.

5. Discussion

This section interprets the research findings within the theoretical frameworks of public administration, electoral integrity, and e-government. The discussion focuses on how E-KYC can be understood as an administrative governance model for electoral management rather than merely a technological innovation, and on its implications for strengthening democratic electoral integrity.

E-KYC and the New Public Service Paradigm in Electoral Administration

The findings indicate that adopting E-KYC is perceived as compatible with democratic public service values. The positive correlation between acceptance of E-KYC and New Public Service (NPS) values demonstrates that digitalization of political party membership verification is not understood as a technocratic mechanism that marginalizes citizens, but rather as an instrument that reinforces citizens' roles as democratic subjects. From the perspective of the New Public Service paradigm (Denhardt & Denhardt, 2015), public administration is not oriented primarily toward efficiency or managerial control, but toward serving citizens as holders of sovereignty. Qualitative findings showing that E-KYC enables citizens to confirm their membership status actively reinforce the principle of serving citizens, not customers. In this sense, E-KYC functions not merely as an administrative tool but as a mechanism that respects citizens' dignity and constitutional rights.

An important implication of this finding is that digital transformation in electoral administration does not inherently conflict with democratic values. On the contrary, when designed within an appropriate governance framework, digitalization can expand participation, enhance procedural fairness, and strengthen citizens' protection within electoral administrative processes.

Electoral Integrity as an Administrative Governance Issue

The study reveals a strong relationship between E-KYC adoption and administrative electoral integrity. This finding supports the arguments advanced by Birch (2011) and Norris (2014), who emphasize that electoral integrity is not determined solely by the behavior of political actors but also by the quality of the administrative systems underpinning the electoral process. In-depth interviews reveal that many electoral integrity challenges—such as membership disputes, data duplication, and the contestation of KPU decisions—are more frequently rooted in procedural weaknesses than in overt political manipulation. In this context, E-KYC serves as a mechanism for strengthening administrative integrity by enabling more accurate identity validation, transparent documentation of administrative decisions, and the creation of digital audit trails that can be examined in legal and public accountability processes.

These findings extend the concept of electoral integrity by foregrounding administrative integrity as its foundational dimension. Electoral integrity is thus understood not merely as compliance with rules, but as the quality of administrative governance that ensures decisions are based on valid, verifiable, and publicly accountable data.

E-KYC within the E-Government Framework and the Design–Reality Gap

From an e-government perspective, the findings confirm that the success of E-KYC implementation is not determined solely by technological availability. Variations in respondents' perceptions regarding institutional readiness reflect the design–reality gap

identified by Heeks (2006), namely the discrepancy between digital policy design and the actual organizational capacities at the implementation level. Qualitative findings indicate that the primary challenges to E-KYC implementation lie in system interoperability, cross-agency data standards, regulatory clarity, and personal data protection. These challenges confirm that electoral digitalization must be understood as a governance transformation, not merely as a technological upgrade.

Within the framework of the Electronic-Based Government System (SPBE), E-KYC can be positioned as an integrative node linking electoral administration with national population data systems. However, such integration requires policy alignment, institutional coordination, and sustained investment in human resource capacity. Without these prerequisites, E-KYC risks becoming a fragmented innovation incapable of addressing the structural weaknesses of electoral administration.

Repositioning E-KYC as an Administrative Governance Model for Electoral Management

One of the principal contributions of this study lies in repositioning E-KYC from a sector-specific practice particularly within the financial sector—into an administrative governance framework for electoral management. Based on empirical findings, E-KYC should not be reduced to a technical verification tool, but rather understood as an integrated configuration of digital identity verification mechanisms, administrative decision-making procedures, accountability systems based on audit trails, and regulatory frameworks that define institutional authority. This repositioning is crucial to avoiding the technocratic trap in electoral reform. Digitalization that is not accompanied by governance transformation risks shifting democratic accountability from human discretion to opaque system controls, as cautioned by Bovens and Zouridis (2002). Accordingly, this study underscores the importance of maintaining a balance between administrative efficiency, institutional discretion, and democratic oversight.

Theoretical and Practical Implications

From a theoretical standpoint, this study enriches public administration scholarship by integrating electoral integrity, New Public Service theory, and e-government into a single analytical framework. It demonstrates that electoral integrity can be conceptualized as the outcome of democratic administrative governance, rather than solely as the product of fair political competition. From a practical perspective, the findings provide empirical justification for election management bodies, particularly the KPU, to approach E-KYC as an agenda of administrative governance reform. Implementing E-KYC requires a phased approach, reinforced regulatory frameworks, system interoperability, and institutional capacity development to ensure alignment with democratic principles and the protection of citizens' rights.

6. Conclusion

This study concludes that Electronic Know Your Customer (E-KYC) can be legitimately positioned as an administrative governance model for verifying political party membership, rather than merely as a technological innovation. Empirical findings demonstrate a positive and significant relationship between the adoption of E-KYC and the strengthening of electoral administrative integrity, as reflected in improved data validity, enhanced administrative accountability, and stronger protection of citizens' constitutional rights. The results further indicate that integrity challenges at the upstream stages of electoral administration are more frequently rooted in procedural and institutional weaknesses than in overt political manipulation. In this context, E-KYC serves as an instrument to reinforce administrative integrity by enabling accurate digital identity verification, transparent documentation of decision-making processes, and the establishment of auditable digital trails that support legal review and public accountability.

Moreover, the study shows that implementing E-KYC aligns with the New Public Service (NPS) paradigm, positioning citizens as active subjects in electoral administration rather than passive objects of bureaucratic procedures. By enabling citizens to confirm their own membership status, E-KYC reinforces democratic values of participation, fairness, and respect for civic rights. This finding confirms that digital transformation in electoral administration does not inherently conflict with democratic principles, provided it is embedded within an appropriate governance framework. However, the study also highlights that the success of E-KYC implementation is highly contingent upon institutional readiness. Variations in respondents' perceptions reveal disparities in regulatory clarity, human resource capacity, system interoperability, and inter-agency coordination. These findings reaffirm that digitalization in electoral governance must be understood as a transformational process of administrative governance, rather than as a simple adoption of technology.

Overall, this research contributes to public administration scholarship by foregrounding administrative integrity as a core dimension of electoral integrity and by extending the application of E-KYC into the domain of non-financial public services. In doing so, it enriches the theoretical discourse on electoral governance and offers a governance-oriented framework for digital reform in election administration.

Policy Implications

Based on the empirical findings and theoretical analysis, several policy implications can be derived for election management bodies and policymakers. First, there is a need for explicit regulatory frameworks governing digital factual verification of political party membership. Such regulations should formally recognize electronic verification mechanisms and digital audit trails as legally valid administrative evidence, thereby strengthening the legal certainty of electoral decisions and reducing vulnerability to administrative disputes.

Second, the implementation of E-KYC should be integrated within the broader Electronic-Based Government System (SPBE) framework. This requires interoperability between electoral management systems and national population data systems, supported by standardized data protocols and secure information-sharing arrangements. Integration must be designed to respect institutional mandates and avoid the concentration of authority beyond legally defined competencies.

Third, personal data protection and cybersecurity must be treated as foundational pillars of E-KYC implementation. Robust safeguards are essential to prevent misuse of sensitive data and to maintain public trust in digital electoral governance. Compliance with national data protection regulations should be embedded within system design, operational procedures, and oversight mechanisms. Fourth, the successful adoption of E-KYC requires sustained capacity-building for electoral administrators. This includes enhancing digital literacy, strengthening administrative judgment in digital environments, and ensuring that human discretion remains an integral component of decision-making processes, rather than being replaced by automated systems.

Fifth, E-KYC should be implemented through a phased and evaluative approach. Pilot projects and incremental deployment would allow election management bodies to assess institutional readiness, identify governance risks, and refine regulatory and operational frameworks before nationwide implementation. In sum, E-KYC should not be pursued as a rapid technological solution, but as a long-term administrative governance reform aimed at strengthening electoral integrity, democratic accountability, and public trust. When embedded within a coherent regulatory, institutional, and ethical framework, E-KYC holds significant potential to modernize electoral administration while upholding the foundational values of democratic governance.

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