

Strategic Planning for Control of Ownership of Population Documents in Denpasar City

Nyoman Rai Sri Sulasteri ¹

Population and Civil Registration Service of Denpasar City
Denpasar, Indonesia
raisulateri70@gmail.com

Abstract Population administration is a series of structuring and controlling activities toward documents and population data so that every citizen has rights and responsibility for fulfilling population administration regulations. The ownership of population administration is very important for various purposes. In order to create the services as expected by the community, the Civil Registry Service Office of Denpasar City is trying to overcome any obstacles and limitations, such as human resource and budget limitations that refer to principles of public services that are transparent, fair, effective and accountable in accordance with applicable rules. As for the realization of the performance of the Civil Registry Service Office of Denpasar City when compared with medium goals and objectives, and if it is compared with national standards then the performance achievement of Family Card (a household membership document) ownership, issuance of Death Certificates, ownership of Birth Certificates, and issuance of Marriage Certificates have been achieved. Meanwhile, the performance achievement of Electronic Identity Card ownership not yet achieved.

Index Terms— *population administration-rights and obligations-very good achievement.*

I. INTRODUCTION

The Population and Civil Registration Service of Denpasar City as a Regional Apparatus of Denpasar City has the task, obligation and responsibility to build public services in the field of population and civil registration to improve services to the community towards excellent service. Orderly population administration will be able to provide complete and accurate population data and information in order to fulfill excellent public services for the benefit of development. Population administration is a series of activities for arranging and organizing documents and population data so that every citizen has the right and responsibility to fulfill orderly population administration. Denpasar City is a productive city that is in great demand by immigrants so that population administration control is very important so that community life is safe, orderly and peaceful. Referring to Law of the Republic of Indonesia Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning population administration, in order to realize orderly population administration, population administration control is necessary.

II. METHOD

The writing approach is a quantitative descriptive

method, which describes the condition of orderly population administration in Denpasar City, what efforts have been made to realize orderly population administration, annual strategic planning related to population control, and population administration control performance in the last 1 year.

The writing also uses a comparative method by comparing the performance achievements of the Population and Civil Registration Service in 2023 with the performance targets in the performance agreement, medium-term goals and objectives, and national targets for 2023. Furthermore, data collection techniques are carried out with documentation in the form of notes or documents related to the topic of the policy paper.

The data sources used are primary data sources and secondary data sources. Primary data collection is carried out by taking data directly through interviews and other primary data sources. Secondary data collection is carried out by quoting from other data sources, for example village/sub-district population data, population data in sub-districts and population data on the Denpasar City profile. To improve the data, focus group discussions and regional apparatus consultation forums are carried out.

III. RESULT AND DISCUSSION

A. Performance Measurement of Population Document Ownership in Denpasar City

Chaizi Nasucha in Sinambela (2012:186) defines organizational performance as the overall effectiveness of the organization to meet the needs set by each group concerned through systematic efforts and continuously improving the organization's ability to achieve its needs effectively. Performance is measured using performance indicators. In Government Regulation of the Republic of Indonesia Number 6 of 2008 concerning Guidelines for Evaluation of Regional Government Implementation, it is explained that performance indicators are specific quantitative and/or qualitative measuring tools consisting of elements of input, process, output, results, benefits, and/or impacts that describe the level of achievement of an activity's performance. The performance measurement agreed upon by the Regional Government uses Key Performance Indicators (KPI).

Key Performance Indicators (KPI) are measures or indicators of an organization's performance, primarily to achieve the organization's performance goals and targets. Key Performance Indicators describe the outcomes of the main programs of the Denpasar City Population and Civil Registration Service which are a description of the policies that have been formulated and real support for the successful implementation of the goals and targets and policies that have been set. Key Performance Indicators are constantly reviewed in line with the dynamics that develop in society so that the goals of the Organization can be achieved optimally. The determination of regional performance indicators aims to provide an overview of the measure of success in achieving the vision and mission of the regional head and deputy regional head which are determined to be the Main Performance Indicators (IKU) of the region and the performance indicators of regional government administration which are determined to be Key Performance Indicators (IKK) at the end of the term of office.

Government Regulation Number 39 of 2006 concerning Procedures for Controlling and Evaluating the Implementation of the Development Plan, requires every state administrator both at the center and in the regions to measure physical and financial realization every quarter. The technical instructions for performance agreements, performance reporting and procedures for reviewing government agency performance reports are stated in the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia Number 53 of 2014. Performance measurement is carried out after the implementation of activities in accordance with the performance determination in the planning document. The results of performance measurement accompanied by analysis and evaluation of performance achievements are presented in the performance report.

B. Population Document Administration and Civil Registration Performance Achievements

Performance measurement is used as a basis for assessing the success and failure of implementing activities in accordance with the targets and objectives set by the Denpasar City Population and Civil Registration Service. Measurement is carried out by comparing the target performance indicators set in the Performance Agreement with their realization. The performance achievement indicators for 2023 are as follows:

TABLE I
PERFORMANCE ACHIEVEMENTS IN 2023

Target	Indicator	Target (%)	Measurement Target	Achievement (%)
Improvement belonging document and population administration	Scope of belonging and document	91 %	Average belonging for civil document	99,34%

Sources: LKJIP Dinas Kependudukan Pencatatan Sipil Kota Denpasar

Based on the data presented in table 1 above, the coverage of population and civil registration document ownership in Denpasar City reached 99.34% which is reviewed from the average percentage of ownership of 5 (five) types of population documents, namely: ownership of family cards, ownership of electronic ID cards, issuance of death certificates, ownership of birth certificates for ages 0-18, and issuance of marriage certificates. If the achievement of 99.34% is compared to the performance target based on the performance agreement set at 91%, then the target indicator for coverage of population and civil registration document ownership in 2023 has been achieved. The comparison of targets and performance realization in 2023 based on the medium-term goals and objectives of the Population and Civil Registration Service is presented in the following table:

TABLE II
COMPARISON OF 2023 PERFORMANCE REALIZATION WITH THE MEDIUM-TERM GOALS AND TARGETS OF THE POPULATION AND CIVIL REGISTRATION SERVICE

No	Target strategy	Target	Realization	Info
1	Percentage for family document ownership	100 %	100%	Achieved
2	Percentage for KTP-el	99,1%	97,47%	Not
3	Percentage for death certificate ownership	100%	100%	Achieved
4	Percentage for birth certificate ownership	99,1%	99,21%	Achieved
5	Percentage of married certificate ownership	71%	100%	Achieved

Based on the data presented in table 2, there are 5 (five) strategic targets in the Population and Civil Registration Service of Denpasar City. If the realization of the five strategic targets is compared with the RPJMD target of the Population and Civil Registration Service of Denpasar City, there is a strategic target that has not been achieved, namely the Percentage of Ownership of e-KTP which is targeted at 99.1%, in 2023 it was realized at 97.47% or in other words, the performance target based on the medium-term goals and targets of the Population and Civil Registration Service has not been achieved. Furthermore, a comparison of the target and realization of performance in 2023 with the national target is presented in the following table:

TABLE III
COMPARISON OF 2023 PERFORMANCE REALIZATION WITH NATIONAL TARGETS

No.	Target strategy	Target	Realization	Info
	Percentage for family document ownership			
1	Percentage for KTP-el	100%	100%	Achieved Not Achieved
	Percentage for death certificate ownership			
2	Percentage for birth certificate ownership	99,40%	97,47%	Achieved
	Percentage of married certificate ownership			
3	Percentage of married certificate ownership	100%	100%	Achieved
	Percentage for family document ownership			
4	Percentage for family document ownership	98%	99,21%	Achieved
	Percentage for KTP-el			
5	Percentage for KTP-el	100%	100%	Not

Sources: LKjIP Dinas Kependudukan dan Pencatatan Sipil Kota Denpasar

If the strategic target of the Denpasar City Population and Civil Registration Service is compared with the National Target for population document ownership, there is a strategic target that has not been achieved, namely the Percentage of Ownership of e-KTP which is targeted at 99.4%, in 2023 it was realized at 97.47% or in other words, the performance target compared to the national target for ownership of e-KTP has not been achieved.

C. Analysis of Programs/Activities that Support the Success of Performance Achievement

In order to realize the achievement of performance targets, the Population and Civil Registration Service of Denpasar City has made the following efforts:

1. Efforts with a Service Approach Pattern, which are implemented by:

A. Implementing the Pick-up Service Directly (JB Pelangi): a service approach by going directly to villages/sub-districts to serve requests for population

documents and direct civil registration.

B. Implementing KTP-El recording for sick people: implementing KTP-El recording for elderly Denpasar City residents, people with physical limitations (both sick and disabled), and mentally ill (ODGJ).

C. Implementing KTP-El recording to SMA/SMK or equivalent in Denpasar City: KTP-El recording activities for SMA/SMK or equivalent students in Denpasar City for students aged 16 years and over.

D. Implementing outreach for ownership of Digital Population Identity (IKD): Accelerating activities for ownership of Digital Population Identity (IKD) are carried out by actively implementing outreach to various institutions such as banks, hospitals, and universities.

E. Direct Marriage Registration: Direct submission of Marriage Certificates to the community as an effort to increase ownership of population documents and civil registration and an effort to increase public administrative awareness.

2. Efforts with Online-Based Service Patterns, which are implemented by:

A. Online population document services via the taringdukcapil.denpasarkota.go.id website. Through online services, the community can submit applications for processing population documents and civil registration where all complete application requirements are sent digitally for verification by the verification officer.

B. Self-Printing Services via the Independent Dukcapil Kiosk (ADM). People who have submitted applications for population documents and civil registration

3. Socialization Through Electronic and Non-Electronic Media which is carried out through:

A. Electronic media: socialization of various information and activities related to population and civil registration is carried out through Instagram, Facebook, the web, and radio.

B. Non-electronic media: socialization through banners, pocket books.

IV. CONCLUSION

The realization of the performance of the Population and Civil Registration Service of Denpasar City when compared to the performance agreement target has been achieved. Next, if the performance of the Population and Civil Registration Service of Denpasar City is compared to the medium-term goals and targets and compared to national standards, the performance achievements of family card ownership, death certificate issuance, birth certificate ownership, and marriage certificate issuance have been achieved. While the performance achievements of electronic identity card ownership have not been achieved. Recommendations that can be given so that the performance targets of the Population and Civil Registration Service can be achieved are: service approach efforts, through outreach activities for recording e-KTP, IKD, and direct marriage registration; online-based service

efforts through submission of population document applications for self-printing services through the Anjungan Dukcapil Mandiri (ADM); and socialization through various electronic & non-electronic media.

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