THE EFFECTIVENESS OF POPULATION DATA UPDATING IN SURAKARTA

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ABSTRACT

Purpose: The purpose of this study is to explain the findings of a study on the role of the effectiveness of updating demographic data in the city of Surakarta.

Method: This study employs empirical research with descriptive research methodologies and qualitative approaches, and the description includes primary and secondary data. Surakarta City's Department of Population Administration and Civil Registration is the site of the study.

Results and Conclusion: According to the study's findings, Surakarta's demographic data is collected through public reporting on a website. This demonstrates that the City of Surakarta's Population Administration and Registration Office has improved community data accuracy and efficiency through a number of improvements. In general, data can be defined as a collection of information derived from an observation in the form of numbers, symbols, or attributes that can provide a snapshot of a situation or problem.

Research implications: In this study, data was gathered through interviews, observation, and documentation. This research employs qualitative data analysis methodologies. Miles and Huberman's interactive model analysis was utilized to analyse qualitative data. The interactive analysis paradigm allows researchers to carry out analytical tasks more flexibly, avoiding a seemingly strict procedure of data collection.

Originality/value: Data can alternatively be described as a collection of information or values collected from observations of an item (observations). While population or demography is a science that examines human population dynamics.

Keywords: Effectiveness, Population Data, Public Service, Administration, Registration Office.

RESUMO

Objetivo: O objetivo deste estudo é explicar os resultados de um estudo sobre o papel da eficácia da atualização de dados demográficos na cidade de Surakarta.

Método: Este estudo emprega pesquisa empírica com metodologias de pesquisa descritivas e abordagens qualitativas, e a descrição inclui dados primários e secundários. O Departamento de Administração de População e Registro Civil da cidade de Surakarta é o local do estudo.

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1 INTRODUCTION

Every citizen has fundamental rights that must be respected by the state, as stated by the republic of Indonesia’s 1945 constitution. Obtaining public services is one of the rights that every citizen has. The provision of services to the community by the government, the private sector on behalf of the government, or the private sector for free to suit the needs or interests of the community is referred to as public service. A government agency is one of the providers of public services. Population administration is one type of service provided by government entities. The ministry of home affairs provides population administration services through the directorate general of population and civil registration (ditjen dukcapil). According to article 1 of law 24 of 2013, population administration is accomplished by population registration, civil registration, population administration management, and usage of the results for public services and other sector development.

The directorate general of dukcapil was established to carry out the 1945 constitution of the republic of Indonesia's mandate, which calls for protection and legal status recognition for population events and significant events that residents inside and/or outside the unitary state of the republic of Indonesia experience, as well as assistance to the ministry of home affairs in achieving successful population administration services and creating a happy community. The principle of making people happy is making it easier for residents in need to obtain population documents. The ease with which the populace can get services in the fields of population administration and civil registration is one sign of the government's success in providing legal protection to its inhabitants. However, the execution of population administration services in Indonesia continues to face a number of challenges that impede the achievement of successful and joyful community services. In general, population administration services are riddled with issues. These issues include complicated and time-consuming service procedures, large lines that take time to print documents, and ambiguity when printing documents, which drives people to be lazy about taking care of their residency paperwork. The existence of numerous problems breeds distrust in the bureaucracy, so people prefer to delegate administrative management to
brokers or "insiders," even if it means incurring higher expenditures (neneng, 2016: 2). As a result of this issue, brokering techniques and various examples of illegal levies arose in order to expedite the administration of demographic records. In addition to some of the previously mentioned issues, the presence of inadequate infrastructure frequently has an impact on the accumulation of applications, impeding the process of population management services (Bones et al., 2022).

The Indonesian awareness administration (gisa) movement has four programs, one of which is population data updating. The Indonesian awareness adminduk movement (gisa) has four programs: becoming aware of the ownership of population administration documents, updating population data, using population data as the only data used for all purposes, and serving population administration towards a happy society. Population data updating is the process of updating or changing population biodata, such as education, occupation, birth certificate ownership, marriage certificate ownership, blood type, and so on. When there are significant events and population changes, residents update the population data.

In the implementation of updating the data at the population and civil registration office of Surakarta city, several innovations were carried out, namely inovasi dukcapil dalam genggaman (public services that are carried out using only a smartphone or android through a mobile application), jemput bola (services provided by the pick-up service team by traveling to locations such as sub-districts, villages, and prisons, and other strategic locations), sapukuwat (satu paket urusan kependudukan warga terpenuhi: population affairs package that is carried out all in one), lantatur (layanan tanpa turun: drive through service), dan besuk kiamat (belak sungkawan akta kematian: service provided for delivering the death certificate to the family of the deceased), serta bening kening kekasihku (berkah nikah ganti kk, ktp sesuai impian dan harapanku: service provided for updating data such as family card and ID card after the process of marriage or for newlywed).

Based on the brief description above, it becomes necessary for both the author and readers who wish to investigate deeper and in depth in order to understand and determine the success of these advances (Correa et al., 2022). As a result, the author is interested in undertaking additional research and learning by compiling it in legal writing entitled “The effectiveness of population data updating in Surakarta”.

2 METHODS

2.1 Study Design

This study employs empirical research. Empirical legal research studies and analyzes the operation of the law in the community or social context. This type of empirical legal research is also known as sociological research. The authors will investigate and examine the efforts and barriers of public administration services to the population administration of the Vulnerable Occupation in this study (Saputra et al., 2021). This study employs the nature of descriptive research, which helps researchers to comprehend the phenomenon as a whole and undertake more detailed analysis. The author intends to undertake research on population administration service efforts and the challenges encountered in this study in order to better understand the issue as a whole. The methodology used in this study is a qualitative technique, which tries to gather in-depth data or data hidden from plain view in order to gain a more comprehensive and in-depth understanding of the social situation being researched. The author's goal in this work is to develop a better and more comprehensive understanding of population administration.

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services for disadvantaged populations. (Saputra, 2020) The data utilized in this study are classified into two categories: primary data, which is data collected directly from the first source in the field, and secondary data, which is data gained indirectly, for example, in the form of documents or photos as main data support. Researchers utilize data collection strategies to get data for their studies. In this study, data was gathered through interviews, observation, and documentation. This research employs qualitative data analysis methodologies. Miles and Huberman's interactive model analysis was utilized to analyse qualitative data. The interactive analysis paradigm allows researchers to carry out analytical tasks more flexibly, avoiding a seemingly strict procedure of data collection, data reduction, data display, and finally verification or drawing conclusions. Miles and Huberman (1984) developed the interactive data analysis model, which is depicted in the image below:

![Interactive analysis model](image)

**Figure 1:** Interactive analysis model  
**Source:** Prepared by the Authors, (2023).

a. The goal of data collection is to locate data in the field that can address research questions.
b. Data reduction is the process of organizing, concentrating attention on simplification, abstraction, and modification of rough data derived from field notes that were written down.
c. Data presentation is a descriptive or presentation text delivered in words or sentences.
d. Making conclusions or verifying is the final step in a series of qualitative research processes that involves drawing research findings based on data analysis and interpretation results.

3 RESULTS AND DISCUSSION

3.1 Demographic Data Collection in Surakarta

In general, data can be defined as a collection of information derived from an observation in the form of numbers, symbols, or attributes that can provide a snapshot of a situation or problem. Data can alternatively be described as a collection of information or values collected from observations of an item (observations). While population or demography is a science that examines human population dynamics. Demographics encompasses a population's number, structure, and distribution, as well as how the population changes over time as a result of births, deaths, migration, and aging. Thus, population data are all presentations of population data, both official and unofficial, issued
by population registration agencies (both government and non-government), in a variety of formats, including numbers, graphs, photographs, and other media. (https://dispendukcapil.surakarta.go.id/data-kepenresidenan/ accessed on 20 July 2022 at 11.02 a.m.). Law Number 23 of 2006 concerning Population Administration has been ratified to facilitate population data gathering, and the most recent version is Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration. Data are classified as follows in Law Number 24 of 2013 on Population Administration:

a. Personal Data is defined as specific personal data that is recorded, preserved, and kept true while also being secured by secrecy.

b. A database is a collection of different kinds of population data that is organized, connected, and structured utilizing software, hardware, and networks for data exchange.

c. Individual data or structured aggregate data resulting from population registration and civil registration procedures is known as population data.

Surakarta City's population is dispersed throughout 5 sub-districts: Banjarsari, Pasar Kliwon, Laweyan, Serengan, and Jebres. Surakarta's population is growing at an ever-increasing rate. According to data from BPS Surakarta City, the city's population is growing each year. There were 519,587 individuals in 2019, 522,364 people in 2020, and 522,728 people in 2021. (Central Bureau of Statistics of Surakarta City. 2019, available at: https://surakartakota.bps.go.id; accessed on July 20, 2022, at 10.39 WIB.) The most recent information on the population of each Surakarta City district in 2020 and 2021 is provided below:

<table>
<thead>
<tr>
<th>Subdistrict</th>
<th>Total Population by District (Soul) 2020-2021</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2020</td>
</tr>
<tr>
<td>Laweyan</td>
<td>88 524</td>
</tr>
<tr>
<td>Serengan</td>
<td>47 778</td>
</tr>
<tr>
<td>Pasar Kliwon</td>
<td>78 517</td>
</tr>
<tr>
<td>Jebres</td>
<td>138 775</td>
</tr>
<tr>
<td>Banjarsari</td>
<td>168 770</td>
</tr>
<tr>
<td>Surakarta</td>
<td>522 364</td>
</tr>
</tbody>
</table>

Source: Prepared by the Authors, (2023).

Currently, public reporting of the outcomes of population registration and civil registration is used in the city of Surakarta to collect population statistics. Population registration includes registering resident biodata, issuing KK, KTP-El, KIA, population certificates, and collecting data on inhabitants who are vulnerable. Birth, stillbirth, marriage, marriage, divorce, divorce annulment, death, adoption, child recognition, child ratification, name change, citizenship status change, other significant events, deed rectification, and deed cancellation are all included in civil registration. The procedure is carried out by Surakarta City's Population and Civil Registration Office. Additionally, public reporting is done through the website https://s.id/info-pendaftaran-
disadmindukcapil-v1 in relation to civil and population registration. Here is a screenshot of the website's view:

**Figure 2. The Appearance Of The Solo Dukcapil Website**
The website allows members of the public to submit reports pertaining to civil registration and population registration, and the reports' findings are utilized as a guide when compiling data on the population of Surakarta. However, after the Centralized SIAK was implemented and the online services were deactivated as a result, the services were provided face-to-face and offline at the Surakarta City Population and Civil Registration Office. However, some persons continue to fail to report on population registration and civil registration due to a lack of knowledge about population administration. Aside from public reporting, the Surakarta City BPS (Central Bureau of Statistics) conducts a population census to collect population data.

3.2 The Effectiveness of Surakarta City's Population Statistics Updating

Population administration is critical to the successful implementation of population registration. In Indonesian population administration, all residents, including Indonesian citizens (WNI) and foreign nationals (WNA), who experience population events and key events go to state-appointed organizations, particularly the Population and Civil Registration Service. Population administration is defined in Law Number 23 of 2006 as a series of activities for structuring and publishing population documents and data through population registration programs, civil registration, population administration information management, and utilization, the results of which are then used for public services and other sector development. If professional services are provided and there is a rise in public awareness of the need to update demographic data, population administration can be implemented. (Saputra et al., 2022) The Indonesian Awareness Adminduk Movement (GISA) has four programs, one of which is population data updating. The Indonesian Awareness Adminduk Movement (GISA) has four programs: becoming aware of the ownership of population administration documents, updating population data, using population data as the only data used for all purposes, and serving population administration towards a happy society. Population data updating is the process of updating or upgrading population biodata, which includes education, occupation, birth certificate ownership, marriage certificate ownership, blood type, and other information. When there are significant events and population changes, residents update the population data. Moving in, changing addresses, and transitioning from a limited-stay to permanent residence are examples of population events that must be reported by residents because they affect the issuance or modification of family cards, identity cards, and/or other residence certificates, whereas births, stillbirths, marriages, divorces, recognition of children, child legalization, child adoption, name changes, and other significant life events are examples of important events. To obtain good demographic data, population data must be updated. Relevant data is data that can be trusted, is timely, and covers a broad scope or can provide an overview of a situation as a whole. (Rian Saputra and Silaas Oghenemaro Emovwodo, 2022)

Quality population data will provide a useful supply of population statistics for national and regional development. Population data sources are crucial for development since they allow us to discover the distribution of community development and serve as a source of information for the development process and community welfare. As a result, the government is currently attempting to develop a new population database.

The importance of updating population data has been regulated in the Amendment to Law No. 23 of 2006 to become Law Number 24 of 2013 concerning Population Administration, which was ratified by the DPR RI on November 26, 2013. This represents a fundamental change in the field of population administration. One of the key changes from Law No. 24 of 2013 is that instead of requiring active stelsel from the populace, active
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stelsel was obligated to the government through government personnel. The primary goal of the change to the Law is to improve the effectiveness of population administration services to the public, ensure the accuracy of population data, and ensure the uniqueness of the Population Identification Number (NIK) and the population document. According to Article 58 of Law Number 24 of 2013 on Population Administration, there are 31 (thirty-one) individual population data, some of which are fixed or referred to as static data, such as the Population Identification Number (NIK), blood type, place and date of birth. There is also dynamic or changeable data, such as religion, address, education, occupation, and so on, which is governed by Minister of Home Affairs Regulation Number 74 of 2015, Procedures for Changing Population Data Elements in Electronic Identity Cards.

Changes in population data items must be notified to the implementing agency so that population data becomes correct and up to date, as accurate data is required for planning, implementing, and monitoring development. An example in the field is that the population’s education level in the Family Card has never been changed, even when the child has graduated from elementary school and some even graduate with a bachelor's degree. The provision of thorough, accurate, and up-to-date demographic data is critical since it has ramifications for public services and other sectors' development.

Data updating at the Population and Civil Registration Office of Surakarta City was carried out in several innovations, namely Inovasi Dukcapil Dalam Genggaman (public services that are carried out using only a smartphone or android through a mobile application), Jemput Bola (services provided by the pick-up service team by traveling to locations such as sub-districts, villages, and prisons, and other strategic locations), SAPUKUWAT (Satu Paket Urusan Kependudukan Warga Terpenuhi: population affairs package that is carried out all in one), LANTATUR (Layanan Tanpa Turun: drive through service), dan BESUK KIAMAT (Bela Sungkawan Kirim Akta Kematian: service provided for delivering the death certificate to the family of the deceased), serta Bening KENING KEKASIHKU (Berkah Nikah Ganti KK, KTP Sesuai Impian dan Harapanku: service provided for updating data such as family card and ID card after the process of marriage or for newlywed).

3.2.1 Inovasi dukcapil dalam genggaman

Inovasi Dukcapil Dalam Genggaman is public services that are carried out using only a smartphone or android through a mobile application. The “dukcapil in hand (dukcapil dalam genggaman)” application's implementation of the Child Identity Card (KIA) service innovation satisfies the majority of the typologies. Following the evolution of today's fully digital society, "dukcapil in hand (dukcapil dalam genggaman)," an android application, provides new services by employing technology. This is done by socializing these service innovations to the community, and the community accepts this service. The improvement of Child Identity Card (KIA) services through the “dukcapil in hand (dukcapil dalam genggaman)” application compared to earlier innovations, particularly by upgrading the way of service delivery utilizing applications on Android phones, gives community satisfaction because it can be done at any time. Reduced registration time and effort.

There is a goal of this service in conceptual innovation, namely to increase ownership of Child Identity Cards (KIA) in Surakarta City, which is carried out by improving services and is supported by changing the mindset of employees from manual to digital, then involving the community to find out what the community needs. The next difficulty is that there are persons who stutter due to technology who have not been able to access this service. To achieve the goal of the innovation, continuous socialization is
carried out to the community, so that people who are technologically stuttering will be ready to receive this service, then to change the mindset of employees, technical guidance regarding the “dukcapil in hand (dukcapil dalam genggaman)” application is carried out. Systemic innovation indicates that the innovation of the Child Identity Card (KIA) service through the “dukcapil in hand (dukcapil dalam genggaman)” application is carefully prepared so that its implementation runs smoothly, as evidenced by the collaboration with various organizations, namely in terms of networking in collaboration with the province, then the Surakarta City Diskominfo for the domain, the Ministry of Home Affairs for access to SIA, then Diskominfo Surakarta for leaflet production and collaboration with urban villages and the Surakarta City Religious Affairs Office (KUA) for socialization, but in its use, there are still obstacles to users, namely in the process of uploading data because they have to done repeatedly.

3.2.2 Jemput bola

Jemput Bola is a service provided by the pick-up service team by traveling to locations such as sub-districts, villages, and prisons, and other strategic locations. The government is required to be able to innovate on programs based on the "pick up the ball" service, so that the services provided later make it easier for the community, so that people who want to provide services do not have to come all the way to the office, and so that services become more effective and efficient. In this case, the "pick up the ball" service has the goal of removing the government's traditional practice of operating only inside a building while waiting for the public to report for duty.

The Surakarta Regency's Population and Civil Registration Office has conducted pick-ups in various sub-districts. Disdukcapil Surakarta conducts Child Identity Card (KIA) pick-up activities in multiple sub-districts at the same time. This KIA ball pick-up operation is carried out in order to realize one of the key activity programs for 2022 while also meeting the MCH coverage target outlined in the RPJMD and Restra 2021-2026.

Surakarta Disdukcapil also offers an integrated service for recording e-KTPs and issuing birth certificates to people with special needs (defabels) in the villages of Stabelan and Gilingan. According to Sugiyanto, S. Sos, a Young Expert Policy Analyst, the integrated ball pick-up service for e-KTP recording and the issuance of a birth certificate with disabilities is an effort to assist residents who face obstacles in coming to service places, either in the sub-district or the office, due to limitations and physical disturbances or sick conditions.

Meanwhile, Kadisdukcapil Surakarta, Y. Pramono, and SH. M. Si stated that the ball pick-up is expected to assist the elderly and people with special needs in sick conditions in obtaining e-KTP and birth certificates, while also maintaining the target coverage of the e-KTP-el record of 99.99% and increasing the achievement of birth certificates for all age groups. Pramono went on to say that the integrated activity of registering e-ID cards and issuing birth certificates for the elderly and people with special needs is in keeping with the national policy of providing e-KTP ownership services and birth certificates as a fair and non-discriminatory service.

The activity of collecting death certificates in the urban village, which took place from May 17 to June 15, strengthened the validity of Surakarta City's demographic database. Pramono stated this in response to the outcomes of the temporary ball pick-up recapitulation in 36 urban towns tonight (Thursday, 9/6). Pramono added that the data on the ball pick-up recapitulation report has a positive impact on the validity of the population database, as it turns out that the data sent to people who are indicated to have died but have not been issued a death certificate are actually the results of verification from the RT /
family of heirs, some have issued death certificates, unknown, and death has not been reported.

3.2.3 SAPUKUWAT (Satu Paket Urusan Kependudukan Warga Terpenuhi)

SAPUKUWAT is a population affairs package that is carried out all in one. The Surakarta City Government has launched SAPUKUWAT, an integrated birth certificate service program (One Package of Fulfilled Citizenship Affairs). This program is a collaboration between the Surakarta City Population and Civil Registration Office, BPJS, Health Service, SP Kominfo Service, Arpusda Service, Kelurahan, and Health Service Facilities.

The SAPUKUWAT program attempts to make birth certificate services more convenient. This program has been developed in collaboration with the Surakarta City Dispendukcapil, Health Service Facilities, Kelurahan, and BPJS for newly born or new-borns. Residents who receive one treatment receive a packet of paperwork that includes:

1) Birth Certificate;
2) Child Identity Card (KIA) for children under 17 years old;
3) Adding a soul/ a member to the family card (KK), especially for new-borns;
4) BPJS E-Id for JKN PBI Participants (National Health Insurance for Contribution Assistance Recipients) Both those covered by APBD and APBN, especially for newborns
5) Book of *Bolo Kuncoro* (Bocah Solo Tekun Moco Aksoro), especially for newborns;
6) Congratulations on Birth Cards given by the Mayor of Surakarta, especially for newborns.

With the existence of SAPUKUWAT, residents obtain several benefits, as follows:

1) Residents obtain civil rights and recognition as Indonesian citizens;
2) Residents obtain NIK;
3) Residents obtain documents for the administration of public services, such as: passports and independent health insurance, etc.;
4) Simplification of procedures and cost efficiency;
5) Obtain free health services for class III for babies whose mothers are included in the JKN PBI APBD SURAKARTA CITY/Provincial APBD/ APBN.

The presence of the SAPUKUWAT and SILA KIA innovations is a public service innovation in the city of Solo that plays a very important role in promoting bureaucratic change, according to the testimony of the mayor of Surakarta, Gibran Rakabuming Raka, in the 2021 Public Service Innovation Book.

With an integrated document service that manages not only Birth Certificates, but also additional family cards, Child Identity Cards, and in collaboration with several stakeholders such as BPJS Kesehatan, health service facilities, 54 sub-districts, 74 business partners, and BNI, this innovation is very collaborative and innovative, a solution to the problem of not having a birth certificate in the city of Solo.

3.2.4 LANTATUR (Layanan Tanpa Turun)

LANTATUR (Layanan Tanpa Turun) is a drive through service. Layanan Tanpa Turun or abbreviated as LANANTATUR is a take-away business service concept, which makes it easy for customers to buy a product without having to leave their vehicle. In the world of fast food, Lantatur is also often known as “drive thru”.

The concept of a business or fast food that makes it simple for consumers was later embraced by the Solo City Government in producing the Innovation of Layanan Tanpa
Turun (Drive Through Service) in population administration papers in the City of Solo. Finally, following several evaluations and developments, the City of Solo officially opened Lantatur on February 17, 2022, coinciding with the 277th anniversary of the City of Solo.

The Population and Civil Registration Administration (Disadmindukcapil) will provide mobile automobiles through this Lantatur Program, which will run in the sub-districts every Sunday from 08:00-10:00 a.m. The public can use Lantatur to print their KTP and KIA in about three minutes once the officers get their application paperwork.

Lantatur was created not only to speed up administrative arrangements for the people of Solo, but also to reduce queues at the population office and to make it easier for people who need to take care of administrative documents so they don't have to miss school or work because they operate on Sundays. Solo residents can utilize the Dukcapil application, which now has a Lantatur option or menu, to apply for an ID card or MCH with Lantatur. The applicant can select the Lantatur service, upload the requirements, and after the file is complete, the officer will verify and notify the applicant that the file can be printed.

The Solo Disadmindukcapil has also created service videos and guidelines, which are available on the Solo Dispendukcapil's social media. It is expected that by watching this video, the public will no longer have difficulty handling population administration records via LANTATUR.

3.2.5 BESUK KIAMAT (Bela Sungkawan Kirim Akta Kematian)

BESUK KIAMAT (Bela Sungkawan Kirim Akta Kematian) is an innovation that is a ball pick-up service for people who are grieving, no need to bother applying for death certificates to the Surakarta population and civil registration office, but only enough to report to the Kelurahan area, then the death certificate, family card, and EL-ID card for husband/wife with status change to death divorced will be handed over by the government (mayor, sub-district head, village head) to the bereaved family. This is a type of being present in a grieving community to provide comfort and population documentation as their civil rights.

This innovation aims to accelerate the coverage of population documentation in the form of a death certificate. Many individuals in Surakarta City still believe that a letter explaining death is more reliable than a death certificate. The Surakarta City Civil Registration Office must address the public's lack of trust in the importance of a death certificate.

The service mechanism for BESUK KIAMAT Program can be accomplished by an heir or RT notifying a death to the local Kelurahan, who will then input population data by attaching the scanned requirements to the Dispendukcapil via the internet system. The data is then promptly checked by the Dispendukcapil in order to issue a death certificate, which is delivered to the family when they arrange condolences. Suwarta, the head of Dispendukcapil, stated that this innovative program is expected to make life easier for the families who have been left behind. (https://jatengprov.go.id/).

The innovation of BESUK KIAMAT program can be said to be effective, since:

1) BESUK KIAMAT's innovation is claimed to be right on target and running efficiently; it is based on the compatibility of backgrounds, rules, and targets, so that the system functions smoothly.
2) The socialization of the BESUK KIAMAT program has gone as planned, with the community already knowing, the implementation systems functioning well, and the community's enthusiasm running high. As a result, the markers of community socialization have been met.
3) The BESUK KIAMAT invention aims to extend coverage in the form of death certificates, improve the authenticity and accuracy of demographic statistics, and bring advantages and satisfaction to all communities.

4) Monitoring the innovation of BESUK KIAMAT can be stated to be effective, based on a scheduled internal review from Surakarta City's Population and Civil Registration Office, so that both problems and innovative solutions can be achieved.

3.2.6 Bening KENING KEKASIHKU (Berkah Nikah Ganti KK, KTP Sesuai Impian dan Harapanku)

The program "Bening Kekasihku," an abbreviation for “Berkah Nikah Ganti KK, KTP Sesuai Impian dan Harapanku”. This tool, which combines data from the City Government and the Ministry of Religion, makes it simple for newlyweds to update their residency credentials. The program, which was first launched in January 2020, had already been tested and is still in operation. It's noteworthy to note that those who get married at the KUA will right away receive a marriage book, along with updated family information on their Family Card (KK) and Identity Card (KTP). With no longer needing to visit the Admindukcapil Service, this convenience will undoubtedly save time.

The following are the techniques and flow of data update anticipated. The couple submits their marriage documents to the KUA, who subsequently forwards their information to the Administrative and Civil Registration Office. The officer will then verify the data; if the data is complete, the most recent KK and KTP will be generated. The Admindukcapil Service will submit to the KUA a new KK and KTP. After the wedding, the KUA officer provides the couple the most recent KK and KTP.

The Surakarta City Government and the Office of Religious Affairs ensure that everyone benefits from the program. Meanwhile, if both partners have a Surakarta ID card, Bening Kekasihku remains valid. If one of them is not from Solo, they will still be served if they are willing to apply for a permit to have their ID card transferred to Solo. It is likely that the City Government will make a breakthrough in the future, allowing marriages between Solo City residents and those from outside the city to be handled through Bening Kekasihku Program. The bride and groom are very delighted with the integrated service between Disdukcapil and KUA because they feel the benefits and no longer have to worry about transferring their KK and e-KTP to Disdukcapil Surakarta. This innovation is also considered effective because, in addition to alleviating couples' obligations to update their residence documents, Bening Kekasihku Program also benefits the city government, even though the process is not complicated because there is already a coordination line, including a person in charge (PIC) in each KUA and Dispendukcapil.

According to Article 3 of the Surakarta City Regional Regulation Number 10 of 2010, every resident of the area is required to report any demographic or important occurrence to the Department of Population and Civil Registration as the implementing body. If citizens understand the laws and processes for handling population records stipulated by the Regional Regulation, the population reporting process will function smoothly and orderly. Increasing public understanding of Regional Regulation requirements, one of which can be accomplished through outreach initiatives conducted by the Department of Population and Civil Registration as the implementing agency. As a result, increased public participation in achieving orderly population administration is expected as the entire process of issuing of population documents and civil registration is made more accessible to the public.
4 CONCLUSION AND SUGGESTION

Surakarta City collects demographic data through public reporting on population registration and civil registration. The report is submitted using the Solo Dukcapil website, which is located at https://s.id/info-pendaftaran-disadmindukcapil-v1. The findings of this study are being utilized as a reference for population data gathering in Surakarta City. However, following the implementation of the Centralized SIAK, which resulted in the deactivation of online services, services have been provided in person / offline at the Surakarta City Population and Civil Registration Office. Aside from public reporting, the Surakarta City BPS (Central Bureau of Statistics) conducts a population census to collect population data.

The effectiveness of updating population data in Surakarta City has been running effectively. Data updating at the Population and Civil Registration Office of Surakarta City was carried out in several innovations, namely Inovasi Dukcapil Dalam Genggaman (public services that are carried out using only a smartphone or android through a mobile application), Jemput Bola (services provided by the pick-up service team by traveling to locations such as sub-districts, villages, and prisons, and other strategic locations), SAPUKUWAT (Satu Paket Urusan Kependudukan Warga Terpenuhi: population affairs package that is carried out all in one), LANTATUR (Layanan Tanpa Turun: drive through service), dan BESUK KIAMAT (Bela Sungkawan Kirim Akta Kematian: service provided for delivering the death certificate to the family of the deceased), serta Bening KENING KEKASIHKU (Berkah Nikah Ganti KK, KTP Sesuai Impian dan Harapanku: service provided for updating data such as family card and ID card after the process of marriage or for newlywed). This demonstrates that the Surakarta City Population and Civil Registration Office wishes to give simple services to the community in order to increase valid community data. It is necessary to continue to develop the Indonesian Awareness of Administration Movement, or GISA, so that people are aware of the significance of population administration. To make it simpler for the general public to handle population papers, it is advised that the Population and Civil Registration Office of Surakarta City quickly reopen online services by developing an application or website that is not connected to the Centralized SIAK.

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