



## “Validasi Data Kependudukan” Apps as A Representation of Sustainable Public Governance

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### Abstract

The era of digitalization has brought improvement and progress in various facets of public life, particularly in the aspect of public governance sustainability. However, as a social phenomenon, digitization in the governance process is inseparable from the population and civil registry conflicts which are intertwined. As a narrow practical example, the implementation of Validasi Data Kependudukan Apps in the Nangerang Village of Sumedang Regency represents the empirical occurrence that digitalization represented by the Apps in the realm of public governance does not operate as expected, on the other hand, population and civil registry conflicts arise over the presence of the application implementation and its policies. This study aims to examine the application of “Validasi Data Kependudukan” in Nangerang Village, Sumedang Regency as a social phenomenon representing sustainable public governance. A qualitative descriptive method with interview and empirical observation are conducted as analytical tool. In a conclusion, this study reveals that the existence of a Validasi Data Kependudukan Apps is the impact of the digitalization process in the government and is a derivative of the application that has been implemented in Sumedang Regency. Throughout the implementation process, there are problems with public awareness related to the existence of this application, causing conflicts between the government and the community itself in terms of managing population documents. Accommodation is an obstacle to existing awareness problems and has an impact on the ideals of sustainable public governance.

**Keywords:** Application of Validasi Data Kependudukan; Sustainable Public Governance; Population and Civil Registry Conflict

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## INTRODUCTION

The digitalization era often triggers society and governmental agents to be able to adapt, develop innovations and contribute to a better impact. Therefore, it is not surprising that this era also has implications in the realm of government, especially in terms of public governance. In Indonesia, the issue of digitizing the population data become one of the prioritize issue and one of them is in Sumedang Regency - a potential local region in West Java and even nationally which has been recognized as one of the best regencies in digitizing government services, moreover, the region has become a pilot project in the implementation. This is related to regional development agenda through public services which also attempt to realize the sustainability aspect.

In accordance with population issues, population data is one of the important documents where the data is included in the realm of the implications of digitization as an integrated and sustainable effort. Population data is important for every individual who holds

the status of an Indonesian citizen. Based on UU no. 24 year 2013 Pasal 58, population data can also be used to: 1) public services, particularly in addressing issues of driving licenses, business licenses, taxpayer services, banking services, services of land certificates, public health insurance, and social security for workers; 2) carry out development planning, such as national development, education, health, employment, and poverty alleviation planning; 3) allocate the budget which includes the determination of the General Allocation Fund and the calculation of potential taxation; 4) carry out democratic development, namely *Data Agregat Kependudukan per Kecamatan* (DAK2) and *Data Penduduk Potensial Pemilih Pemilu* (DP4); and 5) law enforcement and prevention of criminal cases, such as human trafficking and illegal labor transfers.

In addition, this study focuses on issues in Sumedang Regency, especially in Nanggerang Village. Their efforts to digitize population data intertwined with a dominant problems that come from the community (residents), from lack of awareness of population data management to complaints from its community regarding dissatisfaction. Due to this issue, conflicts between apparatus (local government) and the community also occur in that current circumstances. However, it was not only the drawbacks that arise, but also the benefit which eventually affects the village to better adaptation on existing innovations even through different platforms. This platform is known as the "Validasi Data Kependudukan". Empirically, it is considered more effective to embody the aspects of sustainable public governance with a digital approach. Almost in line with Widodo's previous research (Widodo et al., 2016) a review of the creation of (digital) population data (census) applications can have an impact and advantage. As Widodo revealed on his research with the research locus in the village of Wulunggunung, the Central Java. Researchers identified that the adoption of digital applications makes an easy way for apparatus in village to record the data with the aim of reducing the performance burden. Meanwhile, in another previous study by Mossoux (Mossoux et al., 2018), he found at the application as an accurate mapping of population distribution which is essential for policy-making, urban planning, administration, and risk management in hazardous areas.

This study aims to reveal the digitalization process adopted by the government in the local sphere to implement the aspects of sustainable public governance by directly reviewing empirical conditions through field observations and interview also deepening analysis through qualitative descriptions. As a novelty, this study is examined at the locus and focus on applications and issues that have not previously been an adopted, however this study remain have similar topics, in addition this study analyse the impact and conflict on the presence of digitalization.

## METHOD

This study adopts a qualitative approach, considering that the research data was obtained through observation and interview supported by secondary data obtained through Nanggerang Village and Sumedang Regency data base. Data collection through interviews were carried out with key informants which was conducted using the FGD method with the society and local apparatus which was held in July 2022. The Apparatus and society of Nanggerang Village was chosen as informants considering that those actors are playing role on the population data collection and the application which applied in the village. In this study, The literature review is complementary in completing data which are based on the examination of journals. Data analysis was carried out in two stages. First, primary data collection is in the form of interviews with informants. Second, secondary data collection by reviewing data on the report on the population data published in the Validasi Data Kependudukan Apps.

## RESULTS AND DISCUSSION

### Application for Population and Civil Registration Services

The government as a public servant who is responsible for meeting the interests of the community is required to always provide the great quality of service. The improvements made by the government in order to improve services to the community, almost all developed countries in America and Europe, their public services have relied on communication and information technology. With the advancement of information technology, it can make it easier for people to access information technology quickly and in real time (Alawiah, 2017). This means that all processes can be accessed by all citizens in an integrated manner quickly. The service system is known as Electronic Government or abbreviated as e-Government. The term e-Government entered the realm of government in Indonesia along with the issuance of Instructions Presiden No. 3 year 2003 concerning the National Policy and Strategy for the Development of e-Government. The aim is to develop electronic-based governance in an effort to improve the quality of public services effectively and efficiently (P. R. Indonesia, 2003). As for the Rahmatullah (2021) research that examines the use of smart governance with the overall title analyzing the Use of the Smart Governance Concept in the Smart City paradigm in the East Tanjung Jabung Regency Government by showing that the East Tanjung Jabung Regency Government has represented the use of the smart governance concept in smart cities based on the indicators explained by Cohen Boyd where the district government of Tanjung Jabung Timur has implemented 3 (three) important components in smart governance by Boyd Cohen, namely the first is the enabling supply & demand side policy (the presence of a policy that covers the roles of government, private sector and urban communities in realizing a smart city ), secondly, transparency & open data (information disclosure and ease of accessing/obtaining data) and thirdly, ICT (information, communication and technology) & E-Gov (IT-based governance and community services that can be accessed by uh community.

In Sutanta & Ashari (2012) research, he presents the results of an analysis related to the availability of a better population database that will provide maximum benefits if it can be utilized in various information system applications in the district. The distributed database population is a potential for better e-Gov development, through the development of various primary and secondary/derivative information systems with database integration, middleware, and applications developed by web service technology. Continuous evaluation of system performance also needs to be carried out as part of the process in the information system life cycle. According to Jinmei in research by Sá et al. (2016), e-government services mean the provision of online information and services by the government via the internet or other digital media.

The application and use of e-Government in Indonesia itself is one of them by creating an information system in the management of population data by government agencies in Indonesia. It should also be noted that population data management is one of the activities in population administration. The use of population data technology is intended to help their work and produce useful information for planning decisions in other fields. One example of e-Government in Indonesia is SIAK. The government began to make a policy step to assist various jobs regarding appropriate population registration by holding a program known as the Population Administration Information System or can be abbreviated as SIAK. SIAK was created to assist various work regarding population registration in accordance with various required standards. From the results of Andhika et al. (2018) research, it shows that governance innovation affects providers, users, and recipients of the innovation itself, so that the application of technology in population administration supports inter-institutional coordination, accelerates registration and simplifies procedures. As for (Wiryanto, 2019) research with the title Replication of Population Administration Service Innovation Models in Indonesia, it can find 12 administrative service innovation models that are the best that can be replicated by other agencies. Replication of the model can be done by way of adoption,

adaptation and modification. Other regional agencies need to replicate this model to improve the quality of administrative services.

The Sumedang Regency Government has a population and civil registration service application called Validasi Daya Kependudukan. In order to develop and improve the orderly Population Administration (PP 37 of 2007 article 13, UU No. 23 of 2006), the Regency/City Population and Civil Registration Office has implemented a new breakthrough called Validasi Data Kependudukan which was an activity of updating (matching and researching) population data which is carried out directly involving the Village as the spearhead of Population Administration services. Supported by Cahyaningrum & Nugroho (2019) research with the title Service Innovation through the "Dukcapil in the Hand" Application by the Surakarta City Population and Civil Registration Service by showing that the implementation of innovation in child identity card services through the "dukcapil in the hand" application of the 6 existing innovation typologies, only the organizational dimension in typology of systemic (organizational) processes that do not meet. This happened because there was no change in the organizational structure of the related agencies. In systemic innovation, there are still network constraints found in the use of these services. The existence of innovations in child identity card services through the "dukcapil in hand" application can overcome problems before this innovation was created.

The research conducted by Setiawan (2016) entitled Design Of A Population Information System Application In Gondomanan District, it is hoped that with the application it can optimize work and service functions to realize good service as needed, including optimization in handling population systems, especially in population information systems that can facilitate performance Gondomanan District, Yogyakarta City. The Apps become a response to various problems that exist in Sumedang Regency, the local government is trying to obtain accurate population data to be able to make an appropriate mapping to overcome population problems both at the local and national levels. The data is able to create a program in the context of controlling the number and growth of the population, as well as population distribution.

The results of Husnayaini (2020) research can be a relevant source for policy makers for ASN in Indonesia by providing recommendations so that the e-government scheme can be implemented so as to provide easy access for the public and increase work effectiveness and safety for ASN in order to face the new normal period. Currently the acquisition of population data in Indonesia is still very dependent on the results of censuses and surveys or administrative data obtained periodically and is still aggregated (macro). The need for population micro data for identification of potential voters, beginners, distribution of social security network funds, assistance for the poor, scholarships for compulsory education and development planning activities are still not accurate because they are not obtained through registration.

### **Sumedang Regency in digital and population issues**

Population data in general can be defined as a collection of population information collected through quantitative surveys or qualitative interviews that describe conditions and/or issues in the community. The information is published by the bodies responsible for population and civil registration, whether from government or non-government, in the form of numbers, graphs, and/or images.

In accordance with population issues, population data is one of the important documents where the data is included in the realm of the implications of digitization as an integrated and sustainable effort. Population data is important for every individual who holds the status of an Indonesian citizen. Based on UU no. 24 year 2013 Pasal 58, population data can also be used to: 1) public services, particularly in addressing issues of driving licenses, business licenses, taxpayer services, banking services, services of land certificates, public health insurance, and social security for workers; 2) carry out development planning, such as

national development, education, health, employment, and poverty alleviation planning; 3) allocate the budget which includes the determination of the General Allocation Fund and the calculation of potential taxation; 4) carry out democratic development, namely Data Agregat Kependudukan per Kecamatan (DAK2) and Data Penduduk Potensial Pemilih Pemilu (DP4); and 5) law enforcement and prevention of criminal cases, such as human trafficking and illegal labor transfers.

Along with the improvements, the need for services is also increasing. The community needs fast, economical, and guaranteed services with certainty, so that public services are expected to meet the needs according to the expectations of the community. However, the number of complaints from the public regarding public dissatisfaction with public services, especially the population file service is a problem that is overcome by many villages such as Nanggerang Village, Sumedang Regency.

Nanggerang Village itself is a village in the Sukasari District, Sumedang Regency, West Java. Based on data in the June 2022 Population Development Report, Nanggerang Village has a population of 3,386 people (1,733 men and 1,653 women). As of December 2021, Nanggerang Village has a KTP data base for 2,294 people and the number of registered families is 1,267 families with a total of 1,154 houses. The problem of making population files is being overcome by the Nanggerang Village local government. Based on the statements of the RWs in the village, the community are lack of awareness of the importance of making population files and the function of these files. Most of the people in Nanggerang Village consider that population files such as Family Cards (KK) and Identity Cards (KTP) are only used as a condition for receiving social assistance and the need for files to be given to schools, besides that the community also considers the lack of government services in serving making population files facilities make people reluctant to make population files.

Therefore, the Sumedang Regency government seeks to improve population services by using applications. One of the applications used by the Nanggerang Village government is Aplikasi Validasi Data Kependudukan. This Apps is one of the e-government innovations issued by the Department of Population and Civil Registration (Disdukcapil) of Sumedang Regency in order to build and improve the orderly population administration. This application aims to update (matching) of population data that is carried out and involves directly on the Village spearhead of public services.

According to the Disdukcapil of Sumedang Regency, the launch of Validasi data kependudukan Apps has several objectives such as facilitating the process of public services, increasing the accuracy of population data, making population data more informative, facilitating the preparation of reports on population development, and improving agency performance, especially in terms of processing population data.

However, the application of population data validation is inseparable from various problems, one of which is the issue of synchronizing the number of people who have died which is not quite right. The results of the identification of the problem are more specific. Based on the results of interviews and data searches in Nanggerang Village, Sumedang Regency. It can be seen the issues related to population and civil registration in Nanggerang Village, namely:

1. Lack of public awareness in Nanggerang Village in making population documents such as family cards (KK), identity cards (KTP), and other documents;
2. The community lacks an understanding of the function and flow to make population documents
3. Improper synchronization of population data in Nanggerang Village.
4. Validasi Data Kependudukan Apps

In order to develop and improve the orderliness of Population Administration (PP 37 of 2007 article 13, UU No. 23 of 2006), the Sumedang Regency Government implement a new breakthrough with the name of Aplikasi Validasi Data Kependudukan. Population Data

Validation is an activity of updating / cokolit (matching and researching) population data which is carried out directly involving the Village / Kel, RW and RT as the spearhead of the Population Administration service. To facilitate the involvement of the Village/Kelurahan, the Regency/City Population and Civil Registration Office will launch an application called the Population Data Validation Application.

The Population Data Validation application is a tool in which various facilities are available that can assist population administration service activities at the Village. The supporting processes for population administration services for the sub-district level in the form of population development reports regarding Birth and Death Moving and Coming (LAMPID) are not just numbers, but are accompanied by data by name by address regarding the LAMPID, this is in the aim to support Population administration services for Regencies, so that with this application, Population Registration officers at the Village can improve Population Administration services quickly and accurately.

The Population Data Validation application contains Population Data as per village which is inputted by each Village's apparatus in order to improve population administration services quickly and accurately. The purpose of the Population Data Validation Application is to improve the accuracy of the Population Database both at the Village level and the Regency level (Department of Population and Civil Registration/DISDUKCAPIL). In addition, to improve the quality of Population Administration services to all Regency/City communities, which can be explained in detail as follows:

1. Service made easy

With this application, it will be easier to serve the community because the population database for each Village results from the input of village apparatus and various outputs are provided in the format of a certificate, a population administration application form, a population summary format and a population development report format.

2. Accuracy of population data

The accuracy of the population data carried out by the registrar at the Village will be better because the input data base is updated daily through population administration services, besides that, Validation/Updating/Cokolit is also carried out simultaneously at the Village.

3. Data administration is more informative

By using this Validation application, it is hoped that population administration can be carried out better and informatively for interested parties as become an implication of the output in the form of reports and recapitulations regarding population information.

4. Easy population development report

This validation application provides a population development report format that is taken from daily transactions regarding Mortality issue which are accumulated every month, so that the village registrar does not need to re-calculate the number of residents to be reported for that month.

5. Improve agency performance

The use of this Validation application is also expected to improve agency performance because the population data process that can be done quickly will certainly support the activities carried out by the agency according to the performance budgeting system.

In addition, The benefits of this Population Data Validation Application are to help ease the work of Population Registration apparatus at the Village with the following facilities/modules:

1. Edit the KK Data, to correct the family header data including the Name of the Head of the Family, Address, RT and RW, to validate the data on poor KK.
2. Edit Biodata, namely to correct wrong, incomplete biodata or whose education status was originally elementary school now junior high school, enter family planning program participation data, record ownership of e-KTP.
3. Data reduction/deletion, namely deleting data for residents who have mutations, including none/unknown, double data, died, moved or separate KK.
4. Entry/Addition of Family Members, namely additions to residents who are new birth, coming or have not registered before.
5. Entry/Addition of New KK, namely data entry for immigrant families or those who do not have a KK
6. Separation of KK is the process of forming new KK from existing data and then doing data entry.
7. Replace KK Number is Changing the KK number which is the result of creating a temporary validation application to the KK No. created by the SIAK App (when the KK is ready).
8. Replace NIK is changing the NIK resulting from the creation of a temporary validation application to the NIK resulting from the SIAK application creation (when the KK is ready).

The benefits and objectives of this application are actually in line with the (public compendium) that Governments have a key role to play in the reorientation of societies towards this sustainability path (Affairs, 2016).

## CONCLUSION

The problem of making population files is one of the problems being faced by the Nangerang Village government. people lack awareness of the importance of making population files, especially in the digital era, people often complain about the ability to use them. Most of the people think that population files such as Family Cards (KK) and Identity Cards (KTP) are only useful for receiving social assistance and school file needs. In addition, the community also considers government services in serving the making of population files to be inadequate. However, the Sumedang Regency Government has a population and civil registration service application called Validation. This application is an innovation in updating population data that directly involves the Village/Kelurahan, RW, and RT as the spearhead of Population Administration services. This application is a representation of the digitalization era as well as the implementation of the government's role in realizing the sustainability of public governance.

## RECOMMENDATION

A Validasi Data Kependudukan Apps is an innovation in updating population data as the spearhead of Population Administration services.

## ACKNOWLEDGMENT

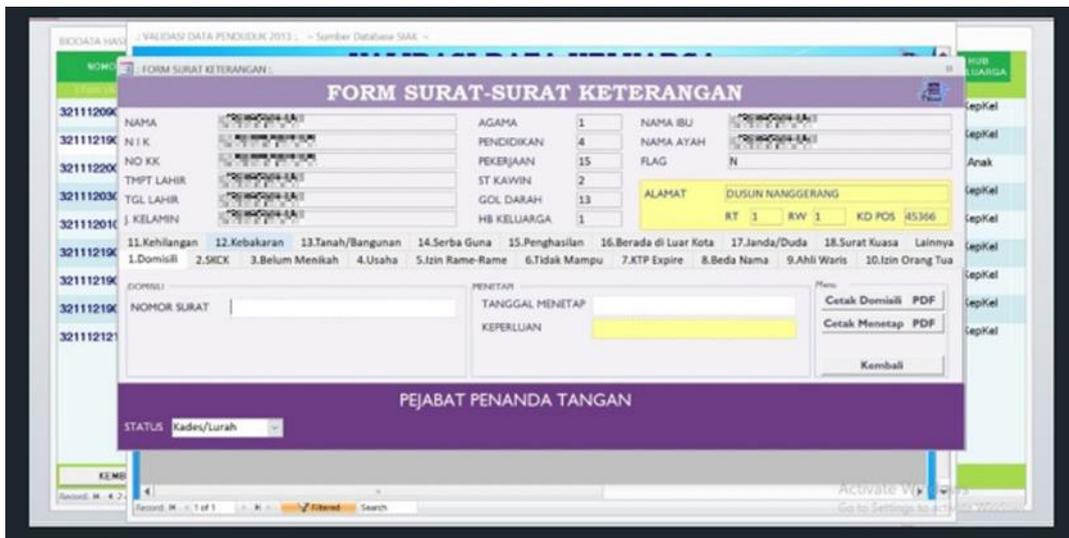
This section can be written in case there are certain parties need to be acknowledged, such as research sponsors. The acknowledgment must be written in brief and clear. In addition, avoid hyperbole acknowledgment.

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Appendix 1



Desc: The display of Application