# Examination of Population Information System as the E-Government Development in Regency

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Abstract: The government established policies regarding population administration based on Law No. 23 of 2006 concerning Population Administration. To implement registration in the field of civil registration, the government launched a population administration information system (Bahasa: Sistem Informasi Administrasi Kependudukan (SIAK)) to obtain and manage easily the population data. Thus, it needed a study to identify potential problems that arised from the provisions in the registration of SIAK-based civil registration that aims to facilitate the community in making SIAK and early identification of problems in the process of population registration in the field of civil registration such in Tanggamus Regency, there were still many problems in the field of civil registration. From this problem, the writer conducted research regarding how the rules to make SIAK so that e-government is served in the field of civil registration, and how the process of population registration in the field of civil registration and what were the obstacles encountered in the implementation and how to overcome it, while the data analysis was done qualitatively. Based on research data conducted in the Tanggamus Regency Government, the results obtained were that SIAK Regulations in Tanggamus Regency regulated in local regulation No.12 of 2008 concerning the Implementation of Population Administration which is adjusted in Constitution No.23 of 2006 concerning Administration, although in implementation regulations issued were still experiencing problems. However, these obstacles were overcome by efforts such as social approaches and improving services to the people of Tanggamus Regency.

Keywords: Population Information System Design (SIAK), E-government development.

## I. INTRODUCTION

The Republic of Indonesia government through the Ministry of Home Affairs is currently implementing an e-KTP program based on the Population Registration

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Number (NIK) as an implementation of constitution No. 23 of 2006 concerning Population Administration. To support the effectiveness and efficiency of the program, the government developed the Population Administration Information System (SIAK) for the respective districts in Tanggamus. In the development of SIAK, it has been socialized through an order from the Regent of each district that has been socialized through local government in the District since 2004 with the launch of SIAK online from the District to the data center. It then followed by SIAK offline in the Regency / City in 2005. The SIAK system design provides population registration and civil registration services in Tanggamus Regency which are then designed through each Sub-District in Tanggamus District, which directly connected to the data center of the Directorate General of Population Administration (DG Adminduk) via VPN dial. The latest SIAK grand design improvement result agreed by the Technical Team from Ministries/Institutions on August 4, 2010 and had been determined by the Minister of Home Affairs Decree on August 13, 2010.

Meanwhile, the results of hardware improvement, software, and e-KTP blank specifications were agreed by the Technical Team on December 28, 2010 and determined by domestic government regulation No. 6 of 2011. By the end of 2012, it was targeted that SIAK in 497 districts / cities will be connected online with the central and provincial levels, and SIAK services of 6.589 sub-districts and 497 districts/cities will be connected (online) to district /cities, central and provinces. At the end of 2013, SIAK in the Ministry of Home Affairs and regions was targeted to be connected online with user agencies gradually. Information and publications related to e-KTP, NIK, population database, system integration and other related aspects were discovered. However, related to population database utilization in the variety of information system applications in the district/city government (Regency / City Government) is still minimal.

Protection in strengthening the each population domicile constitutes guarantees, protections, and legal certainty for everyone. The Government needs to establish a Population Law concerning residence eligibility that is non-discriminatory. Therefore, a comprehensive and systematic arrangement is needed to become a guideline for

state and community administrators in the area of population that is detailed and



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accurate in the data collection. Thus, the Government established Law Number 23 of 2006 concerning Population Administration. The implementation of Occupational Administration can only be carried out if it is supported by professional services such the Implementing Agency of the regional government in the Department of Population and Civil Registration and increasing the awareness of the population by the community including Indonesian citizens who are abroad. In Law No.23 of 2006, one of them regulates Civil Registration. The implementation is carried out by registering and recording the number of occupants and assessing the number of migrants and legal domiciles in the district.

To get recognition, guarantees, protection, and legal certainty for everyone, the Government needs to establish a law that is not discriminatory. Thus a comprehensive and systematic arrangement is needed to become a guide for state and community organizers in the population sector. For this reason, the Government established Law Number 23 of 2006 concerning Population Administration. The implementation of Population Administration can only be carried out if it is supported by professional services such the Implementing Agency of the Population and Civil Registration department and increasing the awareness of the population including Indonesian citizens who are abroad. In Law No.23 of 2006, one of them regulates Civil Registration which is carried out by Population Registration in which to count the population, it collects data on important events such as birth, death, marriage, divorce, child recognition, etc. In government organizations, public service is the main goal that can not be avoided because it is an obligation to carry out services by creating the best service for the public. It has become an obligation, so the government should find the best solution to solve the problems that are often faced, including internal obstacles that originate from within the agency itself and external obstacles that come from public related to the public services they handle. In addition, employees must always provide the best service for public as a whole. The level of public satisfaction is an important indicator for the success of public services where the greater benefits perceived by the public indicates the better service quality carried out by the apparatus. Meanwhile, the low satisfaction level indicates the poor service system of the public apparatus.

(http://silahudin66.blogspot.com/2010/05/standa rd-pelayanan-publik.html)

One of the worrying public services quality is the quality of Department of Population and Civil Registry as a provider of birth certificates. Broadly speaking, ownership of birth certificates is very important. It is as explained about the rights of children in various 1945 Constitution which contained in article 28 B paragraph 2, namely "Every Child is entitled to Survival, Growth and Development, and protected from violence and discrimination"

(http://gunawanharo.blogspot.com/2011/11/makalah-metho d-research-administration.html).

## II. RESEARCH METHODOLOGY

To deal with this research, the author used a quantitative approach to process data obtained from the study sitework. Quantitative data, according to Sugiyono (2006: 14), is data in the form of numbers or qualitative data that is compiled. Quantitative approach is the search of factual data / information realted to the problems which directed to prove the concept/theory used. The type of research used was a descriptive type to provide a clear picture of the problems in the research by observing, interpreting and explaining the data systematically. The basis of this research was the survey by distributing questionnaires to the respondents containing questions about matters relating to research.

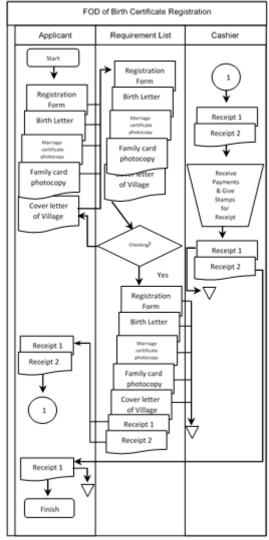


Figure 1: FOD Birth Certificate Registration

The purpose of this population administration information system is to realize population administration services and civil registration oriented to the satisfaction and public cooperation to create the accurate population data and information. This system is also expected to create good governance. It can also provide convenience services from an agency to carry out processes related to population problems and make it easy for the community to have the population registration process.

## III. RESEARCH RESULTS

## 3.1. Population Data (SIAK)

Referring to domestic government regulation (Permendagri) No. 25 of 2011 concerning Guidelines for Assessment, Development and Management of Population Administration Information Systems, the population database of SIAK has a complex and uniform content. Specifically, the population database center uses a very large database platform that contains regional data; family; biodata; civil registration; and photos, fingerprints, and signatures. Regional data consists of name and province code, district/city name and code, district/other names and codes, and names and codes of villages. Meanwhile, family data consists of family card number, family name, address, RT and RW, Post code; and telephone number (Table 1). Referring to Law no. 23 of 2006, every citizen is required to have a NIK, is valid for life, and is included in every Population Document and is used as the basis for the issuance of a passport, driver's license, NPWP, insurance policy, land certificate, and others. NIK is given to every baby born reported by parents who are registered as residents of an area and registered as one family, in 16-digit format, namely [Law No. 52 of 2009]:

| Jonis Data  | Rincian   |  |  |
|---|---|--|--|
| Bosts VAI   | NK romor kartu tenda penduduknomor pokis penduduk, damat sebelumnya, nomo pespor, tengga benahir pespor<br>nama lengkas; jenis kalanin, tenggi laha tanggalbulantahan teng kepalikan akta talahturat teha nomo ak   |  |  |
|   | ledakentuat kerel lahir, gionge darah, agarsakeperoyaan kepata TNE, utasir perkasanar, ali<br>perkasanarbulu nikar, notror asis kasanbulu sakit, anggal perkasanar, alia ceratuat oras, notror asi<br>percesionituat cent, tanggal percesion; statu hibungan dalam keluangi, kelakan fisik 5 menti, penyastang cora<br>pendidikan terabiti, janit persepat, NK bu, naria lengulo bu, NK tayat naria kenjua jayat naria ketu RT san  |  |  |
|   | letus RV, nomor latta keluanga, pelar agama, pelar akadenis, pelar bangsasan, nama petugas regisinasi, nomor nd.<br>pegawai petugas registrasi tenggal erbi   |  |  |
| Bosins owny asing   | NIX; name lenuarga, name persona, jend kelaman, tempat lahir, tenggal lahir, kewanganngariaan, aganas, golongs<br>darin, citica lakan, perdidikan besihir pina pelegiaan alamid uporas, nomi OT, nomir RNI, toke pur, lelejon<br>dalang dar, sajam kelatingan, nomir pationir tenggal alamori tenggal lahir pationir, name pelapar tole obmod<br>dalame intigasi, nomir odkursen, tempat dibelikan; tempat dalamp pertama, tenggaldatang pertama, nomir suru<br>tanda lapor diri, hanggal pendatiran, name nomerkilatu diasa, name kepita darin, name pelapai entir, name pelapai entir, name pelapai sent nomir katu kelawara kole promisi poli kelampaten kole kelampaten kelampaten.   |  |  |
| Data Pencatatan opi<br>lalahkan                             | NV beymans lengtop bay, seesik tengal lehn bay, tenggal lehn bay, waktu lebihnan, jenib kisanin bay tempatikkasi keleham, uutan anak lei lebihnan bay, benti kelehiran, penjang bay lehn, pendong kelehiran, donis kelehiran jelehiran bay, dentita bat, dentita pelapni a selata melapon, dentita celas ili dentita salas ili noro delaham, mangal akia kelehiran, jenis pencataan kelehiran, nama kepala desahuan, nama petugas pencata   |  |  |
| Disa percestan spil<br>perkawinan                           | 10% pami, noror kera letanga pami, noror papor pami, nama lengula pami, agana-penghajar kepecayai<br>pami, tenggal lahi pami, tengari lahi pami, sonat pami, sendidikan pami, pelanjuan pami,<br>pistap kawi pami pelebahan ini perkawinan bami jang keji piti bawi yang keji pami delagai anak ke  |  |  |
|   | keargrangene som, interguan som, dertise syn dam, dentise bu uarr, filt dit, notr statu kelan-<br>stri, comor papor sor, nami linglapi ciri, aparabinghajat kapitujaan ich; tangal libri ciri, teripic libri oi<br>akind ciri, pendidun sor, pelejaan ciri, ditus ciran oti obelan perlaanan ni; persantan oli yanj ke iz<br>udaga anak ke keargangenan ciri, kebangsan ciri, dentise ayah oli, dentise bu ciri, dentise sako i, denti<br>usol il, tangga perlaanan, tangat perkananan, tanggal milapor, wastu milapor, pelkanana berdisaakan ayan<br>nama basan yang mengesahian perkanana, kepatuan pengadian, nama pemula ayana, nomor akta kawir, nan<br>pelugai percekti kama pelugai enti hanggal enti.   |  |  |
| Data pencasahan sipil<br>pencersian                         | NK sant notor sata leiturgi szen, notor papor szent, natra lengka szent, aganalpengkejő kiporcayás<br>szent inngol fer szent kindel fer szent, danta szent, pendősei szent, pereszen szent pensan szent yar-<br>lei kinargengiasan szent, kibergossan szent, NK szt. notor királ kisálága szt. notor págor szl. natra lengka<br>latt, aganalpengiasat kipergossan szt. tengal latti kitt, hintel királ kitt, samat latt, pendident itt, pensyan szl.<br>pensanan szt. yardy kit, lesarganyarsan szt. kibengssen szt. yarg trenggiskan penselen notor asa kasa-<br>tongal asta kisent, tengal pelkaseten, cisetá percessán, tenggá mistor, selts misleor junkáh arok yar<br>dangan ji hitega pengalálin, notor kitetípen pengalálin; tenggá pentelean pengalálin, színtál penselean pengalálin, színtál szentelean pengalálin, színtál szentelean pengalálin, színtál szentelean pengalálin, tenggá ertil.   |  |  |
| Data percatabe sipil<br>leration                            | NX nano lengkar jenis kelanini; bengai lahir tempat lahir, syona, belenjaan, alamat, kewangsan sedangsan sedangsan sedangsan sedangsan kematian penjebel kematian, tempat kematan, yang benesengsan kematian bengai kematian, dentitas baya, dentitas pelapor, dentitas sakia i, identitas sakia it, monta sata kematian bengai akib kematian.  |  |  |
| Data pencatah sipil<br>pengaluan arak                       | NVI, nama lengkap, rempar later, tanggai later, jena kratnim, dentitas domosi, apamalkepercayoan, autare kelahnan,<br>nomo sida later, tanggai perestrian sida later, entimo penedo sida later, dentitas bu kandung identitas syalt, dentitas<br>sakui i, dentitas sakui ili, nomo patuan pengedian; tanggai putualin pengedian, nama pengedian, tangai pengedian,<br>nama petuasa septim   |  |  |
| Data pencatatan sipil<br>pengangkatan anak                  | NOT, name lengular, tempat latur, tenggal latur, jemb lelannin, diertitar, damodi, agantakopecuysan, nomor aida latu<br>tanggal aina latur, matano pembat aina laber, dientita dau landung, dientata jayah kandang, dientatai dau angust<br>identitar, nyiki ngilast, nomor putusian pengadilan, tanggal putusian pengadilan, name pengadilan, hampat |  |  |
| Cata penceratan spil<br>pengesahan anak                     | NV, nami languar, terpar later, tanggal later, jens keaner, dentitus domot, aganakkeperusjuar, uudas kelinnar,<br>noma sich later, tanggal sich later, nomas pereitst sich later, dentitus bu kandung, dentitus sjoh kandung, dentitus<br>sikol, dentitus persokon nami petugus replome.  |  |  |
| Data pencatatan sipil<br>perubahan status<br>kesarganaganan | NIX, nontri katu lebangs, nana lengkas, jena kelanin, dertias daniak apanakepensyan, tenpat lebaha<br>tingga laini, pekerpan, pendidikan danut nepra sasi, kebangsan, kewaganeparan, sistua keinigasan, non-<br>Kepana Merkuman, tangga Kepel-Merkuman, nontri belia sana sampat tangga berta aura sunsur tangga<br>Tenpana Merkuman, tangga Kepel-Merkuman, nontri belia sana sampat tangga berta aura sunsur tangga   |  |  |

# 3.1 Population data items for each type of data in SIAK

| No | Actor    | Event                                    | Respon   |
|----|----------|--|--|
| 1  | Operator | Registrasi                               | Informasi tentang registrasi operator                          |
| 2  | Operator | Validasi Id                              | Pengaktifan sistem dengan memasukan id<br>pengguna yang valid  |
| 3  | Operator | Invalid Id                               | Jika id invalid maka sistem akan<br>menampilkan pesan tersebut |
| 4  | Operator | Fitur                                    | Pilihan fitur sistem yang akan dipakai                         |
| 5  | Operator | Pengolahan Data<br>KK                    | Input, edit, hapus, cetak data                                 |
| 6  | Operator | Pengolahan Data<br>KTP                   | Input, edit, hapus, cetak data                                 |
| 7  | Operator | Pengolahan Data<br>Akta lahir            | Input, edit, hapus, cetak data                                 |
| 8  | Operator | Pengolahan Data<br>Pindah Penduduk       | Input, edit, hapus, cetak data                                 |
| 9  | Operator | Pengolahan Data<br>Penduduk<br>Meninggal | Input, edit, hapus, cetak data                                 |

# 3.2 Data involved in the SIAK system

The effort to develop the Population Administration Information System is a very urgent need, especially to fulfill the rights of the population and social protection by having transparent, orderly, satisfying and affordable services for public.

#### IV. DISCUSSION

The Tanggamus Regency Government in this matter through the Ministry of Home Affairs is currently implementing an e-KTP program based on the National Population Number (NIK) as the implementation of Law No. 23 of 2006 concerning Population Administration. Referring this law, the Ministry of Home Affairs has the obligation and responsibility to carry out population administration nationally. The Provincial Government is obliged and responsible to execute the population administration at the provincial scale. Meanwhile, regency/City Government is obliged and responsible to have population administration at the Regency/City Scale conducted by the Regent/Mayor. The Regency/City Dukcapil Agency is obliged to provide population registration and civil registration services, and issue population documents. The NIK-based e-KTP program aims to obtain an orderly database and orderly population documents [Ministry of Home Affairs, 2011]. The e-KTP program was issued based on the Law No. 23 of 2006, Presidential Regulation (Perpres) No. 26 of 2009, and Perpres No. 35 of 2010. Thus, it applies nationally and make the public easier to get services from Government and private institutions, because they no longer need a local ID card. Related to this program, the Government is currently in the stage of recording fingerprints, photographs and signatures, and there are still 3 stages that must be implemented, namely e-KTP personalization, e-KTP issuance, and e-KTP submission. To support the effectiveness and efficiency of NIK issuance and the application of e-KTP, the government developed the

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Technology (PTIK) BPPT assists the Ministry of Home Affairs in technical development of online SIAK software that includes the design of inter-district network infrastructure, the data center at the Directorate General of Population Administration, the design of disaster recovery center (DRC), the consolidation of data in the system, and providing assistance technique in making e-KTP. Based on the phenomena that have been stated in the background above, the formulation of the problem in this study is as follows: How high is the Birth Certificate services quality of population and Civil Registry department of Tanggamus Regency that runs on Disdukcapil so far have used computerization. The data processing and manufacturing process also used a system that had been provided by the Ministry of Home Affairs. So that the manufacturing process did not experience too many obstacles. Problems will arise if the public service is less and there is no best solution. The manual birth certificate registration service sometimes faces a human error such the error entry number. This has a problem in the manufacturing process, moreover the wrong deed is taken due to lack of information on the receipt. If it is implemented by using a computerized system, the performance of Dukcacil department under Civil Registration is expected to increase. Therefore, a registration application and birth certificate service will be made to resolve problems that were previously resolved manually.

#### V. CONCLUSION

By the creation of SIAK Based on the description above, it is necessary to have a commitment to the develop e-Government that change the manual work culture into electronic by utilizing information technology tools. This is in line with the main goal of e-government, which is to improve the quality of service for the community. By e-Government, it expect to become one of the new breakthrough alternatives in providing better public services and to be a strategic information resource that is very helpful for the community to process the birth certificates and advance Tanggamus Regency to be even more recorded population.

The development of SIAK as one form of e-government development, then:

- a. The establishment of SIAK aims to support "good governance" as a necessity especially to support the population process in Tanggamus Regency.
- b. Many things were obtained from the development of SIAK, such as, to realize population management services and the population have been recorded in the civil records oriented to have the accurate data and public cooperation to create accurate population data and information, this system is also expected to improve the society condition.

In processing the SIAK, there are several advantages, that expects to develop after the creation of SIAK, those are:

- a. Provide fast public information to create population
- b. Accelerate the processing of population documents such as making KTP, family cards and other letters.

Based on the description above, It needs a commitment to develop the e-Government and change the manual work culture into electronic by utilizing information technology devices. This is in line with the main goal of e-Government, which is to improve the quality of service for the community, By utilizing the e-Government, it expects to become one of the new breakthrough alternatives in providing better public services and to be a strategic information resource.

The advantages that are expected to develop by implementing SIAK are:

- Provide fast public information to process the population documents.
- Accelerate the processing of population documents such as the making of ID cards, family cards and other letters.
- Creating a correct, fast and accurate population administration.
- Achieving a satisfied population administration services and civil registration and public cooperation to create accurate population data and information.

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