
Implementation of the Policy on Data Collection and Issuance of Population Administration for Persons with Disabilities in West Bandung Regency, West Java Province

Hendra Trismayadi¹, Muchlis Hamdi², Andi Pitono³, Andi Azikin⁴

^{1,2,3,4}Institut Pemerintahan Dalam Negeri, Indonesia

Article Information

Article History

Received, 27 March, 2025

Revised, 9 April, 2025

Accepted, 10 April, 2025

Published, 10 April, 2025

Corresponding Author:

Hendra Trismayadi, Institut Pemerintahan Dalam Negeri, Indonesia.

Email:

trismayadihend1@gmail.com

ABSTRACT

People with disabilities have the same rights as citizens and are entitled to obtain population administration services. The implementation of the population administration data collection and issuance policy for people with disabilities cannot be separated from problems such as budget constraints, lack of facilities and infrastructure, and limited human resources. The purpose of this study is to examine and analyze the implementation of the population administration data collection and issuance policy for people with disabilities, the inhibiting and supporting factors, and to find an effective implementation model for the population administration data collection and issuance policy for people with disabilities. The research method used by the researcher is descriptive analysis with type his approach is qualitative through interviews, observations, and documentation. Data analysis was carried out use technique triangulation of data to increase the validity of research findings. The results of the study found that the implementation of the population administration data collection and publication policy has a clear target, namely people with disabilities. To achieve the realization of the percentage of targets that have been set, service innovations were found through the development of cooperation with parties or institutions managing people with disabilities with a pick-up service model. In addition, an integrated online service business process was also created through the Online Service Information Registration System (SIDILAN) application. The pick-up service model and online services from the dimensions of productivity and linearity are very effective because in addition to the clear targets and mechanisms, they are also efficient in utilizing resources.

Keywords: Implementation, Cooperation, Linearity, Productivity, Efficiency.

1. INTRODUCTION

The state through a system of government is obliged to fulfill the basic needs and civil rights of every citizen to public goods, public services, and administrative services. All citizens without exception have the same rights to receive services from the government (Setyobudi, 2013). Even the law mandates to provide services with special

treatment related to facilities, infrastructure, and public service facilities to certain members of society, namely, people who are vulnerable groups, including people with disabilities, the elderly, pregnant women, children, victims of natural disasters, and victims of social disasters without additional costs (Bleskadit et al., 2020).

The implementation of the fulfillment of community needs as mentioned above is carried out by both central and regional governments based on the authority they have according to the classification of government affairs (Rahayu, 2022). In Law Number 23 of 2014 concerning Regional Government, it is classified into absolute government affairs which are entirely the authority of the central government, concurrent government affairs which are divided between the Central Government and the Provincial and Regency/City Regions, and general government affairs which are the authority of the President as head of government (Ramdani, 2022).

Population administration is regulated in Law Number 23 of 2006, then adjustments were made to several of its provisions with the issuance of Law Number 24 of 2013, and followed up with government regulation number 40 of 2019 as its implementation (Muhimah, 2022). One of the technical population regulation policies is Permendagri Number 96 of 2019 concerning data collection and issuance of population documents for vulnerable populations in population administration. These laws and regulations are forms of public policy or government policy (Novita & Tristiana, 2022). The spirit of the government policy on population administration is in order to improve population administration services so that they are in line with the demands of professional population administration services, meet information technology standards, are dynamic, orderly, and non-discriminatory in achieving minimum service standards towards comprehensive prime services to overcome population problems (Kautsar & Saefullah, 2022). In addition, so that residents who are vulnerable to population administration can get guarantees and access to population documents through data collection as a basis for issuing population documents.

In the cycle of public policy or government policy, policy implementation is an important stage where the established policy can be implemented and benefit the community (Wahab, 2021). The implementation process itself involves a series of activities and steps that aim to ensure that the policy can function properly in a real context. The more policies and regulations made by the government, the more comfortable people's lives should be. However, public policy is also widely perceived by a group of people as a trigger for discomfort in their lives (Hamdi, 2015).

Protection and fulfillment of population administration rights as described above must be carried out by the central and regional governments because most people with disabilities in Indonesia live in vulnerable, backward, and poor conditions due to the ongoing restrictions, obstacles, difficulties, and reduction or elimination of the rights of people with disabilities (Lukito, 2021). There are many gaps experienced by people with disabilities. The Ministry of PPN/Bappenas (30/7/2022) stated that people with disabilities in Indonesia still do not have access to education, health, legal protection, or financial services (Oktavianes et al., 2024).

The gap experienced by people with disabilities is due to the unavailability of population documents. In fact, one of the prerequisites for people with disabilities to receive services from government programs is having population documents and population data (Putri & Dyastri, 2024). The completeness of these documents includes gender, age group, and education level. The lack of data quality results in many people

with disabilities not having population documents and hinders access for people with disabilities to education, health, public facilities, access to arts and entertainment, and rehabilitation services (Sumardika et al., 2021).

West Bandung Regency as one of the Regency in West Java Province that makes regulation in frame adjustment arrangement administration population as act carry on from Regulation Government Number 40 of 2019 and the Minister of Home Affairs Regulation number 96 of 2019 concerning Data Collection and Publishing Document Population for Resident Prone to Administration Population. Regional Regulation Number 7 of 2016 concerning Implementation Administration Population considered Already No in accordance Again with need law public so that need replaced with Regional Regulation number 3/152/2023 concerning Implementation Administration Population, use give protection, recognition, determination of personal status, and legal status every incident important experienced by the population. Meanwhile, regulations related to respect, protection and fulfillment of the rights of persons with disabilities, the West Bandung Regency Government has stipulated Regional Regulation number 2 of 2022 concerning Respect, Protection and Fulfillment of the Rights of Persons with Disabilities. The regional regulation is a form of protection for persons with disabilities as part of society who have the same position, rights, obligations and roles as others in all aspects of life and livelihood.

Although Government West Bandung Regency has make regulation bylaw as form respect, protection and fulfillment right sufferer disability as explained above, the reality is Still there is resident sufferer disabilities that have not been own document population, both Electronic KTP, KIA, and certificate birth. The data above indicates service administration population Not yet touch sufferer disability in a way the whole caused various factor among others: needs sufferer disability Not yet become focus of government programs area, limited budget, lack of facilities and infrastructure, lack of source Power professional human, poor data quality accurate, and lack of awareness of parents who have child sufferer disability as well as accessibility or inability sufferer disability For present at the place service population.

Based on identification and limitation the problem that has been delivered, research This focus on implementation policy data collection and publication administration population for sufferer disabilities in West Bandung Regency, Research This aiming For analyze How policy the applied as well as identify supporting factors and also hinder its implementation, In addition, research This also attempts For formulate an implementation model effective policy in increase accessibility administration population for sufferer disabilities in the area.

2. RESEARCH METHOD

Study This use method descriptive with approach qualitative. According to Sugiyono (2012) research with approach qualitative will produce significant research according to data and information in the field. In the research qualitative, data collection is not guided by theory, but guided by the facts found in the field. While theory only functioning help researcher For make various question research, not For guide How collecting data and data analysis. Steps data collection includes business limit research, collect information, through observation and interview well structured and also no, documentation, visual materials and business to design protocol for record / take notes information. (Craswell, 2013). The collected data furthermore done analysis. In the qualitative data analysis process in the form of words and not series the usual numbers processed before used. (Milles and Huberman, 1994), Analysis qualitative still use words to Then arranged in expanded text that includes three channel activities, namely data

reduction, data presentation, and extraction Conclusion What Cresswel said and B. Milles and Huberman's goals is for ensure data accuracy in order to take correct conclusion. Deep data inspection techniques study This done with channel activity data reduction, data presentation and extraction conclusion. The techniques used are: is with do data triangulation, namely merge various different data from share sources that have been There is for checked.

3. RESULTS AND ANALYSIS

Implementation policy data collection and publication administration population sufferer disabilities in West Bandung Regency

Implementation policy data collection and publication administration population sufferer disabilities in West Bandung Regency seen from dimensions productivity, linearity, and efficiency can outlined as following:

1) Dimensions Productivity

Related with group target sufferer disability, mentioned in regulation area West Bandung Regency Number 2 of 2022 (Article 23) that right service public For sufferer disability as meant in Article 7 letter n (services) public), including:

1. Right to obtain decent accommodation in service public optimally, reasonably, dignified without discrimination; and
2. Rights of assistance, translation and provision easy facilities accessible on site service public without addition cost

Group target service administration population for resident prone to administration population sufferer disabilities in West Bandung Regency in 2023 and 2024 can seen that that 719 people are required to have an ID card spread across throughout subdistrict has recorded a total of 696 and the rest as many as 23 people. This means achievement performance with group target sufferer disability in 2023 by 97 %. This is show that service administration population for resident prone to administration population sufferer disability Already walk effective. While mandatory KTP for 735 people spread out throughout subdistrict has recorded a total of 731 and the rest as many as 4 people. This means achievement performance with group target sufferer disability in 2024 by 99 %. This is show that service administration population for resident prone to administration population sufferer disability Already walk effective as year previously.

Based on information said, with see clarity group target in increase quality service public specifically sufferer disabilities, and pay attention to the realization that always exceed from the target that has been set, show that from dimensions productivity implementation policy data collection and publication administration population sufferer disabilities in West Bandung Regency can it is said productive. Looks from achievement every indicator performance that is precisely exceed the final target Renstra. Percentage Resident Having an e-KTP exceeds 3%, Percentage of IKD exceeds 52%, Percentage of Children with KIA exceeds 13%, Percentage Publishing Act Death exceeding 34%, Percentage Residents with Certificates Birth 0 - 18 Years exceeding 5.12% and the Percentage of Institutions Utilizing Population Data exceeding 45%. As conveyed (Hamdi, 2014:105) that productivity regarding with ability for realize achievement standards that have been determined, especially in the form of achievement standard amount group target. The more fluent fulfillment achievement group target, then can stated that implementation policy the more productive.

2) Dimensions Linearity

Implementation policy That successful and running effective need pay attention to 4 (four) things main as delivered by Edward III (1980), namely:

- a) Communication related with follow-up How policy communicated with organization or public and attitudes as well as response from the parties involved. Of course communication This must delivered with clear and can understood by the implementers so as not to experience confusion related What should done.
- b) Source Power related with availability resource supporters, especially source Power man with sufficient quantity and have qualifications, abilities and skills required in carry out policy in a way effective.
- c) Disposition related with willingness and commitment for carry out policy. Disposition or attitude from release policy is factor important in approach implementation policy public.
- d) Structure Organization. As one of the element in implementation policy public There is characteristics main in bureaucracy that is Standard Operational Procedure (SOP), and fragmentation. Standard Operational Procedure is procedure still can give certainty in service public, although in context implementation policy sometimes considered bother acceleration implementation policy Because its standard nature. Therefore still need adjustment as internal organizational response to limited time and uniformity method Work organization.

As implementation policy data collection and publication administration population sufferer disabilities in West Bandung Regency, in implementation or its implementation meet factors related inhibitors with management fourth factor the above (communication, source) power, disposition, and structure organization). Therefore That Head of Population and Registration Service civil emit decision number: 470 14867 / disdukcapil / 2021 regarding Determination Standard Services at the Population and Registration Service Civil West Bandung Regency.

Although the service standards for each type of population administration service have been set, the Population and Civil Registration Service of West Bandung Regency in an effort to accelerate policy implementation continues to make adjustments to complete performance achievement targets. Such as the implementation of the population administration data collection and issuance policy for residents with disabilities that require a special approach and conditioning considering the limitations of the target objects.

Conditioning of population administration service procedures for people with disabilities has been carried out by the population and civil registration service of West Bandung Regency (KBB) as acknowledged by the management of SLB Agro Industri that data collection was carried out by KBB Disdukcapil officers by visiting and recording in the school hall which facilitated access for students and their parents with an implementation time of approximately 120 minutes. The adjustment referred to in the population administration service above does not mean violating the rules that have been set, but rather remains in the context of suitability. Suitability (Hamdi, 2014) is more in the sense of not exceeding the standards that have been determined, namely procedures that do not get longer, time that does not get longer, costs that do not get bigger, places that do not change, and implementers that do not get bigger in number.

3) Dimensions Efficiency

Efficiency overview regarding with ability utilization source Power in implementation policy. Source Power the can in the form of implementers, assets, funds, and technology. The more minimal the use of implementers, assets, and funds through use

increasingly advanced technology appropriate in implementation policy in reach objective policy, then can stated that implementation policy the more efficient. (Hamdi, 2014:105). Activities carried out by Disdukcapil West Bandung Regency for realize efficiency service and achievement of specified targets is with “ *Jemput Bola* ” innovation using car around service population, providing online service so that Can done registration Where just past application Information List System Online Services (SIDILAN), and services integrated so that in One service get 4 (four) products administration population, namely Family Card, KTP, Certificate Birth, and KIA.

Schedule activity in the pick- up program for 2024 is already made in a way periodic and always coordinated previously with the sub-district heads, village heads village, and head school through letter announcement For followed up to group target at a time completeness requirements that must be met filled. As conveyed by the Head of Cipongkor District:

“Upon request family, sub-district Cipongkor together with the Population and Civil Registry Service Civil West Bandung Regency held action real as form concern to inhabitant disability For give excellent service. This program No just give identity population, but also alleviates burden families who often have difficulties look after document important this. With existence pick up the ball for the disabled who have limitations still get decent service ”.

Saying thanks were also expressed by the residents of Sukamulya Village on service program administrative outreach population as as follows: "I personally and the community village Sukamulya is very grateful Because looking for ID card no need to district and not need to bother taking out cost transportation. The hope is Hopefully all service like This, is enough in the village and finished in the village too”.

For the literate society technology will more easy Again in look after administration population in West Bandung Regency is in line with development technology with presence various application start from SIPEPEN-OC, SILANDAK OC, MY DARLING, SICEVOT services, and Information List System Online Services (SIDILAN). Various service the continuously disseminated by the Population and Registration Service Civil to public in various chance with theme " Disdukcapil KBB Go Digital" Application that has walk Keep going improved and developed with various application models services to be integrated between Organization Regional Apparatus (OPD) even with village

Inhibiting and Supporting Factors in the Implementation of Population Administration Data Collection and Issuance Policy for Persons with Disabilities in West Bandung Regency

The Population and Civil Registration Service of West Bandung Regency in carrying out government affairs in the field of population and civil registration in addition to formulating technical policies in the field of population registration services, civil registration services, management of population administration information and utilization of data and innovation, as well as implementing the policies that have been formulated. One of the policies that shows the commitment and seriousness of West Bandung Regency in handling disabilities is the issuance of West Bandung Regency Regional Regulation number 2 of 2022 concerning Respect, Protection and Fulfillment of the Rights of Persons with Disabilities. The variety of persons with disabilities including persons with physical disabilities, persons with intellectual disabilities, persons with mental disabilities, and

persons with sensory disabilities, all have the same rights, including the right to data collection in relation to population administration services.

Based on secondary data obtained from the Government Performance Accountability Report (LAKIP) of the population and civil registration service, the factors that are generally obstacles in providing population administration services are as follows:

- A. Population Performance Indicators have KTP-EI
 - a) People only make e-KTP when needed.
 - b) There are still many data elements that do not match the holder's (owner's) statement when asked for supporting data in the form of a diploma, marriage certificate, the data is not the same (abbreviated name, blood type, date of birth, occupation) the registration process concerned does not provide inaccurate information.
 - c) The recording and printing of e-KTP has been running in West Bandung Regency but not yet fully because the e-KTP forms are not available and the ribbon ink is still limited.
 - d) Delays in printing and distributing e-KTP due to *hardware limitations*.
 - e) Limited e-KTP *hardware in the sub-district because many are damaged*.
- B. Performance Indicators of Heads of Families Who Have Family Cards
 - a) People only make Family Cards when necessary.
 - b) Incomplete document requirements.
 - c) Amount sufficient population big.
- C. Indicators of Children with KIA
 - a) People only make KIA when needed.
 - b) There are not many benefits in using KIA.
- D. Performance Indicator for Population with Birth Certificate
 - a) The office location is quite far away.
 - b) Public understanding of the importance of birth certificates is still low.
 - c) Amount Sufficient population big.
 - d) Incomplete document requirements.
 - e) Many residents carry out religious marriages (siri).
- E. Performance Indicator for Population with Birth Certificate (0-18 years)
 - a) The office location is quite far away.
 - b) Public understanding of the importance of birth certificates is still low.
 - c) Amount sufficient population big.
 - d) Incomplete document requirements.
 - e) Many residents perform religious marriages (siri).
- F. Performance Indicators for Population with Death Certificates
 - a) The office location is quite far away.
 - b) Public understanding of the importance of death certificates is still low.
 - c) Incomplete document requirements.
 - d) Amount sufficient population big.
- G. Performance Indicators of Institutions that Utilize Population Data
 - a) The socialization of the benefits of the Cooperation Agreement (PKS) to user institutions has not been optimal.
 - b) The approval process from the Directorate General of the Ministry of Home Affairs regarding the letter of approval for access to data utilization from user institutions submitted by the Population and Civil Registry Service is very slow and takes too long, so that the approval process can take months.
 - c) There are requirements for user institutions that will have access to data utilization that must have ISO standards.

H. Population Profile Performance Indicators that have been completed are awaiting consolidation results. Clean consolidated data from the center is late, so that the preparation of the population profile is also hampered.

The problem or the constraints conveyed Head of Population and Civil Registry Office it is also part of from problem general service administration population described based on indicator performance main Population and Registration Service Civil West Bandung Regency. For example, in the indicator First (Population Performance) have an EI ID card) such as limitations of e-KTP hardware in sub-districts Because Lots which damaged. This is very related with limitations budget. Inhibiting factors other is related with location office with sufficient area Far especially condition group target sufferer disabilities that are not allow For come to location recording, finally need time service Because must mobilize officers who are automatic leave office whereas personnel in control technology is also limited.

In general, the determinant factors during 2022 and 2023 did not change much, so that it could be addressed by the population and civil registration service by utilizing supporting factors such as ownership of human resources with skills and mastery of regulations that continue to be improved, mobile car facilities, and budget support. Alternative solutions that have been carried out for obstacles in each main performance indicator are as follows:

- 1) Population Performance Indicators have an e-KTP
 - Conducting outreach to the community both directly and indirectly through print and electronic media and billboards
 - Borrowing forms and ribbon ink to other cities and districts. - Carrying out procurement of computers and printers
 - Carry out procurement computer and printer
- 2) Performance Indicators for Heads of Families Who Have Family Cards
 - Conducting outreach to the community both directly and indirectly through print, electronic and billboard media.
 - Socialization of the required requirements through electronic media and billboards.
 - Pick up the ball with a mobile population service car.
- 3) Indicators of Children with KIA
 - Conducting outreach to the community both directly and indirectly through print, electronic and billboard media.
 - Conducting socialization to the community both directly and indirectly through print and electronic media and billboards that KIA is an identity card for children under 17 years of age.
- 4) Population Performance Indicators with Birth Certificates
 - Providing online services so that registration can be done anywhere

- Conducting outreach to the community both directly and indirectly through print, electronic and billboard media.
 - Pick up the ball with a mobile population service car.
 - Socialization of the required requirements through electronic media and billboards
 - Using a substitute for a marriage certificate using the Absolute Responsibility Statement Letter (SPTJM).
- 5) Population Performance Indicators with Birth Certificates (0-18 years)
- Providing online services so that registration can be done anywhere
 - Conducting outreach to the community both directly and indirectly through print, electronic and billboard media.
 - Pick up the ball with a mobile population service car.
 - Socialization of the required requirements through electronic media and billboards.
 - Using a substitute for a marriage certificate using the Absolute Responsibility Statement Letter (SPTJM).
- 6) Performance Indicators of Population with Death Certificates
- Providing online services so that registration can be done anywhere
 - Conducting outreach to the community both directly and indirectly through print, electronic and billboard media.
 - Socialization of the required requirements through electronic media and billboards.
 - Pick up the ball with a mobile population service car.
- 7) Performance Indicators of Institutions that Utilize Population Data
- Additional budget for PKS socialization to user institutions
 - There must be clear standards or SOPs regarding the completion time for approval of data utilization applications from the Directorate General of the Ministry of Home Affairs, so that regions do not have to wait too long for a reply to the Approval/Rejection Letter.
- 8) Population Profile Performance Indicators completed
- Frequently Coordinate with the Center in requesting Clean Consolidated Data

Implementation Model of Population Administration Data Collection and Issuance Policy for Persons with Disabilities in West Bandung Regency

Cooperation model service administration population sufferer disability through Agreement Cooperation between the Population and Registration Service Civil with the Department of Social Services through digitalization, where the service process administration population received by the Population and Registration Service Civil direct

from institution social or officer social that has registered / affiliated with the Department of Social Services. Through the process of digitizing the Department of Social Services get input in the form of digital file, application digital resident letter disability from institution social and officer social. File / application the Can sent to the Population and Registration Service Civil through SIDILAN application digitally by the institution social and officer social For then output/ result digital documents from the Population and Registration Service Civil sent in a way realtime and distributed return to resident disabled through institution social and officer social with estimate 1 day time.

Development service with use technology is also done with the determination

Decree of the Regent of West Bandung Number 100.3.3.2/Kep.825-Disdukcapil/2023 concerning the SIDILAN Condolences Program (Registration and Information System) Online Services – Direct Report Together Death of Citizens). Then through officer registration village or SIDILAN RT and village administrators, residents can access and report death inhabitant online, which at the same time connected with service social For get compensation money.

Then with see Still the amount the role of parents of students who experience difficulty in the administration population as one of the condition For registration his child is in elementary school (SD) like Act Birth and Child Identity Cards (KIA) and the lack of parents ' awareness of students regarding ownership deed birth of a child and KIA, then Civil Registry Office develop return innovation online services with focus AMINDUK online services in all Elementary schools in the West Bandung Regency area totaling 681 Elementary Schools. The innovation of the SIDILAN service program entered schools developed by Disdukcapil Enough varied and based on needs real public with focus program innovation in dimensions service public specifically need administration population in the education child.

Every the main thing in service model development is the presence of operators in each unit or institution related to what was proposed by the leadership their respective units which are then will verified by the Population and Registration Service Civil. For example SIDILAN operator officer defends condolences, then proposed by the head village. SIDILAN operator enters school, operator proposed by the head school accompanied by with Letter of Assignment from Head School / Educational Unit. For assign or pointing This operator also does not easy remember limitations source Power humans in each institution. Therefore that is the Population and Registration Service Civil West Bandung Regency also continues do socialization at each There is chance.

Development implementation data collection and publication administration population sufferer disabilities that have carried out by the Population and Registration Service Civil West Bandung Regency can represented become a reference model Work as explained by Mill in Suprijono (2016) said that the model is form representation accurate as an actual process that allows somebody or a group of people trying act based on that model.

Working model The same service administration population is also developed with all institution education outside normal manager public in need special (disability) which begins with socialization Then to be continued with agreement binding cooperation second split parties so as not to There is abuse authority. Innovation special for sufferer disability is service pick up the ball, namely giving service administration population with come to place services that have been agreed or officer executor from the Population and Registration Service Civil direct come to domicile of the sufferers disability (group target).

Service model pick up the ball is services that are considered ideal because they make things easier for people with disabilities. disability with all its limitations. The head of SLB BC Bina Widya said that:

" Policy or service model administration ideal population for sufferer disability is service administration population without cost and customized with condition group target in matter This sufferer disabilities. At SLB BC Bina Widya there are 85 people with disabilities disabilities that need get service with classification sufferer disability physique a total of 21 people and people with disabilities disability intellectual as many as 64 people".

In line with opinion on also conveyed by the Head of SLB Al Hikmah, West Bandung Regency as following:

"From the side service model efficiency administration ideal population for sufferer disability customized with conditions and needs sufferer disability. It means procedures, time and place Can customized based on agreement, can be at school or in the sub-district".

Interview results with The head of Purnama Asih Special Needs School is related with service model administration population also not Far different with second opinion above what is expected existence service with come to direct residence sufferer disability or direct served at school. This was also conveyed by the Head of SLB Hanjuan Jaya which was necessary optimize service for sufferer disability from various aspect adjustments.

Service model administration population sufferer disability with innovation pick up the ball can represented in image ` as following:

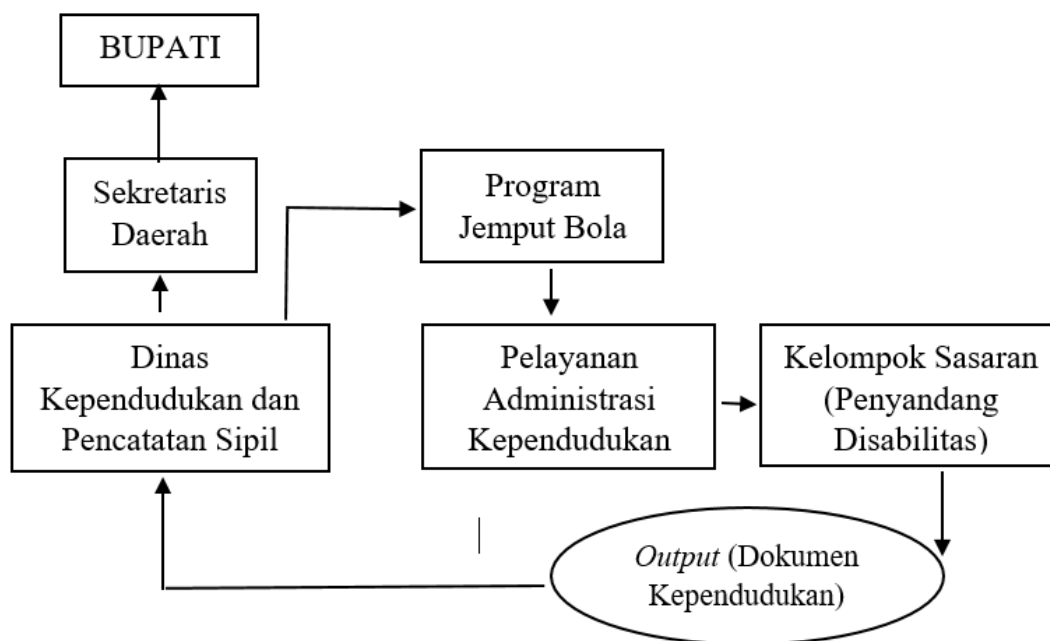


Figure 1 Implementation Model Administration Population Pick Up the Ball

Implementation Model Administration Population Pick Up the Ball as in image 1 above become reference Work officer Population and Registration Service Executive Civil West Bandung Regency in give service administration population for sufferer disabilities that are not have access to place service and in physique of course No allow For come to place service. Finally made policy with service pick up the ball that has been scheduled such that appearance.

4. CONCLUSION

Implementation policy data collection and publication administration population for sufferer disabilities in West Bandung Regency, West Java Province, based on analysis use theory Hamdi (2015) with dimensions productivity, linearity, and efficiency, indicating positive results. From the dimensions productivity, implementation policy This has walk with good, proven from achievement data collection and publication document population exceeding the target in One year budget. In the dimension linearity, policy This has walk in accordance standard services that provide certainty related mechanisms and procedures, term time settlement, costs / rates, and product services. While that, from aspect efficiency, service administration population has optimized through Information List System Online Services (SIDILAN), which allows public get four product administration Population — Family Card, KTP, Certificate Birth, and KIA— in one time service. However, the implementation policy This Still face constraint in the form of limitations source Power human resources (HR), budget, and facilities and infrastructure. Although Thus, the innovations made through online services, cars traveling, as well as a football pick- up program assisting the Population and Registration Service Civil reach, even exceeding the target that has been set. For increase effectiveness policy, implementation model administration population for sufferer disability developed through Work The same with institution manager disabilities and parties related, innovation service pick up the ball, and strengthening online services through the SIDILAN Program.

REFERENCES

- Bleskadit, H. M., Kaawoan, J., & Kumayas, N. (2020). Kinerja Aparatur Sipil Negara (Asn) Dalam Pelayanan Publik Di Dinas Kependudukan Dan Pencatatan Sipil Kota Sorong Provinsi Papua Barat (Studi Pembuatan E-Ktp Di Dinas Kependudukan Dan Pencatatan Sipil Kota Sorong). *Jurnal Eksekutif*, 1(4).
- Cresswell, J. (2013). *Qualitative inquiry & research design: Choosing among five approaches*.
- Hamdi, M. (2002). *Bunga Rampai Pemerintahan*. Yarsif Watampone, Jakarta Selatan.
- Hamdi, M. (2014). *Kebijakan publik: proses, analisis, dan partisipasi*. Ghalia Indonesia.
- Kautsar, Y. A., & Saefullah, D. (2022). Implementasi Kebijakan E-Government Pada Sistem Informasi Administrasi Kependudukan Di Kota Bandung. *Scientia Regendi*, 3(2), 1-14.
- Labolo, M. (2015). *Dinamika Politik Dan Pemerintahan Lokal*. Ghalia Indonesia, Ciawi-Bogor.
- Lukito, E. C. (2021). *Perlindungan Hukum Bagi Pemenuhan Hak Aksesibilitas Penyandang Disabilitas Dalam Penyelenggaraan Pelayanan Publik di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Sleman* (Doctoral dissertation, UNIVERSITAS ATMA JAYA YOGYAKARTA).
- Madden, R. H., Lukersmith, S., Zhou, Q., Glasgow, M., & Johnston, S. (2020). Disability-related questions for administrative datasets. *International Journal of Environmental Research and Public Health*, 17(15), 5435.
- Miles, M. B., & Huberman, A. M. (1994). *Qualitative data analysis: An expanded sourcebook*. sage.
- Muhimah, U. U. (2022). Peran Pemerintah dalam Bidang Administrasi Kependudukan dalam Kerangka Perlindungan Hukum Warga Negara Ditinjau dari Undang-Undang

- No. 23 Tahun 2006 tentang Administrasi Kependudukan. *Sultan Jurisprudence: Jurnal Riset Ilmu Hukum*, 2(1), 53-63.
- Novita, H. V., & Tristiana, E. (2022). Percepatan Kepemilikan Dokumen Kependudukan Bagi Penduduk Rentan Melalui Program Jemput Bola Di Kabupaten Karanganyar. *Evokasi: Jurnal Kajian Administrasi dan Sosial Terapan*, 1(1).
- Nugroho, R. (2017). *Publik Policy*. Elex Media Komputindo, Jakarta.
- Oktavianes, A., Sjafari, A., & Maisaroh, I. (2024). Pelayanan Publik oleh Dinas Kependudukan dan Pencatatan Sipil Kota Tangerang terhadap Penyandang Disabilitas. *Epistemik: Indonesian Journal of Social and Political Science*, 5(1), 1-12.
- Power, A. (2009). 'It's the system working for the system': carers' experiences of learning disability services in Ireland. *Health & social care in the community*, 17(1), 92-98.
- Putri, F. R., & Dyastari, L. (2024). Pelayanan Dalam Pembuatan E-KTP Bagi Penyandang Disabilitas di Kantor Dinas Kependudukan dan Pencatatan Sipil Kabupaten Kutai Kartanegara: Services in making E-KTPs for people with Disabilities at the Kutai Kartanegara District Population and Civil Registration Office. *Jurnal Ilmu Pemerintahan*, 12(2), 59-65.
- Rahayu, A. S. (2022). *Pengantar Pemerintahan Daerah: kajian teori, hukum dan aplikasinya*. Sinar Grafika.
- Ramdani, D. (2022). Deklinasi Kedudukan Gubernur Sebagai Kepala Daerah dan Penyelenggara Urusan Pemerintahan Konkuren Daerah Provinsi. *Jurnal Restorasi Hukum*, 5(1), 31-66.
- Setyobudi, Y. F. (2013). Peran Masyarakat Dalam Pelayanan Publik Sesuai Dengan Undang-Undang No. 25 Tahun 2009 Tentang Pelayanan Publik. *Jurnal Dimensi*, 2(1).
- Spall, P., McDonald, C., & Zetlin, D. (2005). Fixing the system? The experience of service users of the quasi-market in disability services in Australia. *Health & Social Care in the Community*, 13(1), 56-63.
- Sugiyono, S. (2016). Metode penelitian kuantitatif, kualitatif, R&D. *Bandung: Alfabeta*, 1(11).
- Sumardika, I. P., Astara, I. W. W., & Utama, I. N. (2021). Pelaksanaan Perlindungan Hukum bagi Penyandang Disabilitas dalam Mendapatkan Pelayanan Publik di Kabupaten Tabanan. *Jurnal Analogi Hukum*, 3(2), 170-176.
- Tachjan. (2006). *Implementasi Kebijakan Publik*. AIPI, Bandung
- Wahab, S. A. (2021). *Analisis kebijakan: dari formulasi ke penyusunan model-model implementasi kebijakan publik*. Bumi Aksara.