

**How to Cite:**

Suryawati, N. (2021). Implementation of population administration services in Tuban district. *Linguistics and Culture Review*, 5(S1), 693-709.  
<https://doi.org/10.37028/lingcure.v5nS1.1457>

# Implementation of Population Administration Services in Tuban District

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**Abstract**---The purpose of this study is to provide public administration services, namely: (1). Meet every resident in public service (2). Increase the awareness of the population to fulfill the population (3). Implement development policies. Methods: This research uses a qualitative approach, data collection techniques are: interviews, site surveys, documentation and literature studies. Conclusion: (1). The administration of sub-district government in population administration services in Tuban Regency has been in accordance with Indonesian Law No. 23 of 2006 (2). Settlement of Population administration problems, involving related elements and can be resolved in accordance with population regulations.

**Keywords**---administration service, implementation, literature studies, population.

## Introduction

In order to realize a concurrent distribution of authority proportionally between the Government, Provincial Regions, Regency and City Regions, criteria are developed which include: externalities, accountability and efficiency by considering the compatibility of the relationship in the management of government affairs between levels of government. The affairs under the authority of the regions include mandatory and optional affairs. Mandatory government affairs are government affairs related to basic services such as basic education, health, fulfillment of minimum living needs, basic environmental infrastructure; while optional government affairs are closely related to superior potential and regional peculiarities. The division of government affairs as mentioned above is carried out through the mechanism of submission and or acknowledgment of the Regional proposal for the part of government affairs that will be regulated and managed. Based on the proposal, the government conducts verification first before providing arrangements for the part of the affairs to be carried out by the Regions (Agussalim, 2007; Manan, 2001).

In the administration of regional government, regional heads are assisted by regional apparatus. In general, the regional apparatus consists of elements of staff who assist in the formulation of policies and coordination which is accommodated in the secretariat institution; elements supporting the duties of regional heads in the preparation and implementation of specific regional policies, accommodated in regional technical institutions; as well as elements of implementing regional affairs that are accommodated in regional service institutions (Yudoyono, 2001; Beratha, 1992). The main basis for the preparation of regional apparatus in the form of an organization is the existence of government affairs that need to be handled. However, it does not mean that every handling of government affairs must be formed into a separate organization. The size of the regional apparatus organization should at least consider the financial capacity factor; regional needs; the scope of tasks which includes the task objectives that must be realized, the type and number of tasks; the size of the working area and geographical conditions; population number and density; regional potential related to the affairs to be handled, facilities and infrastructure to support tasks (Jaweng, 2012; Jones & Manthorpe, 2002).

Article 120 paragraph (2) of Law Number 32 of 2004 stipulates that the Regency/City regional apparatus consists of the Regional Secretariat, DPRD Secretariat, Regional Offices, Regional Technical Institutions, Districts and Villages. Based on these provisions, the sub-district is a Regency/City regional apparatus tasked with assisting the Regional Head in carrying out some of the tasks of the Regional Head. 11 Article 126 paragraph (1) of Law Number 32 of 2004 stipulates that sub-districts are established in the territory of a regency/municipality with a regional regulation guided by a government regulation. Furthermore, Article 126 paragraph (2) of Law Number 32 of 2004 stipulates that a sub-district is led by a sub-district head who in carrying out his duties receives the delegation of part of the authority of the regent or mayor to handle part of the affairs of regional autonomy (Ridwan & Sodik, 2009; Labolo, 2013).

Furthermore, for the Tuban Regency population administration has been regulated by the Tuban Regency Regional Regulation Number 26 of 2008 concerning the Implementation of Population Administration, then its implementation with the issuance of the Tuban Regent's Regulation Number 51 of 2008 concerning Instructions for the Implementation of the Tuban Regency Regional Regulation Number 26 of 2008 concerning the Implementation of Population Administration Article 1 number 5 of the Tuban Regency Regional Regulation Number 26 of 2008 concerning the Implementation of Population Administration, it is stated that acting as the implementing agency in the affairs of the administration of population administration in the Tuban Regency is the Population and Civil Registration Office (Nurcholis, 2005; Hanif Nurcholis, 2013). However, in its implementation, the District still has the task of providing services to the community related to population administration issues, especially in the issuance of Family Cards (KK) and Identity Cards (KTP). Based on the foregoing, the District should not be obliged to carry out population administration, but in reality it is still carrying out population administration. Therefore, it is necessary to conduct further studies and research on the implementation of the duties,

functions, roles and responsibilities of the District in population administration services (Ridwan et al., 2018; Abdullah, 2002).

## **Method**

### **Implementation of registration**

The implementation of population registration is based on the place of residence in the population occupied by individuals and families (Gulo, 2002). The implementation of civil registration is based on the principle of events, namely the place and time of the occurrence of events experienced by him or his family. Population administration as a system in the administration of state administration (Marbun & SH, 2018; Silalahi, 2006).

### **Population administration**

Provide fulfillment of administrative rights, in public services and protection, population documents. Population administration, among others:

- Fulfill the human rights of everyone in the field of population administration without discrimination in public services.
- Increase population awareness of their obligations in the implementation of population administration.
- Meet national statistical data regarding population.
- National, regional and local development policies and planning.
- Build

Implementation of population administration, aims to:

- Provide identity validity and legal certainty over resident documents for each residence.
- Provide protection of the status of civil rights of the population; provide population data and information nationally.
- Civil registration at various levels is complete, up-to-date, and easily accessible so that it becomes a reference for policy formulation in general.
- Realizing orderly population administration nationally.
- Provide population data as a related reference in the administration of government.

### **Population administration information system**

Population administration information system, namely:

- Implementation of population administration on an integrated national scale.
- Implementation of universal, permanent and sustainable population administration.
- Fulfillment of the rights of the population with professional services.

- Availability of data and information nationally in civil registration at various levels that are accurate, complete, up-to-date and easily accessible.

## **Results and Discussion**

### **Government organizer**

Implementation of the District Government in the Population Administration Service Process in Tuban Regency in terms of Legislation In accordance with the Tuban Regency Regional Regulation Number 26 of 2008 concerning the Implementation of Population Administration in article 4 paragraph (2) letter f it is stated that the task of the sub-district in the administration of population administration is only partially that is, in particular, those relating to the process of issuing Family Cards and Identity Cards. The follow-up or technical implementation has been followed up with the Bantu Regent's Regulation Number 51 of 2008 concerning Instructions for the Implementation of the Tuban Regency Regulation Number 26 of 2008 concerning the Implementation of Population Administration ([Matei et al., 2016](#); [Arundel, 2017](#)).

Population events include changes in address, moving come to settle, limited stay, as well as changes in the status of foreigners from limited stay to permanent residence and important events, including birth, stillbirth, death, marriage, and divorce, including adoption, acknowledgment and ratification of children , as well as changes in citizenship status, name changes and other important events experienced by a person are events that must be reported because they have implications for changing identity data or residence certificates. For this reason, every population event and important event requires valid evidence for administration and recording in accordance with the provisions of the law ([Maskin & Sjöström, 2002](#); [Kraus et al., 1998](#)).

In fulfilling the rights of the population, especially in the field of civil registration, there is still a classification of the population based on discriminatory treatment that differentiates ethnicity, ancestry and religion as regulated in various Dutch colonial regulations. The classification of the population and such discriminatory services are not in accordance with Pancasila and the 1945 Constitution of the Republic of Indonesia ([Beasley et al., 2005](#); [Bonnefoy-Claudet et al., 2006](#)).

### **Population administration**

This condition causes population administration to experience basic obstacles, because population data sources have not been coordinated and integrated, and the limited scope of reporting has not been realized in a complete and optimal population administration system. The social and administrative conditions as stated above do not have a population database system that supports population administration services. This condition must end with the establishment of a population administration system that is in line with advances in information and communication technology to meet the demands of society for professional population services. All of the above conditions become the basis for consideration of the need to establish a Law on Population Administration. This Law on

Population Administration contains arrangements and the establishment of a system that reflects the reforms in the field of Population Administration (Burke et al., 2011; McAuley et al., 2000).

Resident registration basically adheres to an active system for residents. The implementation of population registration is based on the principle of domicile or residence for the occurrence of population events experienced by a person and/or his family. Civil registration basically also adheres to an active system for the population (Gilbert, 2008; Hales et al., 2002). The implementation of civil registration is based on the principle of events, namely the place and time of the occurrence of important events experienced by him and/or his family. Population administration as a system is expected to be implemented as part of the administration of state administration. In terms of the interests of the population, population administration provides the fulfillment of administrative rights, such as public services and protection related to population documents, without any discriminatory treatment. Population administration is directed to:

- Fulfill the human rights of everyone in the field of population administration without discrimination with professional public services.
- Increase the population's awareness of their obligation to participate in the implementation of population administration.
- Fulfill national statistical data regarding population events and important events.
- Support the formulation of policies and development planning nationally, regionally and locally.
- Support the development of the population administration system.

### **Principles of administration**

The principles mentioned above become the basis for ensuring the implementation of population administration as required by law through the application of the Population Administration Information System. The Population Administration Information System is intended for:

- The implementation of population administration in an integrated and orderly national scale.
- Implementation of universal, permanent, mandatory and sustainable population administration.
- The fulfillment of the rights of the population in the field of population administration with professional services.
- The availability of national data and information regarding population registration and civil registration at various levels in an accurate, complete, up-to-date and easily accessible manner so that it becomes a reference for policy formulation and development in general.

Overall, the provisions regulated in the law cover the rights and obligations of residents, administrators and implementing agencies, population registration, civil registration, population data and documents, population registration and civil registration when the state is in a state of emergency, providing legal

certainty and protection against resident's personal data. To ensure the implementation of Law Number 23 of 2006 concerning Population Administration from possible violations, both administrative and material provisions of a criminal nature, provisions regarding investigation procedures and arrangements regarding administrative sanctions and criminal provisions are also regulated (Khamdun et al., 2021; Vavreniuk et al., 2021).

Furthermore, Article 7 paragraph (1) of Law Number 23 of 2006 states that district/municipality governments are obliged and responsible for administering population administration affairs, which are carried out by regents/mayors with the following powers:

- Coordination of population administration; establishment of implementing agencies whose duties and functions are in the field of population administration.
- Technical arrangements for the administration of population administration in accordance with the provisions of laws and regulations.
- Fostering and socializing the administration of population administration.
- Implementation of community service activities in the field of population administration.
- Assignment to the village to carry out part of the population administration affairs based on the principle of co-administration.
- Management and presentation of district/city-scale population data.
- Coordination of supervision over the administration of population administration.

According to Article 4 of the Regional Regulation of Tuban Regency Number 26 of 2008 it is determined that the administration of population administration in the region is the regional government and is carried out by the implementing agency. Furthermore, according to the provisions of Article 1 point 5 it is determined that acting as the implementing agency is the Population and Civil Registration Service which is responsible and authorized to carry out services in the administration of population administration in the regions. The authorities of the administration of population administration in the regions include:

- Coordination of population administration.
- Establishment of implementing agencies in charge of carrying out population administration.
- Technical arrangements for the administration of population based on statutory regulations.
- Fostering and socializing the administration of population administration.
- Management and presentation of regional-scale population data.
- Coordination of supervision over the administration of population administration.

Furthermore, to find out the understanding of sub-district officers in charge of Population Administration service affairs in Tuban Regency, especially in the issuance of KK and KTP, the authors took samples in 3 sub-districts from 17 sub-districts in Tuban Regency, regarding information on how to implement positions,

Duties, Functions, Roles and Responsibilities. District in Administrative service population. In this case, in accordance with the development of the proposal, the author asked for information from the head of the service section in three sub-districts, namely Tuban, Kenduruan and Semanding Districts. The answers/information obtained are as follows:

Table 1  
Implementation of sub-district Disdukcapil

No	District name	Implementation
1.	Districts Tuban	Serve directly to the community, because the sub-district is the spearhead.
2.	Districts Kenduruan	Implement district regulations. Tuban Number 26/2008, concerning the administration of Population Administration, Disdukcapil as Implementing Agency, Kec. As a Technical Service Agency, Village as a legal requirement. Administrative service products include: Resident biodata, KK, KTP, various letters of transfer and civil registration deed services.
3.	Districts Semanding	Kecamatan as an extension of Disdukcapil which no longer signed ID cards and KK as before Law no. 26 of 2008 concerning the Implementation of Population Administration which aims to orderly Administration.

Based on the description of table 1 above, it can be understood that with the sub-district of Tuban District answering as the spearhead, it means that District 120 is the lowest population administration administrator as a regional apparatus. In the Kenduruan sub-district, the answer was found: The sub-district as a technical service agency, is identical to the definition of a technical service unit. Meanwhile in Semanding answered that the sub-district is an extension of Disdukcapil which carries out population administration services at the sub-district level.

Table 2  
Implementation of district tasks

No	District name	Implementation
1.	Districts Tuban	Provide services to the community in terms of making KTP and KK, legalizing general documents. There is an obstacle that for the legalization of KK and KTP the sub-district cannot serve, because the issuer is not in the sub-district but must be in the Disdukcapil.
2.	Districts Kenduruan	The task of technical services in the sub-district is the task of assistance, in accordance with the authority of the services provided by the sub-district including KK and KTP as well as a certificate of moving to

	come and go between sub-districts throughout the Tuban district, while for inter-regencies/cities and provinces the application must go to the Regent, namely Disdukcapil, namely by procedures that have been determined in accordance with applicable regulations
3. Districts Semanding	The sub-district examines the completeness of population administration (KK and KTP), registers and prints and then submits it to the community the KK and KTP administrators.

Based on table 2 above, with the answers to these three sub-districts, an understanding can then be drawn, namely with the sub-districts of Tuban, Kenduruan and Semanding answering the implementation of the tasks of the District in population administration services, namely the service of KK and KTP affairs, meaning that population administration services are in accordance with the Tuban regional regulation Number 26 of 2008 concerning Implementation of population administration and Perbub Number 51 of 2008 regarding the implementation guidelines of Regional Regulation Number 26 of 2008 concerning the Implementation of Population Administration. Meanwhile, the Tuban sub-district added that for the legalization of KK and KTP the sub-district could not serve but had to go to the Disdukcapil.

Table 3  
Function implementation

No	District name	Implementation
1.	Districts Tuban	The function of the sub-district in population administration services is to facilitate the needs, problems and solutions of the community.
2.	Districts Kenduruan	The technical implementer of population administration services 122 always serves the best by paying attention to the community service index which is carried out through SMS services provided by every Camat in Tuban district, this effort is carried out to maintain the excellent quality of public services because the task of serving population documents is one of the functions the next government as the executor of the service task, the sub-district is obliged to report the results of the implementation of the task in the form of data on the number of residents, the number of residents of the district, the number of residents who are mutated and the number of residents who experience population events (stillbirth). Head of Disdukcapil.



3. Districts Semanding	In the sub-district population administration service as a catalyst, the sub-district can only carry out its duties and responsibilities in accordance with applicable regulations, especially in terms of population administration. Sub-districts function to facilitate population administration services in their respective work areas.
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Based on the answers in table 3 above, it can then be analyzed that the Tuban sub-district answered that the function of the sub-district in population administration services was to facilitate the needs, problems and solutions to the community and the Semanding sub-district answered that the function of the sub-district in population administration services was to facilitate population services in the sub-district area. In Kenduruan sub-district, the point is excellent service because population administration is one of the functions of government. In conclusion, one of the functions of the sub-district is to serve as population administration.

Table 4  
Role implementation

No	District name	Implementation
1.	Districts Tuban	Provide guidance either directly or indirectly (can be through the Lurah, Dukuh and RT).
2.	Districts Kenduruan	As the organizer and manager of population administration at the sub-district level according to the duties and authorities given by the Regent through the implementing agency (Disdukcapil). Regional Regulation of Tuban Regency Number 26 of 2008 regarding the administration of population.
3.	Districts Semanding	The role of the District in population administration facilitates the implementation of population administration tasks in the sub-district area of Disdukcapil 124, namely in the issuance/process of making KK and KTP.

Based on table 4 above, it is analyzed, namely the Tuban sub-district provides direct and indirect guidance to the lower level Stakeholders (Lurah, Hamlet and RT), while the Kenduruan District carries out the Regent's orders through the Disdukcapil and Semanding District answers the same understanding as the Kenduruan District. From this it can be concluded that the role of the sub-district in population administration services upwards is because on the orders of the Regent through the Disdukcapil and downwards as well as providing guidance or facilitation.

Table 5  
Implementation of responsibilities

No	District name	Implementation
1.	Districts Tuban	The responsibility of the sub-district after providing services is to make a report to be sent to the relevant agency
2.	Districts Kenduruan	In the administration of population administration, the sub-district is responsible to the Regent through the implementing agency (Disdukcapil) in accordance with the Tuban District Regulation Number 26 of 2008 concerning the administration of population.
3.	Districts Semanding	Providing good service to the community, especially in population administration, reporting everything related to population administration in the sub-district area to the Disdukcapil.

### **Main tasks of implementation**

Based on the three answers in table 5 above, the answer is that they have carried out population administration services on the basis of Regional Regulation Number 26 of 2008 concerning the implementation of population administration and also reported to the Regent through Disdukcapil. Thus, the implementation of the tasks, functions, roles and responsibilities of the sub-district in population administration services can be concluded as follows:

- Regarding the position of the sub-district in population administration services in the Tuban district, it is an extension of Disdukcapil, namely serving the community directly in the process of making KK and KTP based on the District Regulation. Tuban Number 26 of 2008 concerning the administration of population
- Regarding the implementation of sub-district tasks in population administration services, it is the matter of KK and KTP according to Regional Regulation No. 26 concerning the administration of population administration, while for the legalization of KK and KTP sub-districts are not authorized.
- The function of the sub-district in population administration services downwards can facilitate so that it can facilitate and for that excellent service on behalf of the Regent through the implementing agency (Disdukcapil) provides excellent service.

### **Execution function**

Based on the aforementioned laws and regulations, sub-districts have the following duties, functions, roles and responsibilities in the administration of population administration:

- Registration of resident biodata Indonesian citizens, sub-districts have the following duties, functions, roles and responsibilities: a). Registration officers verify and validate population data; b). The Camat signs the resident biodata form; and c). The registration officer submits the resident biodata form to the Implementing Agency.
- Issuance of ID cards, extensions, replacements (damaged/lost) and newbies for Indonesian citizens, sub-districts have the following duties, functions, roles and responsibilities: a. Officers verify and validate population data; b. Officers record in the Diary of Population Events and Important Events; c. The sub-district head signs the KTP application form; d. The data recording officer takes pictures/photos digitally (directly) according to the year of birth, odd years born on a red background and even years on a blue background; e. The registration officer submits the KTP application form which is attached with the completeness of the required documents to the Data Recording Officer for recording data into the database; f. The data recording officer shall record the data into the population database; and g. The data recording officer prints and issues the applicant's ID card which is signed by the Head of the Implementing Agency with a wet stamp.
- The implementation of relocation administration for Indonesian citizens within the territory of the Unitary State of the Republic of Indonesia, sub-districts have the following duties, functions, roles and responsibilities: a. Officers verify and validate population data; b. The Camat on behalf of the head of the implementing agency issues and signs the Transfer Certificate; and c. The Moving Certificate as referred to in point (b) is submitted to the residents to be reported to the destination area to be used as the basis for: 1) Indonesian citizens must report their arrival to the Village Head of the destination by showing a Moving Certificate; 2) Registration of Indonesian citizens in the village is carried out in the following manner: 130 a) residents fill out the required forms and sign the Application for Moving Come Application form to obtain a transfer certificate; b) The registration officer receives the retribution fee, records in the Population and Important Events Diary; c) Registration officers verify and validate population data; and d) The village headman signs the application form for moving come and submits it to the residents to be forwarded to the Camat. 3) Recording into the population database; and 4) The process of issuing KK for the head/family member in the KK who has not moved.
- Population registration in the destination sub-district is carried out with the following implementation procedures: 1) Officers verify and validate population data; and 2) The Camat on behalf of the Head of the Implementing Agency issues and signs the Transfer Certificate e. The Moving Come Certificate is used as the basis for: 1) Recording into the population database; and 2) The process of issuing KK and KTP with a new address.
- Registration of Indonesian citizens who will move abroad, the sub-district has the duties, functions, roles and responsibilities: The officer receives a letter of introduction for moving abroad from the applicant to be known by the Camat; b. Officers verify and validate population data; c. The officer submits the Cover Letter for Moving Abroad to the applicant to be

forwarded to the Implementing Agency; and D. Officers record population data.

- Registration and preparation of Temporary Residence Certificate (SKTS), sub-districts have the following duties, functions, roles and responsibilities: a. The officer re-examines the correctness of filling out the SKTS form; b. The Data Record Officer prints and issues the applicant's SKTS signed by the Head of the Implementing Agency with a Scan tool; and c. Submit SKTS to the applicant.
- Birth registration for Indonesian citizens, sub-districts have the following duties, functions, roles and responsibilities: Based on the Birth Reporting Files received by the Village, the District shall: a. Verification and validation of the Birth Certificate along with the required documents; and b. Recording based on the Birth Reporting Form, except for witness data.
- Birth registration for foreigners, sub-districts have the duties, functions, roles and responsibilities of receiving and consolidating changes in population data from the implementing agency and sending the changes to the data to the village.
- Registration of stillbirths for Indonesian citizens, the sub-district has the following duties, functions, roles and responsibilities: Based on the stillbirth report file received by the village, the sub-district shall: a. Receive and examine the 2nd sheet of Birth and Death Certificate form along with the required documents from the Village; and b. Recording data on the Birth and Death Certificate form and saving the reporting file as an archive.

### **Implementation responsibilities**

Based on the data obtained information regarding the duties, functions, roles and responsibilities of the sub-district as follows:

- In the process of providing services to the community in general, the community can accept the services that have been provided to the community because the community is aware of and feels the need for good service by the government. As a public servant, we always try to provide fast, precise and excellent service, so that people are satisfied with the services that have been provided. For every application for an ID card, family card, etc., we always research and provide services according to procedures and provide explanations to each applicant who does not understand the existing procedures as well as socialize to the wider community about the procedures, requirements and procedures for the documents applied for.
- In providing KTP services, the Semanding District is far more advanced than the previous year. For the process of making an ID card, it can be served in 3 days a maximum of the ID card is ready and for applicants who are urgent, for example to take care of the hospital, we can provide even faster service. This also applies to the Family Card (KK) service. For birth certificate dispensation services, we have also tried to provide services quickly as long as the requirements have been met/complete.
- In carrying out its duties and functions, every policy from the Tuban Regency Government, we always follow up and even socialize to the public,

whether it's local regulations, laws and regulations, not only population, even any statutory regulations, or local regulations that must be submitted to the public. we do socialization gradually. For late KTP or birth certificate dispensation, it has been socialized directly to the public, we have even enacted a regional regulation that regulates late KTP and is subject to sanctions.

The role of the sub-district in providing services to the community and the delivery of local government policies is very appropriate and strategic because it is directly directed to the community of various characters. Interviews with the Head of the Governance Section in Tuban Sub-district obtained information regarding the duties, functions, roles and responsibilities of the sub-district as follows:

- The sub-district has a position as the organizer of some population administration affairs based on the principle of co-administration given by the local government.
- The function of the sub-district is to provide services and socialize local government policies in the implementation of population administration to the community.
- The sub-district has a very strategic and important role because the sub-district directly serves the community with various kinds of needs.
- The responsibility of the sub-district in the administration of population administration is manifested in providing solutions if there are obstacles and problems in the administration of population administration.

### **Legal settlement in problems**

If there is a problem in population administration services, it is necessary to first understand the meaning of the problem. The problem in this case is caused by an error in service, causing legal consequences that have an impact on customers or other parties. Problems related to population administration services in the sub-district can be divided into two things, namely problems that are internal and external. In the writer's opinion, internal problems are problems caused by errors related to 138 facilities and infrastructure or administrative in nature, causing the process of KK and KTP services to be disrupted, for example computer damage, delays in KK and KTP forms from Disdukcapil, officers unable to come to work and etc. Meanwhile, external problems are those that come from outside the sub-district which may come from community members or because of the recommendation of superiors for certain purposes.

Obstacles in implementing the duties, functions, roles and responsibilities of sub-district institutions are as follows: Constraints that are often encountered in sub-districts in providing population administration services can be divided into two, technical and non-technical. For technical problems, usually there are problems with the software or the Siak program often troubles and hardware problems such as computers and printers are often damaged. For non-technical people, usually people still lack awareness of the importance of population administration and there are still many who do not know the procedures for managing population documents. Village government officials and the community still need to be given an understanding and socialization regarding population

administration. So far, the mechanism for implementing district accountability in the implementation of population administration is to provide regular monthly population reports to the Population and Civil Registration Service and frequent coordination meetings are held between sub-districts throughout Tuban Regency and the Population and Civil Registration Service at the Population and Civil Registration Office.

In the coordination meeting, they discussed the problems and constraints in the sub-district and their solutions in the implementation of services and the administration of population administration. These obstacle factors, Kenduruan District seeks to overcome them in the following ways:

- The efforts of the sub-district so far to face the above obstacles are for software and hardware, the bad thing is to repair and report to the Department of Population and Civil Registration if there is a problem with the device.
- For non-technical problems, the sub-district provides directions and instructions to community members and village officials (dukuh) who request population documents regarding procedures for managing population documents.
- However, starting at the end of 2009, with the issuance of SK Operators of SIAK (KTP and KK) in sub-districts as employees of the Population and Civil Registration Service, it is hoped that the accountability mechanism will be easier and faster through these operators.

Population socialization to the community needs to be increased so that the level of public awareness about the importance of population documents also increases. Then interview with Sukendro, SH.5, Camat Semanding obtained information regarding the obstacles in carrying out the duties, functions, roles and responsibilities of sub-district institutions as follows:

- As a community service officer, you must always try to provide maximum service, but of course there are still obstacles such as requests from regions and villages that are often incomplete in terms of documents, if there is a change it is not supported by other documents and limited service officers. We only hope that the community really obeys and fulfills all the existing requirements and rules so as not to make it difficult for themselves or hinder the service process.
- If there is a problem in population administration, the responsibility of the sub-district is to facilitate and forward it to the Department of Population and Civil Registration as the agency that has the authority in population affairs.
- As a sub-district apparatus in terms of providing services to the community, they must cooperate and complement each other as well as coordinate with the sub-district head, seccam and existing sections.

Furthermore, based on these obstacles, Semanding District seeks to overcome them in the following ways:

- Overcoming obstacles, it is necessary to make efforts to provide information to officials at the dukuh/village level related to the requirements that must be met, as well as to maximize the existing officers.
- Provide the latest data and as an accountability we always report regularly to the Department of Population and Civil Registry every month and quarter.
- Optimizing services to the community requires the addition of adequate facilities and infrastructure, as well as skilled officers.

The Head of the Governance Section in the Tuban District obtained information regarding the obstacles in carrying out the duties, functions, roles and responsibilities of the sub-district institutions as follows:

- There are still several applications related to population administration originating from the village or from the Population Service which often have incomplete requirements, thus causing the application to be unable to be processed in the sub-district.
- In the event of a change related to population documents, the administrative implementation encounters obstacles because sometimes it is not supported by the required documents.
- The implementation of population administration services in the sub-district faces many obstacles because the number of officers in the sub-district is limited and handles other tasks.

Furthermore, based on these obstacles, the Tuban District seeks to overcome them in the following ways:

- Provide complete information to officials at the hamlet/village level relating to the requirements that must be met in population administration services.
- Carry out reporting, coordination and consultation with the Department of Population and Civil Registration regularly every month and every quarter.
- Optimizing existing service officers in the district.

## **Conclusion**

Based on the results of the research, both library research and field research as well as the discussion that the author has done in the previous chapters, the following conclusions are presented which are answers to the problems in this research as follows:

- The implementation of the sub-district government in the process of population administration services in the Tuban Regency in terms of legislation has been implemented in accordance with the provisions of the Republic of Indonesia Law Number 23 of 2006 concerning Population Administration in conjunction with the Tuban Regency Regional Regulation Number 26 of 2008 concerning the Implementation of Population Administration which is then followed up with Regulation of the Regent of Tuban Number 51 of 2008 concerning Instructions for the Implementation of the Regional Regulation of the Regency of Tuban Number 26 of 2008 concerning the Implementation of Population Administration. The

implementation of this task is based on the principle of co-administration from the Regent to the Camat through the implementing agency, namely the Population and Civil Registration Service, however, based on data from research results, both juridical research and field research, especially in the district, there are still shortcomings, namely regarding the substance and existence of the sub-district as regional apparatus that carries out population administration services on the basis of regional regulations or regional regulations under the Disdukcapil.

- Legal settlement if there are problems related to the administration of Population Administration, the solution is to involve the components of the relevant agencies under the facilitation of the Disdukcapil Office. Institutions/officials under the sub-district such as: village headman, hamlet and higher-level agencies, in this case are the Population and Civil Registration Office, Regional Inspectorate of the Regional Secretariat and others on behalf of the Regent, and the last resort is through the State Administrative Court. B. Suggestions 1. Referring to the authority that Population affairs based on Regional Regulation Number 26 of 2008 concerning the Implementation of Population Administration are at the Disdukcapil Office but in practice in reality it is based on the Regulation of the Regent of Tuban Number 51 of 2008 concerning Instructions for the Implementation of the Regional Regulation of the Regency of Tuban Number 26 of 2006 Regarding the administration of Population, it is better if the process of population administration services, which in this case is the affairs of the Family Card and Identity Card services, is held in the sub-district, the sub-district functions more as a Technical Service Unit (UPT) so that the existence of the Tuban Regency Regulation Number 26 of 2008 concerning Implementation

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