

## ANALYSIS OF THE DIGITALIZATION OF POPULATION ADMINISTRATION SERVICES ON REGIONAL DEVELOPMENT PLANNING THROUGH THE USE OF POPULATION DATA SYSTEM

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### Abstract

*The impact of the ongoing digitization of population administration services on regional development planning through the population utilization system is expected to become a common ground for closing various gaps in efforts to optimize data utilization. This gap is the focus of the study so that improvements can be made in the future. This study examines from various sides, starting from recording and documentation, data publication, data development, data utilization, ease of use of data, quality of data information, to the reliability of data administration. In addition, we also tried to dig deeper into the respondents' knowledge of population information systems, user data needs, and what data can be collaborated between agencies. Utilization of population data that is easy and valid is needed in an effort to accelerate regional development performance in solving various urgent problems at hand and in the long term. Valid planning cannot be presented if the data used in planning is not valid. Planning that responds quickly to changes in social conditions is difficult to realize if there is no ease in terms of data access. The validity of the data in question is not only talking about the suitability of recorded population events with the actual situation, but also how the recorded data is able to describe the actual number. Up to this point, the ease of access to data for users to be used in relation to their field of work is expected to give rise to higher quality planning. The Medan City Population and Civil Registration Service as the implementing agency in charge of population administration affairs has taken a step forward in building a digital-based population data system. Efforts to optimize performance are continuing, and this study is an endeavor that is expected to add energy to population administration administrators in supporting the established vision and mission of Medan City.*

**Keywords** : Digitalization of Services, Population Administration, Regional Development Planning, Population Data Utilization System

### INTRODUCTION

Basically, every resident in an area demands service from the government for the rights he has as a citizen. For this reason, the government continues to strive to improve service to public needs in a quality and sustainable manner. Today the implementation of public services is still faced with conditions that are not in accordance with the needs and changes in various fields of social, national and state life. This can be caused by unpreparedness to respond to the transformation of values that have broad dimensions and the impact of various complex development problems.

As an effort to improve quality and ensure the provision of public services in accordance with the general principles of good governance and to provide protection for every citizen and population from abuse of authority in the administration of public services, supporting legal arrangements are needed. The objectives of issuing Law Number 25 of 2009 concerning Public Services are:

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- a. the realization of clear boundaries and relationships regarding the rights, responsibilities, obligations and authorities of all parties related to the administration of public services;
- b. the realization of a proper public service delivery system in accordance with the general principles of good governance and corporations;
- c. fulfillment of the implementation of public services in accordance with statutory regulations; And
- d. realization of legal protection and certainty for the public in the administration of public services.

Moving on from the discrepancy between expectations and service performance, the government has made a number of innovations to improve public services. One of the breakthroughs made was through innovation by implementing Bureaucratic Reform in the Population Administration System. The basis for innovation in the population administration system is the quality of public services that have not met people's expectations, in the sense that the level of public satisfaction is still low, marked by the large number of complaints against public service providers, both related to service procedures that still seem convoluted, delays in management, unaffordable costs and the attitude of service workers who do not reflect attitudes as community servants (Mandar, 2021).

With the development of technology that supports providing opportunities for the government to manage population data electronically. The Directorate General of Population and Civil Registration (Ditjen Dukcapil) of the Ministry of Home Affairs has produced in addition to population documents, also population data. One form of population data is the compilation of a National Identity Number (NIK). With the establishment of NIK, residents are encouraged to have one identity card, one identity card (KTP), one family card (KK), and one address recorded in the population system database.

In Permendagri Number 102 of 2019 concerning Granting Rights to Access and Utilize Population Data, collaboration on data utilization has been regulated. So, various ministries and local government agencies are collaborating with the Directorate General of Dukcapil of the Ministry of Home Affairs to verify data using the data verifier available at dukcapil. So this gave birth to electronic know-here customer or E-KYC which facilitates processes, such as opening bank accounts, public services, and managing population data online.

Medan City is following up on the government's program by issuing Medan Mayor Regulation Number 31 of 2021 concerning Implementation of One Medan City Data. In order to accelerate the achievement of the implementation of One Data for the City of Medan as mandated in the Vision and Mission of the City of Medan for 2021-2026, a thorough understanding and agreement of commitment from related parties is urgently needed to carry out the role of statistics in each field, such as: statistics basic statistics, sectoral statistics, as well as special statistics.

The pioneering of the Medan City One Data program was a wish since 2018 when the City of Medan built a Smart City. Medan City has adopted Smart City since 2018 based on Medan Mayor Regulation Number 28 of 2018 concerning Smart City with the aim of realizing the Medan Government Integrated Management Information System. The realization of Medan City as a Smart City requires data collection in one system, especially population data. The commitment to developing Medan One Data City has been mandated in the Medan City Mayor Regulation Number 31 of 2021 concerning Implementation of One Data Medan City. All Regional Apparatus Organizations (OPD) of the Medan City Government are required to support the Medan One Data program by presenting data that is accurate, up-to-date, integrated, accountable, easy to access and share,

With the stipulation of the Medan City Mayor Regulation Number 31 of 2021 concerning the Implementation of One Data for the City of Medan, this regulation has become a reference for implementing data management within the scope of the Medan City Government. One Data is structured with the aim of realizing the availability, openness and transparency of data so as to create data-based development planning and policy formulation in the city of Medan. One of the important data components in Medan One Data is population data. This data has an important role and is a reference for all OPDs in the Medan City Government in carrying out programs and activities that have been prepared in their respective OPD Strategic Plans. Thus, population data is something that must be optimized so that the implementation of government policies can run as needed,

## LITERATURE REVIEWS

### **Population Administration Public Service**

Inu Kencana (In Husni 2013: 28) says, that public service is every activity carried out by the government for a number of people who have every activity carried out by the government for a number of people who have every activity that benefits in a group or unit, and offers satisfaction although the results are not tied to a product physically. According to Aswin (2000: 33), public services are all activities in the framework of fulfilling basic needs in accordance with the basic rights of every citizen and resident to goods, services, or administrative services provided by service providers related to the public interest.

### **Population Data and Administration**

In general, data can be interpreted as a collection of information obtained from an observation in the form of numbers, symbols or characteristics that can provide an overview of a situation or problem. Data can also be defined as a collection of information or values obtained from the observation of an object. Therefore, good data is data that can be trusted (reliable), timely and covers a broad scope or can provide an overview of a problem as a whole and relevant.

### **Utilization of Population Data**

The population sector is often considered to be closely related to public policy terminology. Demeny (1988) defines the population sector as government activities with development planning understood and practiced as a centrally coordinated set of sectoral plans. The proximity of population to policies can also be seen from food policies because population is also closely related to food availability, so that the United Nations (UN) at that time formed the United Nations Fund for Population Activities (UNFPA) (Bongaarts, 1994).

These two definitions show that the population sector within the framework of public policy has been translated into an institutional and systemic context. Population policy, which is often translated into these two contexts, makes discussions about population policy an empirical study, such as studies on demographic characteristics, socio-economic conditions, access to transportation, environment, and development (Alvarez-Diaz et al., 2018).

### **Population Administration Digitalization Service Innovation**

Current regional problems are very difficult to overcome in the old or conventional way, given the limited resources available in some regions. It needs technological assistance to be able to design these limited resource expertise to be more effective and efficient. The use of information technology in an area to maximize the services of its citizens is what we know as a smart city. Improving community services correctly and well is the responsibility of all government agencies. Thus, each employee of a government agency should serve the community with full responsibility and improve skills in service.

### **The Urgency of Population Data for Development**

The Ministry of Home Affairs was given the task by the President to manage population administration including the utilization of population data. The Ministry of Home Affairs, based on the mandate of Article 58 paragraph (4) of Law Number 24 of 2013 concerning amendments to Law Number 23 of 2006 concerning Population Administration, is mandated to carry out data integration and data interoperability for all purposes, including to:

1. Public service;
2. Development Planning;
3. Budget allocation;
4. Democracy development; And
5. Law enforcement and crime prevention

### **Latest Population Data for Medan City**

Medan City is the capital city of North Sumatra Province which has 21 Districts and 151 Villages with an area of 281.36 km<sup>2</sup>. Referring to the Ministry of Home Affairs Population Data Visualization which was last updated on December 31, 2021, the

population recorded in Medan City is 2,525,677 people, so it has a population density of 8,977 people/km. Family Cards (KK) recorded were 724,947 families with a mandatory KTP of 1,900,895 people. There was a displacement of 1,268,489 people with 3,029 people who died and changes in population data of 2,350,027 people.

The Muslim population is the majority population in Medan City, reaching 1,747,021 people or 69.17% of the total population of Medan City. Then the Christian population totaled 478,902 people or reached 18.96% of the total population of Medan City, while the diverse Buddhist population reached 8.94% or totaled 225,728 people. Residents who are Catholics reach 2.47% or as many as 62,454 people followed by Hindus as many as 10,967 people or only 0.43% of the total population of Medan City and there are also residents who are Confucianists and who adhere to belief in God Almighty, each of which only amounts to 0.01% of the total population of Medan City.

## METHODS

### Types of research

The type of research conducted in this study is descriptive. Widodo and Muchtar (2000) stated that descriptive research is a research method used to clarify social phenomena through various interrelated research variables. The next opinion came from Margono (2004) who explained that descriptive method research is a broader study in the use of data.

### Research variable

Singarimbun and Effendi (1987) define concepts as terms and definitions used to describe in an abstract way an event, situation, group, or individual that is the center of attention of social science. Through the concept, the researcher is expected to be able to simplify his thinking by using one term for several events that are related to one another. The term is used to represent a complex reality.

### Measurement Scale

The scale used in this study is the Likert scale. According to Sugiyono (2007) with a Likert scale, the variables to be measured are translated into variable indicators. Then the indicator is used as a starting point for compiling instrument items in the form of statements.

### Method of collecting data

The study data was obtained by distributing questionnaires to respondents who were in the "OPD Forum for the Population and Civil Registration Service for the City of Medan in 2022". Questions were divided into 4 groups, in the first group were general questions, which were used to gather information about data requests, types of data, frequency, and purpose of using population data. The second group of questions concerns the assessment of expectations and performance of 7 (seven) aspects of performance indicators which are

derived into 25 statement items. The third group of questions is about the knowledge of respondents related to population information systems. Then, the fourth group of questions (4) discusses the type of data needed and data that can be collaborated with by each agency. Respondents who filled out the questionnaire were 89 people,

### Analysis Techniques

Gap Analysis is a measurement method to determine the gap (gap) between the performance of a variable and consumer expectations of that variable. The Gap Analysis itself is part of the IPA (Importance-Performance Analysis) method. The Importance Performance Analysis (IPA) method was first introduced by Martilla and James (1977) with the aim of measuring the relationship between consumer perceptions and product/service quality improvement priorities, also known as quadrant analysis.

## RESULTS AND DISCUSSION

### Registration and Documentation and Publication of Population Data

#### a. Registration and Documentation of Population Data

Recording and documenting population data is one of the main functions of the Medan City Disdukcapil as an organization that is in charge of population administration and civil registration. Law Number 24 of 2013 article 8 paragraph (1) states the obligation for agencies implementing population administration affairs to register and record important events, and document the results of population registration and civil registration.

The recording and documentation aspect consists of 3 statement items, including item (1) regarding the recording and documentation of population data, item (2) regarding the provision of facilities/media to access population data, and item (3), namely periodic updating of population data and sustainable.

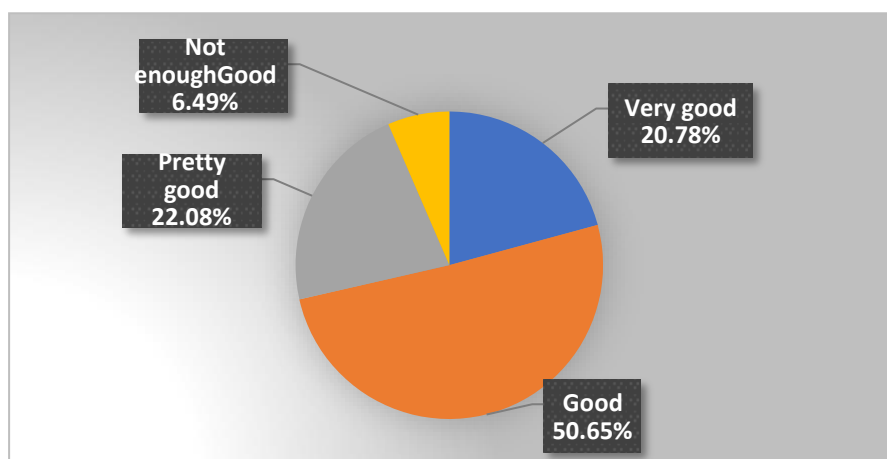
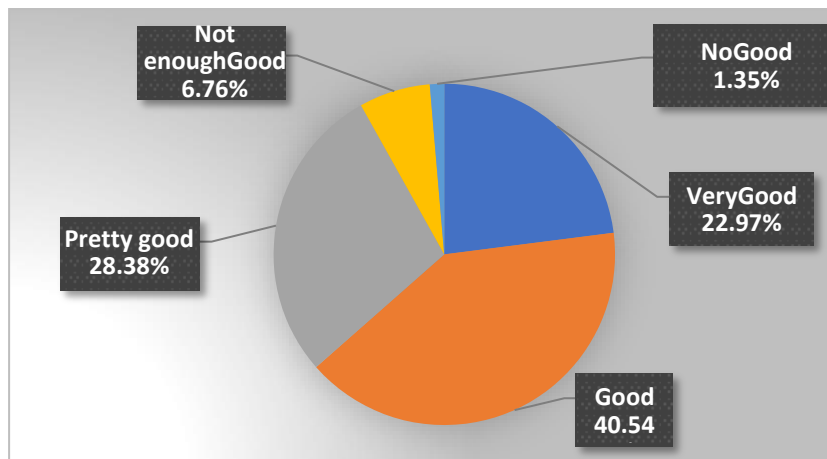


Figure 1. Medan City Disdukcapil Performance in Recording and Documentation Population Data

Most of the respondents considered that Disdukcapil's performance in recording and documenting population data had been going well. This information was obtained based on the dominance of respondents who gave this assessment, with a distribution of 50.65 percent. Followed by "fairly good" and "very good" ratings of 22.08 percent and 20.78 percent, respectively. Meanwhile, respondents who considered "not good" were 6.49



percent of all respondents.

Figure 2. Performance of the Medan City Disdukcapil in Provision of Facilities/Media for Access to Population Data

Furthermore, the performance of Disdukcapil as described by respondents for the item Population Data Update Periodically and Sustainably shows that 59.46 percent is dominated by "good" and "very good" ratings. The distribution is 40.54 percent who think it is good and 18.92 percent think that Disdukcapil's performance on this item is very good. However, there were still 13.51 percent of respondents and another 1.35 percent who stated "less" and "not good".

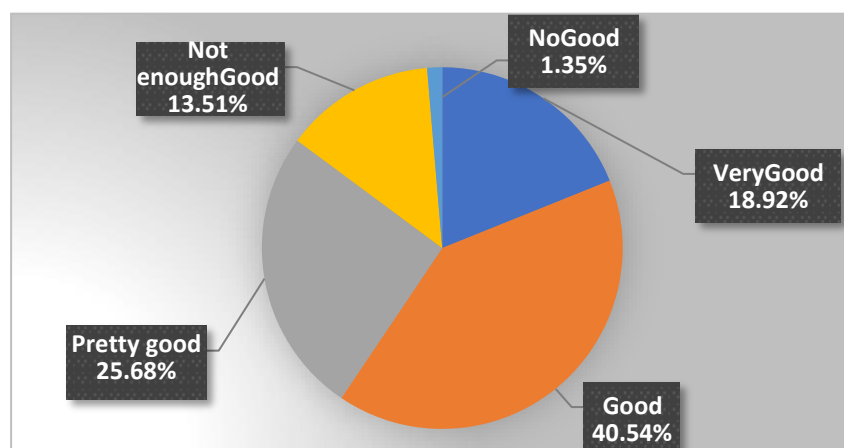


Figure 3. Performance of the Medan City Disdukcapil in Updating Population Data Regularly and Continuously

The level of satisfaction with the aspects of recording and documenting population data is obtained by comparing the results of the respondents' expectations with their performance appraisal. The result is that the respondents' expectations are very high for the Disdukcapil of the Medan City Government in recording and documenting population data. This is illustrated by the very important statements that dominate the choices of existing statements, namely 85.71 percent. Meanwhile, 11 people stated that it was important, or 14.29 percent of the total respondents.

### b. Publication of Population Data

Population data publication is one of the tasks and other functions carried out by the Medan City Disdukcapil. In the Regulation of the Minister of Home Affairs Number 19 of 2018 article 4 it is stated that the facility to improve the quality of population administration services is at least one of which is to announce every day all documents that have been issued through the website/notice board. The application of digitization in population administration services is expected to facilitate the dissemination of the latest information regarding population data that can be published.

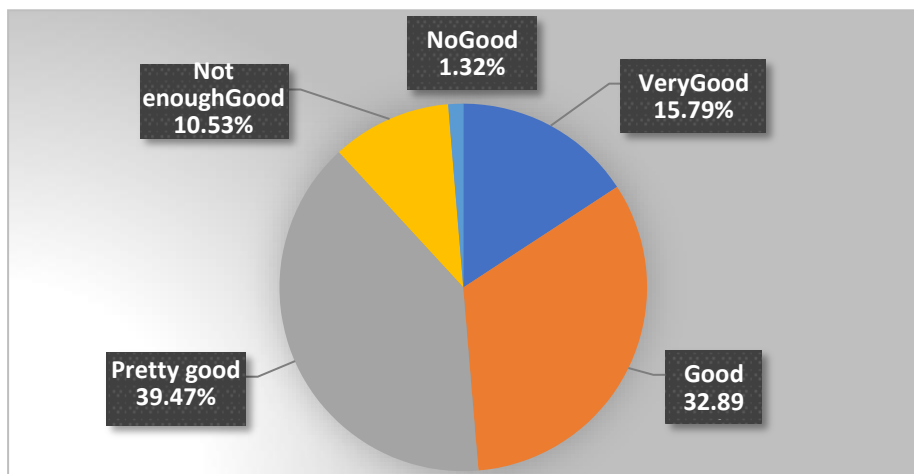


Figure 4. The Performance of the Medan City Disdukcapil in the Publication of Population Data Information

The responses were dominated by the "good enough" rating with the number of respondents who rated it at 39.47 percent. Next, there were 32.89 percent of respondents who considered Disdukcapil's performance on this item to be classified as "good". Meanwhile, respondents who rated "less" and "not good" were 10.53 percent and 1.32 percent respectively.



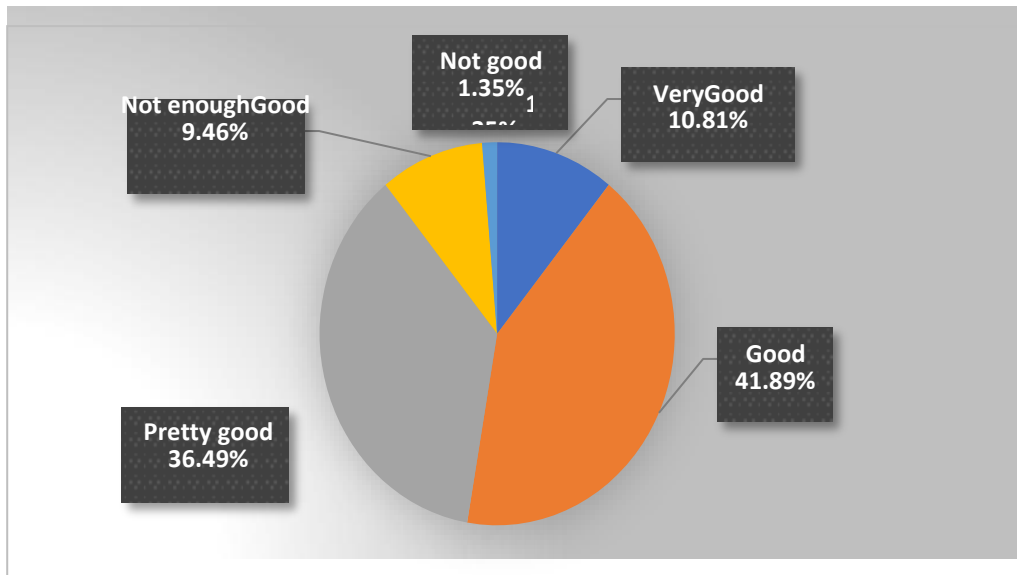


Figure 5. The Performance of the Medan City Disdukcapil in Disseminating Information to the Public Domestically and Abroad Using Social/Digital Media

The next assessment is performance on item (5), regarding the dissemination of information to the public at home and abroad using social/digital media. Respondents who rated "good" were the most dominant. There were 42 percent of respondents who gave this assessment. Respondents who rated "very good" were 10.81 percent or rounded up to 11 percent. The rest, there were 37 percent of respondents who considered "fairly good", 9 percent considered "not good", and 1 percent considered "not good".

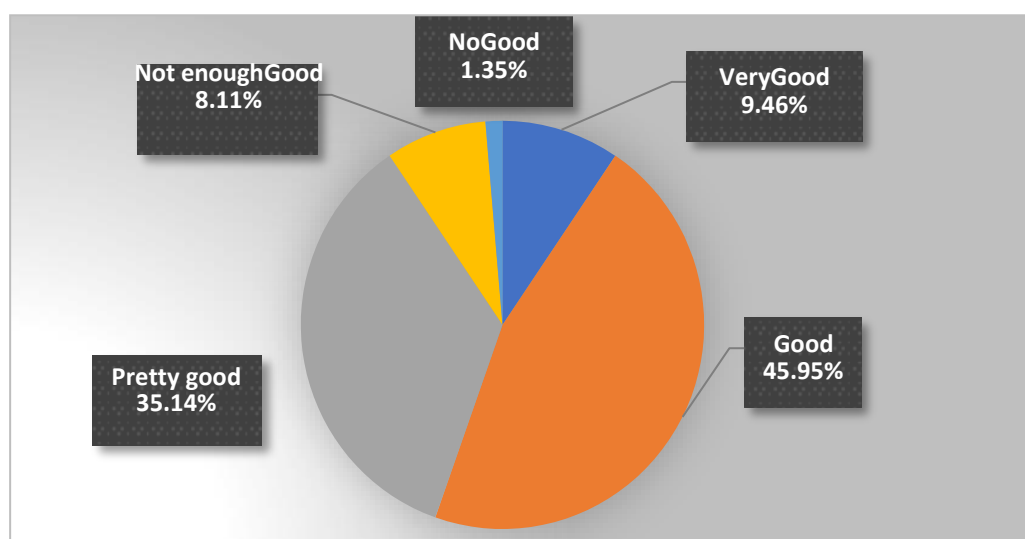


Figure 6. The Performance of the Medan City Disdukcapil in Facilitating Institutions/Individuals in Accessing the Publication of Population Data Information

The last item from the Population Data Publication aspect is item (6), regarding Disdukcapil performance in Facilitating Institutions/Individuals in Accessing Population Data Publication. 45.95 percent of respondents rated Disdukcapil as performing "good" on item (6). While respondents who rated "not good" and "not good" had the proportion of 8.11 percent and 1.35 percent.

## **Development and Utilization of Population Data**

### **a. Population Data Development**

The Population Data Development Aspect contains 2 statement items, including item (7) regarding development through Population Data Assessment/Enrichment/Innovation and item (8) regarding Collaboration with Other Institutions/Individuals in Developing Population Data Utilization. Of the total number of respondents, 45 percent stated that Disdukcapil's performance on item (7) was classified as "good". The complete distribution is 45.21 percent, the highest compared to other options in performance appraisal. There were 4.11 percent of respondents who stated "not good", and 4.11 percent of other respondents rated "not good". The proportion for the "very good" classification is 15.07 percent.

For the next Statement item on the Population Data Development aspect, namely regarding Collaboration with Other Institutions/Individuals in the Development of Population Data Utilization. From all respondents, the assessment is dominated by performance choices that are classified as "good". 45.83 percent of respondents stated this. Meanwhile those who considered it less good and not good were 5.56 percent and 4.17 percent.

Based on the level of importance, there are high expectations from respondents for the Medan City Disdukcapil in carrying out development through population data study/enrichment/innovation. This is illustrated by very important and important statements that dominate the choice of existing statements, namely 98.63 percent. Respondents who said it was very important were 46 people, or 63.01 percent of the total respondents, and those who considered it important were 26 people (35.62 percent). then 1 other person stated quite important. There were no respondents who stated that this item was lacking and not important.

### **b. Utilization of Population Data**

Utilization of population data is an important input, especially in regional development planning. In the Minister of Home Affairs Regulation Number 102 of 2019 it is explained that the right to access population data is reserved for users, which consist of state agencies, ministries/non-ministerial government agencies, Indonesian legal entities, and regional apparatus organizations while still paying attention to aspects of personal data protection and state security.

The Aspect of Utilizing Population Data consists of 5 statement items, which consist of item (9) to item (13). The assessment of this item was dominated by respondents who

stated that they performed "good". There were 41.67 percent who gave this assessment. Next, 30.56 percent of respondents stated "good enough", and 19.44 percent of respondents considered that they had performed "very well".

The next statement item is regarding the use of population data to improve food security. Assessment is dominated by respondents who consider "good" and "good enough" with a distribution of 79.46 percent. Next, there were 13.70 percent who considered that they had performed "very well", and the rest still considered Disdukcapil's performance on this item to be classified as "poor" and "not good".

Item (11) is regarding the use of population data to improve people's welfare. Not much different from the previous item, that the respondents who rated Disdukcapil as having performed well and fairly well were the most dominant ratings. There were 45.83 percent and another 27.78 percent who considered the Medan City Disdukcapil to perform "good" and "good enough". While those who stated "not good" and "not good" amounted to 9.72 percent of all respondents.

Next is the performance assessment of item (12), namely regarding the use of population data to play an active and influential role in international relations. Of the total respondents, the assessment was dominated by the "good enough" category where there were 40.58 percent who gave this assessment. Next, 39.13 percent of respondents considered that they had performed "good", and another 13.04 percent considered that they had performed "very well". Respondents who rated "poor" and "not good" had a proportion of 5.80 percent and 1.45 percent, respectively.

## **Ease of Use and Quality of Population Data Information**

### **a. Ease of Use of Population Data**

The application of digitization of population administration services can make it easier for users to use population data. The use of internet-based applications is one of the important efforts in the current era to provide population services that are faster and provide easier access.

The next aspect that is included in this study is regarding the Ease of Use of Population Data. There are 6 statement items that support performance from the convenience aspect. The first is regarding the ease of access to population data on the media provided by the Medan City Disdukcapil. From the distribution of responses given by respondents, as many as 48.61 percent considered the Medan City Disdukcapil to have performed "good". The second highest rating is in the "good enough" category of 34.72 percent. Meanwhile, respondents who stated "not good" and "not good" had the proportion of 5.56 percent and 1.39 percent.

The next item that supports the convenience aspect is regarding the details of the presentation of population data. The performance responses to this item were dominated by a "good enough" rating of 42.47 percent. Meanwhile, respondents who rated "less good" and not good "had a distribution of 13.70 percent. The rest of the ratings spread to the "good" and "very good" choices with a distribution of 36.99 percent and 6.85 percent.

Statement item (16) alludes to the interaction of Medan City Disdukcapil officers with population data users. The assessment of this item was more dominant among respondents who considered it "good" with a distribution of 44.29 percent. The second highest rating is "good enough" where as many as 37.14 percent of respondents expressed their views on the performance of Disdukcapil with this performance classification. There were 1.43 percent who considered "not good", and 10 percent who considered "not good".

Statement item 17 is regarding the presentation of population data by the Medan City Disdukcapil. The performance assessment of item (17) is dominated by the answers "good" and quite good, each with a proportion of 38.57 percent and 41.43 percent. While those who rated it as "very good" were as many as 11.43 percent. The rest is spread on the assessment of "not good" and "not good".

## **b. Information Quality of Population Data**

The quality of population data information can be seen from the level of accuracy of the data provided. The accuracy in question is more to the processing of population aggregation data that is in accordance with statistical principles and the similarity of recorded data information with the actual situation. In addition, the quality of data information is also influenced by the level of relevance of the data provided. The extent to which the data describes the actual situation, or in other words, there is no gap between the number recorded and the documents issued with the actual situation. In addition, the quality of information can also be assessed from the ease of understanding the results of the publication of the population data presented.

Quality of Information Population data is one of the main elements for the Medan City Disdukcapil in providing satisfaction to the people of Medan City. There are 3 statement items that support the implementation of the quality of population data information. The first item is regarding the accuracy of the data publication provided (item 20).

There are 44.29 percent of respondents who think that the Medan City Disdukcapil has performed "good" on this item. Next, 35.71 percent of respondents rated Disdukcapil's performance as "good enough". Then, 10 percent of the total respondents considered Disdukcapil's performance to be "very good". Meanwhile, another 10 percent considered that they were still performing "not well" and "not good". Overall, most of the respondents considered that the performance of the Medan City Disdukcapil regarding the accuracy of the published data provided was classified as "good".

The next statement item is related to the relevance of the data publication provided. The assessment was more dominant in the "good" and "good enough" categories with a percentage of both of 78.57 percent. Meanwhile, 10 percent of all respondents still rated it as 'less good' and 'not good'. For the proportion stating that on this item-21 Disdukcapil has performed very well, namely 11.43 percent.

The last statement item from the aspect of information quality is related to the ease of understanding the results of the publication of population data. Not much different from the previous statement, in statement (22) this is more dominant to respondents who rate "good" and "good enough" for Disdukcapil's performance so far. Meanwhile, 8.57 percent of respondents and 1.43 percent thought that Disdukcapil's performance was still classified as "poor" and "not good".

### **Reliability of Population Data Implementation Services**

Reliability in carrying out tasks is a form of professionalism carried out by Disdukcapil officers. The ability of all resources to provide excellent service, including reliability in the implementation of digital-based population data, has also contributed to user convenience and increased data validity.

The last aspect that becomes the subject of study is the Reliability of the Implementation of Population Data. This aspect is divided into 3 statement items. The first item, namely regarding the suitability of population data management with established service procedures. Respondents' answers were dominated by ratings that were classified as "good" for Disdukcapil's performance achievements so far. The distribution is 50 percent or half of the total respondents. Meanwhile, there were 22 respondents who considered "good enough" or 31.43 percent. The rest is spread over the ratings of "very good" (11.43 percent), "poor" (5.71 percent), and "not good" (1.43 percent).

The next item is regarding the response given by the Medan City Disdukcapil in responding to complaints from data users. In item (24), respondents who rated "good enough" were more dominant with a proportion of 42.65 percent. Next, those who rated "good" had a proportion of 35.29 percent. Meanwhile, the distribution of "poor" and "not good" ratings was 11.76 percent.

The next item which is the final statement item from the reliability aspect is regarding the completeness of population data displayed for data users. As many as 41.79 percent gave a "good" assessment of the performance of this item. Next, there were 40.30 percent of respondents who considered "good enough", as many as 13.43 percent considered "very good" and 4.48 percent thought that the performance of the Medan City Disdukcapil had not performed well.

### **Level of Utilization of Population Data for Development Planning**

We also traced the behavior of respondents from various agencies in relation to the use of population data. The first information that can be obtained is about how many respondents who are scattered from the various work units/agencies to request population data. As a result, 80 percent of all respondents stated that they had made a request for population data for the purposes of their agency. Meanwhile, another 20 percent said they had never made a data request.

Based on the type, the data needed by the respondents is mostly individual data, with a distribution of 50 percent of the total sample. Meanwhile, the need for aggregate data has

a proportion of 38 percent. Several respondents also stated their need for both types of data (aggregate and individual) with a proportion of 12 percent as follows:

The frequency of data requests is classified into the routine time span of data requests by respondents who are spread from various agencies. The total respondents who were sampled were 81 people. Most of the respondents made requests for population data once a year, with the distribution stating this at 33.41 percent. The second highest frequency is every day, which is 28.34 percent. The third biggest frequency is once a month with a proportion of 12.15 percent.

### Mapping the Level of Interest and Satisfaction of Population Data Stakeholders

The Cartesian diagram is used to map the level of importance and level of satisfaction of the 25 statement items studied. Before going there, it is necessary to calculate the average value of the performance appraisal and the expectation assessment of each statement item. The average value is obtained by dividing the total weight of each statement item on performance appraisal and expectation assessment by the total number of respondents. After obtaining the average value for each item, the next step is to calculate the geometric mean value of the total average  $\bar{x}$  and  $\bar{y}$ . The results are shown in the following table:

Table 1. Rating of Satisfaction Levels Based on Average Levels of Performance and Expectations

Items	Performance Assessment (X)	Expectancy Rating (Y)	$\bar{x}$	$\bar{y}$
1	297	374	3.86	4.86
2	279	356	3.77	4.81
3	268	355	3.62	4.80
4	267	328	3.51	4.32
5	260	311	3.51	4.20
6	262	328	3.54	4.43
7	265	337	3.63	4.62
8	251	323	3.49	4.49
9	266	345	3.69	4.79
10	262	336	3.59	4.60
11	264	341	3.67	4.74
12	246	301	3.57	4.36
13	260	312	3.66	4.39
14	259	333	3.60	4.63
15	245	327	3.36	4.48
16	242	317	3.46	4.53
17	246	312	3.51	4.46
18	235	306	3.46	4.50

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19	242	311	3.51	4.51
20	252	324	3.60	4.63
21	248	321	3.54	4.59
22	248	318	3.54	4.54
23	255	321	3.64	4.59
24	232	310	3.41	4.56
25	242	312	3.61	4.66
	<b>Average <math>\bar{x}</math> and <math>\bar{y}</math></b>		<b>3.57</b>	<b>4.56</b>

Based on the table above, it is known that the average rating of performance levels ranges from 3.36 to 3.86. While the average assessment of the level of expectation ranges from 4.20 to 4.86. For the objective level of performance using the geometric average of 3.57 and the objective limit of the expectation level of 4.56.

### Results Implications

Based on a comparison of performance with the level of interest/expectation of the respondents in each item statement, the lowest to the highest level of satisfaction can be arranged. On average, the level of satisfaction is at the level of 78.37 percent. There is still a difference of 21.63 percent for improving the average performance in order to meet the level of community satisfaction with the role of the Medan City Disdukcapil, especially with regard to the utilization of population administration digitalization in supporting regional development planning based on population data systems. Other information is that there are no statement items that can meet the level of community satisfaction, this is indicated by the level of satisfaction in each statement item which is still below 100 percent.

Furthermore, when referring to the results of using the Cartesian Diagram, it will provide slightly different input, because the determination is based on the threshold of the average value of each performance and the average value of each level of expectation. Before calculating the threshold, the average performance value and the average expectation level of each statement item are first calculated. This threshold value is used as a reference for classifying each statement item in 4 quadrants. Each quadrant has different achievements both in terms of the average performance or the average level of expectations for the resulting threshold.

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## CLOSING

### Conclusion

1. Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration, article 8 paragraph (1) states the obligation for agencies implementing population administration affairs to register and record important events, and document the results of population registration and civil registration . Aspects of recording and documentation consist of:
  - a) Regarding the recording and documentation of population data;
  - b) Regarding the provision of facilities/media to access population data; And
  - c) Namely updating population data regularly and continuously.The results of the study showed that the majority of respondents considered Disdukcapil's performance in recording and documenting population data to be "good". This information was obtained based on the dominance of respondents who gave this assessment, with a distribution of 50.65 percent. Followed by "fairly good" and "very good" ratings of 22.08 percent and 20.78 percent, respectively. Meanwhile, respondents who considered "not good" were 6.49 percent of all respondents. The community's assessment of the aspect of Provision of Facilities/Media for Access to Population Data that has been carried out by the Disdukcapil of the City of Meda is also considered good. Of all respondents, 40.54 percent of respondents rated Disdukcapil's performance on this item as "good" and 22.97% rated it very well. There are 6, 76 percent considered it not good and 1.35 percent thought it was not good. As for the aspect of updating population data on a regular and sustainable basis, the performance of the Medan City Disdukcapil showed a result of 59.46 percent dominated by "good" and "very good" ratings. The distribution is 40.54 percent who think it is good and 18.92 percent think that Disdukcapil's performance on this item is very good. However, there were still 13.51 percent of respondents and another 1.35 percent who stated "less" and "not good". 54 percent thought it was good and 18.92 percent thought Disdukcapil's performance on this item was very good. However, there were still 13.51 percent of respondents and another 1.35 percent who stated "less" and "not good". 54 percent thought it was good and 18.92 percent thought Disdukcapil's performance on this item was very good. However, there were still 13.51 percent of respondents and another 1.35 percent who stated "less" and "not good".
2. Based on the results of Importance-Performance Analysis using a Cartesian diagram, information is obtained that there are two items (factors) included in quadrant A. This quadrant describes statement items that are considered important by respondents, but their performance is still below the objective threshold. The two statement items referred to include:
  - a. Responsiveness given by officers in responding to community complaints.
  - b. Publication of population data informed by the Medan City Civil Registry Service for more detail.



When referring to the order of priority based on the level of satisfaction per statement item, there are several other items that have a relatively low level of satisfaction compared to other items, namely regarding:

- a. Periodic and continuous updating of population data.
- b. The interaction between the Dukcapil Agency and population data users is more intense.
- c. Media for utilizing population data that is easier to use (user-friendly).

Based on a comparison of performance with the level of interest/expectation of respondents in each statement item, on average, the level of satisfaction is at the level of 78.37 percent, or the "Satisfied" category. There is still a difference of 21.63 percent for improving the average performance in order to meet the level of public satisfaction with the Medan City Disdukcapil Office regarding the use of population administration data. The results of the study show that most of the 21 indicators of the level of public satisfaction with the Dukcapil Agency's products and services are still in the "Satisfied" category, and as many as 4 indicators show the "Very Satisfied" category (satisfaction above 80.0%).

3. The results of the study collected information about the level of knowledge and responses of respondents regarding the application of the Medan City population system, SIBISA, most of the respondents knew about the existence of the SIBISA application, but with a lower level of use. Respondents also conveyed several inputs regarding the SIBISA application, regarding ease of use, smoothness in terms of access, more support in the accelerated process of making population documents, improvement of population administration services for foreign citizens, and services in the form of softcopies of documents that have been issued.
4. A number of respondents also informed what categories of population data their agency needed. Most of them require categories of data belonging to population administration (adminduk). Most of the respondents considered that their agency could carry out various collaborations in terms of exchanging population data information. Data relating to population administration has a larger portion to be collaborated with the Medan City Disdukcapil.

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