

# Evaluation of the Management of Population Administration Information System at the Department of Population and Civil Registration of Tomohon City

Abdul Rahman Dilapanga  
*State Administration Study Program*  
*Universitas Negeri Manado*  
 Manado, Indonesia  
 abdulrahmandilapanga@unima.ac.id

Jeane Mantiri  
*State Administration Study Program*  
*Universitas Negeri Manado*  
 Manado, Indonesia  
 jeanelitha@unima.ac.id

Christo Mongi  
*State Administration Study Program*  
*Universitas Negeri Manado*  
 Manado, Indonesia  
 christomongi96@gmail.com

**Abstract**— *This study aims to administratively describe the management of population administration information systems at the Department of Population and Civil Registry of Tomohon city. This study employed a qualitative approach, with data collection techniques used were observation, documentation, and interviews. The results of the study showed that: 1). The evaluation of the population administration information system management at the Tomohon City's Population and Civil Registry Service, in general, can be said to be Effective because the target achievement of Population and Civil Registration documents, such as Family Cards reached 89% to 91%, 2). KTP reached 92% to 94%, 3). Birth Certificates reached 70% to 90%, 4). The death certificate is an example of the number of people who died, but it reached 42% to 79%, 5). Marriage Certificate usually has a very low percentage of the population, because there was no collaboration between the Ministry of Religion with the regency or city, but it reached 53% to 79%. In this case, it has not reached 100%, but it can be said effective as it reached a moderate to the high percentage.*

**Keywords**— *Management, Systems, Information, Administration, Population.*

## I. INTRODUCTION

Population Administration Information System is a web-based information system made based on procedures, and it uses particular standardization, aimed to manage the administrative system Population and Civil Registration sector to achieve discipline in administration, and also assist officers at the Regional Government level, especially the Population Office and Civil Registration in providing the population and Civil Registration services.

Management of the online Population Administration Information System is regulated by Law No. 24 of 2013 on amendments to Law No. 23 of 2006 concerning Population Administration. The Minister of Home Affairs Regulation No. 25 of 2011 concerning Guidelines for Assessment, Development, and Management of Population Administration Information Systems, and Government Regulation No. 37 of 2007 concerning the implementation of Law No. 23 of 2006 concerning Population Administration. [1]

Referring to the legal basis above, the Population Administration in article 1 paragraph (1) is administrative and control activities in the issuance of Population documents and Data through Population Registration, Civil Registration,

management of Population Administration information as well as utilization of the results thereof for public service and development of other sectors.

Management of Population Administration Information System (SIAK) requires Standard Operating Procedures (SOP), which is the mechanism or process of the issuance of population documents and civil registration to make them can be well controlled to improve services. It is because, for national development, the management of population and civil registration documents must be complete and integrated.

In accordance with Government Regulation of the Republic of Indonesia Number 37 of 2007 concerning the Implementation of Law No. 23 of 2006 and amended in Law No. 24 of 2013 that the Management of Population Administration Information System (SIAK) aims to (1) Improve the Quality of Population Registration and Civil Registration Services (2) Provide National and Regional Scale Data and Information to Manage Databases, Complete, Updated and Integrated.

In general, management is an activity of changing something to be better with higher values than previously. It can also be interpreted to do a more suitable thing to the needs for more being useful. Nugroho (2003: 119) argues that management is a term used in management science. Etymologically the term management comes from the word "to manage" and usually refers to the process of managing or handling something to achieve the objectives, so it is the management science that deals with the process of managing and handling something to achieve the objectives. Nanang Fattah (2004: 1) argues that the process of management needs the main functions performed by a manager or leader, namely planning, organizing, leading, and controlling. Therefore, management is defined as the process of planning, organizing, leading, and controlling the efforts of the organization with all its aspects to achieve organizational objectives effectively and efficiently. [2] According to Moekijat (2000: 1), Management is a particular process that consists of planning, organizing, leading, and controlling to determine and achieve the objectives by using human resources and other sources. [3]

Evaluation is part of the management system that is planning, organizing, implementation, monitoring, and evaluation. Without evaluation, the condition of the evaluation object will not be recognized. In the planning, implementation, and results. According to Dilapanga (2016:13), evaluation is an activity to assess or examine the success or failure of an organization or work unit in carrying out the tasks and functions assigned. In evaluating the performance of policy is always associated with the resources under its influence, such as human resources, funds, infrastructure, work methods, and other interrelated matters [4]. According to Isaac and Michael (1981), a program must end with an evaluation, this is due to whether the program successfully performs the functions as specified [5]. Abdul Wahab (1997: 10) stated the purpose of the evaluation, among others, to critically assess and then determine whether a particular program has achieved its intended objectives or final results or not [6].

The focus of this study was delimited to the Evaluation of the Population Administration Information System Management at the Department of Population and Occupation and Civil Registration of Tomohon City.

## II. METHODOLOGY

This study employed descriptive qualitative research. It attempted to obtain as complete information as possible regarding the Evaluation of Management of the Population Administration Information System in Tomohon City. In a broad sense, research methods are systematic and organized ways and procedures to investigate existing problems to obtain information to be used as a solution to problems in the field.

### A. Research Sites

Penelitian ini dilakukan di Dinas Kependudukan dan Pencatatan Sipil Kota Tomohon

### B. Research Methods

The research method used was a descriptive qualitative method. The descriptive qualitative method is called the naturalistic research method..

### C. Research Focus

This study was focused on investigating the data to find out the targets and realization in the evaluation of the management of population administration information systems.

### D. Data Sources

Primary data were the data obtained directly from informants who were considered to know the problem investigated.

Secondary data were the data obtained from journal articles or other information related to the development of the implementation of population administration-management information systems.

### E. Data Collecting Techniques

The technique used was observation by making direct observations to the field.

### F. Data Validity Test

In testing the data validity, it was used the following criteria;

- a. Display observations
- b. Increased perseverance/persistence
- c. Negative case analysis
- d. Triangulation
- e. Member-checking

## III. RESULTS AND DISCUSSION

The results of the study showed that the Evaluation of Population Administration Information System Management in the Population and Civil Registration Department of Tomohon city based on the online Population Administration Information Management System as regulated in Law No. 24 of 2013 concerning amendments to Law No. 23 of 2006 concerning Population Administration as follows:

### A. Family Card Ownership in Tomohon City in 2016, 2017, and 2018

The percentage of Family Card ownership in the City of Tomohon in 2016 was 27,129 families out of 30,346 families or 89.40% of the total number of families registered in 2016. The lowest percentage was in Central Tomohon Sub-District at 91.01%. The lowest rate was the number of owners of the highest family card, namely North Tomohon Sub-District of 67.33%.

The percentage of Family Card ownership in 2017 was 27,051 families out of 30,254 families or 89.41% of the total number of families registered in Tomohon city. The highest percentage was South Tomohon Sub-District at 91.33%. The lowest rate was precisely the number of highest family card ownership, namely North Tomohon Sub-District at 67.33%.

The percentage of Family Card ownership in 2018 was 27,553 families out of the 30,603 families or 90.03% of the number of families registered in the city. The highest percentage was Central Tomohon Sub-District at 91.50%. The lowest rate was precisely the number of highest family card ownership, namely North Tomohon Sub-District of 88.11%.

### B. The ownership of Tomohon City Identity Card (KTP) in 2016, 2017, and 2018

The population of Tomohon City that had Electronic Resident Identity Card in 2016 was 64,422 people or 87.44% of compulsory Resident Identity Cards (17-Year-Old Population Married.). The highest percentage of residents who had KTP was in the South Tomohon sub-district at 89.92%, which means that from 17,698 inhabitants required to have a KTP in this Sub-District, only 10% did not, while the lowest percentage of KTP ownership was in North Tomohon Sub-District, which was 84.13% of the 20,992 residents required to have KTP, there were still 15.67% of them without KTP.

The population that had an Electronic Resident Identity Card in 2017 was 67,605 people or 91.76% of the compulsory Resident Identity Cards. The highest percentage was in the South Tomohon sub-district at 94.84%, which means that from 17,698 inhabitants required to have a KTP, only 5.16% did not. The lowest percentage of KTP ownership was in North Tomohon Sub-District, which was 86.91%, which means that in North Tomohon Sub-District of 20,992 people required to do KTP, there were still 11.09% of them without KTP.

In 2018, the population of Tomohon City that had an Electronic Resident Identity Card was 74,557 people or 96.35% of the compulsory Resident Identity Cards. The highest rate was in the South Tomohon Sub-district of 17,819 people or 106.11%, while the lowest percentage was in North Tomohon District at 92.93%, which means that in North Tomohon sub-district, from 21,318 inhabitants required to have KTP, there were still 7.07% of them without KTP.

#### **C. Birth Certificate Ownership in Tomohon City in 2016, 2017, and 2018**

The population percentage of Tomohon city that had a Birth Certificate in 2016 was 44.19% or 43,092 people, while 55.81% or 54,434 people of the population did not. It was interesting to observe that the age of 0-19 had percentages above 70% and the age of 0-9 was above 90%. This achievement rate was an indicator of the level of parental awareness of the importance of birth certificates for children.

In 2017, the population percentage who had a Birth Certificate was 44.61% or 43,854 people, while 55.39% or 54,456 people of the population of Tomohon City did not. The ages of 0-19 had percentages above 70% and the age of 0-9 was above 90%.

The population percentage who had a Birth Certificate in 2018 was 24.219% or 27,469 people, while 3.250% of the population of Tomohon City did not.

#### **D. Ownership of Death Certificate in Tomohon City 2016, 2017, 2018**

The issuance of Death Certificates for those who died in 2016 did not represent the number of people who had died in a particular year since on average, those who had issued Death Certificates were propelled by the interests bind to the document. In 2016 it was 506 or 42.16%.

Issuance of Death Certificate for people who have died in 2017 was 776 or 64.66%, and in 2018 was 24,053 or 79.50%.

#### **E. Ownership of Marriage Certificate in Tomohon City in 2016, 2017, and 2018**

The percentage of people who have a marriage certificate is usually very low. Due to these distinctions, the Marriage Certificate is generally only given to non-Muslim residents, while Muslims use the marriage book as legal proof of the marriage. In this case, there is not any collaboration between the Ministry of Religion in each regency or city so that the scope of the data was not broad.

The rate of people who had a marriage certificate in 2016 was 643 people or 53.58%, while in 2017 it was 650 people or 54.16% and in 2018 it was 24,053 people or 79.50%.

#### IV. CONCLUSION

Based on the research data, in general, it is concluded that the Evaluation of Management of the Population Administration Information System in the Department of Population and Civil Registry of Tomohon city has run effectively.

#### ACKNOWLEDGMENT

The author would like to express his very great appreciation to the heads of Social Science Faculty UNIMA for approving the plan to conduct this study and for providing the funding for the completion of this study.

#### REFERENCES

- [1] *Undang-Undang Republik Indonesia Nomor 24 Tahun 2013 Tentang Perubahan Atas Undang-Undang Nomor 23 Tahun 2006 Tentang Administrasi Kependudukan.*
- [2] H. N. Fattah, *Konsep manajemen berbasis sekolah (MBS) dan dewan sekolah.* Pustaka Bani Quraisi, 2004.
- [3] Moekijat, *Kamus Manajemen.* Bandung: CV. Mandar Maju, 2000.
- [4] Abdul Rahman Dilapanga, *Evaluasi Wajib Belajar Pendidikan Dasar.* Manado: Yayasan Makaria Waya, 2016.
- [5] S. Isaac and W. B. Michael, 'Handbook in Research and Evaluation California'. EdTs Publisher, 1981.
- [6] S. Abdul Wahab, 'Analisis Kebijakan dari Formulasi ke Implementasi', *Kebijaksanaan Negara, Jakarta Bumi Aksara*, 1997.