



Evaluation of the Indonesia Population Administration Awareness Movement (GISA) programme in Bogor Regency

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ABSTRACT

This research is entitled Evaluation of the Indonesian Population Administration Awareness Movement (GISA) Programme in Bogor Regency. The purpose of this research is to evaluate and find out the obstacles encountered in the implementation of the GISA Programme in Bogor Regency. This is because there is a lack of public awareness regarding the significance of having legally compliant population documents.

This research uses descriptive qualitative methods and uses evaluation theory according to William N Dunn with its criteria indicators, namely Effectiveness, Efficiency, Adequacy, Equity, Responsiveness, and Appropriateness. Data collection techniques use primary and secondary data sources, namely primary data sources including observation and interviews while secondary data sources with literature studies and documentation are then combined for validity using triangulation techniques. For data analysis using the Miles and Huberman model, namely by collecting data, reducing data, presenting data, then drawing conclusions.

The results obtained show that the desired results are not quite optimal. This is due to the obstacles faced, including distance that causes limited access and information, limited resources, lack of coordination between agencies, and also the presence of brokers who often harm the community.

There needs to be binding or compelling rules, in addition to the awareness of all parties to make a real contribution in an effort to improve the quality of population administration services so that all matters relating to population data can be resolved so that the realisation of an orderly national population administration in accordance with the laws and regulations

INTRODUCTION

Indonesia is a developing country with the fourth largest population in the world after China, India and the United States. According to the Directorate General of Dukcapil, in the first semester of 2023 the total population of Indonesia was 279,118,866. When comparing with data from the second semester of 2022 which amounted to 275,344,166, then for 6 months from December 2022 to June 2023 (second semester 2022 - first semester 2023) there was an increase in population of 3,774,700 people (1.37%).

A common problem in government environments in developing countries is bureaucracy. Bureaucracy is a very serious problem in developing countries. The situation is unstable and the needs of the people are not fully met, which means that the government must be sensitive and critical in making this problem a problem that needs to be overcome.

Bureaucracy is the heart of government and must be maintained and continuously improved. Looking at the various problems that exist today, Indonesia is classified as a country with poor bureaucracy. There are many public complaints about the poor bureaucracy which is considered to be a burden on various groups of people.

The size of the Unitary State of the Republic of Indonesia includes all of its islands, which number $\pm 17,504$ has an area of ± 1.9 million Km² (Hasanah, 2020), with this area and coupled with the uneven distribution of the population resulting in many problems that must be experienced by the government and society in various government sectors both in the bureaucratic sector and in other sectors, for example population problems.

Population problems will never run out, considering that the population growth rate is increasing day by day. The government is required to always be able to prosper the people it leads, but most people still lack participation in every government program or policy issued.

West Java Province is the most populous region with 49,339,670 people. Bogor Regency ranks first for municipalities with the largest population of 5,664,537 people. Bogor Regency has 40 sub-districts consisting of 19 urban villages and 416 villages with the largest population at the city/district level in Indonesia. This supports the rapid development in various sectors in the Bogor Regency area.

The flow of migration due to the increase and movement of people looking for jobs and places to live can have a negative impact on population administration in Bogor Regency. To support the establishment of an appropriate state of population management, it is necessary for the public to be made aware of the significance of population documents owned by individuals based on their place of residence. This is one of the prerequisites or essential elements required in any planning or execution of development activities carried out by both public and private agencies in Indonesia.

The Indonesian government has committed to improving population administration services to support national development. In this effort, the Indonesian Population Administration Awareness Movement (GISA) is one of

the programs initiated. GISA was initiated to increase public awareness of the importance of having legal population documents in accordance with the law.

The GISA program was issued in 2018 and is regulated in the Minister of Home Affairs Regulation Number 507/837/SJ concerning the Indonesian Population Administration Awareness Movement (GISA). GISA is a program that aims to invite the public to know about the importance of structuring and controlling population documents, population data and to build a government ecosystem that is aware of the importance of population administration.

The implementation related to the population system aims to provide legal guarantees to citizens and realize their rights in fulfilling their obligations in processing population documents.

However, many residents are still not orderly regarding population administration even though there are already regulations. People still feel reluctant or lazy to process population documents so that the data is updated. In its implementation, the GISA program will indeed encounter obstacles.

The government in this case is of course required to carry out various strategies in improving a service whose purpose is to facilitate the community in relation to managing population administration. Although the GISA program was launched several years ago, there are still a number of challenges in its implementation in the field that need to be further evaluated so that all matters related to population data can be resolved so that the realization of an orderly national population administration based on Pancasila and the 1945 Constitution of the Republic of Indonesia.

LITERATURE REVIEW

William N Dunn's Evaluation Theory

Evaluation is the process of determining the value or effectiveness of an activity for decision-making purposes. Evaluation plays a number of key functions in policy analysis.

According to (Dunn, 2003) the functions of evaluation are:

1. First, and most importantly, evaluation provides valid and reliable information about policy performance.
2. Evaluation contributes to the clarification and critique of the values underlying the selection of goals and targets.
3. It contributes to the application of other policy analysis techniques, such as problem formulation and recommendations.

Policy evaluation has various approaches depending on the objectives or perspectives of the evaluators who will conduct the evaluation. (Dunn, 2003) divides the evaluation approach into three, namely:

1. Pseudo Evaluation. Pseudo evaluation is an approach that uses descriptive methods to provide valid and reliable information about policy outcomes, without asking individuals about their usefulness and value. A key assumption of pseudo-evaluation is that measures of usefulness or value are self-evident or uncontroversial;
2. Formal Evaluation. Formal evaluation is an approach that uses descriptive methods to provide valid and reliable information about

policy outcomes, but is evaluated based on the policy program objectives officially announced by policy makers and program managers. The main assumption of formal evaluation is that the goals and objectives are formally announced and represent an appropriate measure of the usefulness or value of the policy program;

3. Theoretical Decision Evaluation. This evaluation is an approach that uses descriptive methods to provide reliable and valid information about policy outcomes that are explicitly assessed by various policy actors. The assumption of decision-theoretic evaluation is that the goals and objectives of policy behavior, whether formally stated or hidden, are a reasonable measure of the benefits or value of program policies.

The success of a policy can be assessed through several indicators, according to William N. Dunn, the indicators or evaluation criteria include the following six indicators:

1. Effectiveness

According to Dunn, effectiveness can be measured by achieving the specified objectives. What matters is whether the alternative achieves the desired result or purpose of the action. Effectiveness is also related to technical rationality and is always measured in units of monetary value of a product or service.

Have the desired results been achieved?

2. Efficiency

Efficiency according to Dunn concerns the amount of effort required to produce a certain level of effectiveness. Policies that achieve maximum effectiveness at minimum cost are called efficient. Efficiency is usually determined through calculations per unit of product or service.

How much effort was required to achieve the desired result?

3. Adequacy

Adequacy according to Dunn, the adequacy criterion emphasizes the strength of the relationship between policy alternatives and expected results. Adequacy can also mean how far a level of effectiveness satisfies the needs, values, or opportunities that generate problems.

How far did achieving the desired result solve the problem?

4. Equity

It refers to legal and social rationality and refers to the distribution of results and efforts among various groups in society. By clearly defining the goals of society as a whole, analysts can find ways to measure social welfare, the overall satisfaction that many people experience. Individuals and groups have different values. What satisfies one person or group often does not satisfy another.

Are costs and benefits distributed equitably to different groups?

5. Responsiveness

Responsiveness according to Dunn concerns how far a policy can satisfy the needs, preferences (priorities), or values of certain groups of society. The responsiveness criterion is important because analysts who can satisfy all the other criteria of effectiveness, efficiency, adequacy, and equity will

still fail if they are not responsive to the real needs of the groups that should benefit from the policy.

Does the policy outcome satisfy the needs, preferences, or values of a particular group?

6. Appropriateness

It refers to the value or worth of a program's objectives and the strength of the assumptions underlying those objectives. Appropriateness is closely related to substantive rationality, because the question of policy appropriateness does not concern an individual criterion but two or more criteria together.

Are the desired outcomes (objectives) really useful or valuable?

In relation to this research, researchers chose William N Dunn's policy evaluation model based on the criteria in the theory, these criteria indicators are expected to be able to answer the problems that occur related to the evaluation of the Indonesian Population Administration Awareness Movement (GISA) program in Bogor Regency.

Indonesia Population Administration Awareness Movement (GISA)

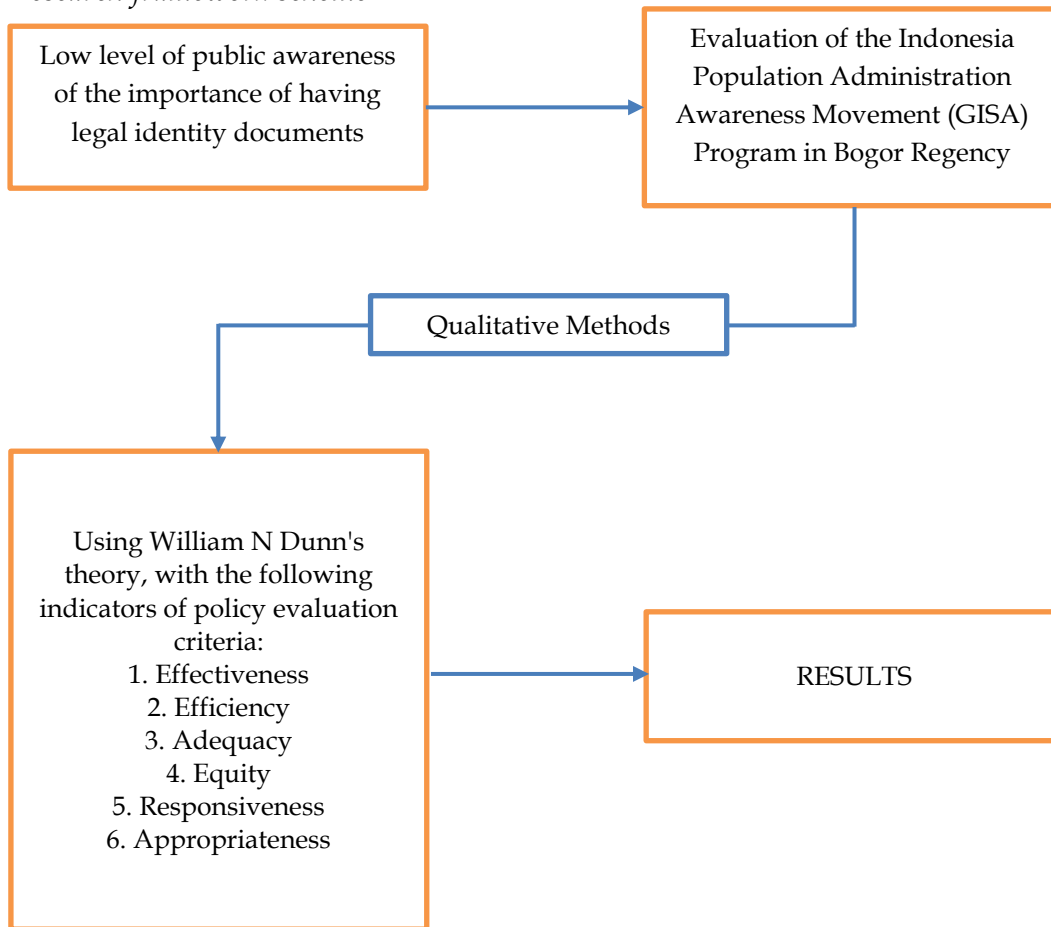
GISA is a national movement to increase awareness of all parties (communities, user institutions, and government) of the importance of orderly Population Administration (DukcapilKemendagri, 2019). The GISA service program consists of 4 programs, namely:

1. Population document ownership awareness,
2. Awareness of updating population data,
3. Awareness of the utilization of population data for all purposes, and
4. Aware of serving population administration towards a happy society.

The targets of this GISA program are the community, civil registration and population service officers, and government or private user institutions. GISA is implemented starting from the village level, sub-district, district/city, province, and culminating at the national level of Indonesia.

In its application, 1 (one) sub-district must form at least 1 (one) village aware of population administration, 1 (one) district / city must form at least 1 (one) sub-district aware of population administration, and 1 (one) province must form at least 1 (one) district / city aware of population administration. In order to increase public awareness in the field of Population Administration towards an orderly society, an effective and efficient government and a competitive country based on the Law.

Research framework scheme



METHODOLOGY

This research was conducted in Bogor Regency. The research subjects are local government agencies related to the implementation of the Indonesian Population Administration Awareness Movement (GISA) program implemented by the Bogor Regency Population and Civil Registration Office. The approach and method used in this research is descriptive qualitative. This qualitative research process involves important efforts, such as asking questions and procedures, collecting specific data from participants, analyzing data inductively starting from specific themes to general themes and data interpretation. The use of qualitative methods is carried out according to existing characteristics, namely directly involved in the research location.

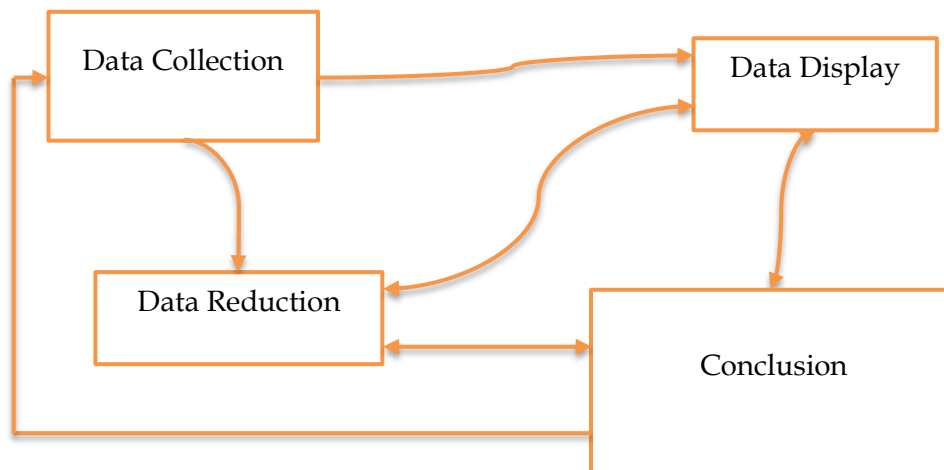
Purposive sampling is used to select informants from field visits; this means that the informant is chosen not based on the number required, but rather on how well-suited their function and role are to the research problem at hand.

In this research, the types of data collected are primary data and secondary data. According to Lofland and Loflang in Moleong (2005: 157) quoted by (Astuti, 2016) defines: "The main or primary data sources in qualitative research are words and actions, the rest are additional data or secondary data such as documents, pictures and others". Primary data sources

include observation and interviews, while secondary data sources with literature studies and documentation are then combined for validity using triangulation techniques.

Triangulation is defined as a data collection technique that combines various data collection techniques and data sources that already exist. In qualitative research, data is dynamic, so there is no data that is consistent and repeats as before.

The data analysis process in this study uses the Miles and Huberman model. The process of data analysis is described as follows:



According to Miles and Huberman in the book "Qualitative Research Methods" as quoted by (Cendekiawan, 2021) as follows:

1. Data Collection

Data that has been obtained based on data collection through observation, interviews, and documentation

2. Data Reduction

Data reduction is part of the analysis that classifies, sharpens, eliminates unnecessary data, and organizes data so that in the end conclusions can be drawn and verified.

3. Data Display

In qualitative research, data is presented in the form of brief descriptions, diagrams, relationships between categories, flowcharts and the like. Displaying data will make it easier to understand what is happening and plan the next action based on what has been understood.

4. Conclusion

Conclusions are the essence or points that describe the focus of the research, its objectives, and the interpretations and arguments that have been made. This conclusion refers to a decision taken based on inductive or deductive thinking methods. Therefore, the conclusion of qualitative research can answer the formulation of the problem formulated originally. However, this is not possible because the problem or problem

formulation in qualitative research is still temporary and changes along with the work of researchers in the field.

RESEARCH RESULT

The discussion of the results of this study is an interpretation of the final results in testing the data with the theories and concepts of experts and describing the results of data and facts in the field.

The researcher in this case connects the findings of the research results in the field with the operational basis that has been determined from the beginning, in this case the William N Dunn theoretical model. The purpose of determining this theoretical model is to evaluate the extent of the impact or benefits felt by the community on the Population Administration Awareness Movement (GISA) Program in Bogor Regency.

The sustainability of the Population Administration Awareness Movement (GISA) program is the most important thing that must be done. All parties involved in it must be well connected and related to the successful implementation of the Population Administration Awareness Movement (GISA) program which is part of the government program in overcoming the problem of population documents that occur in the community.

In this study, the evaluation of the Indonesian Population Administration Awareness Movement (GISA) in Bogor Regency. Researchers used William N Dunn's policy evaluation model. The policy evaluation criteria developed from Dunn's theoretical model include:

- 1) Effectiveness;
- 2) Efficiency;
- 3) Adequacy;
- 4) Equity;
- 5) Responsiveness, and
- 6) Appropriateness.

With result:

1. Effectiveness

From the results obtained through interviews with informants, the desired results of the implementation of the Indonesian Population Administration Awareness Movement (GISA) in Bogor Regency have not been fully achieved effectively.

2. Efficiency

In the implementation of the Indonesian Population Administration Awareness Movement (GISA) in Bogor Regency can be said to be quite optimal with the innovations that have been made, but there are some people who are still not aware of the importance of having population documents, making them reluctant to take care of population documents even if it is just to the sub-district level for reasons far away.

3. Adequacy

Not quite optimal. In processing legal identity documents, people in remote areas tend to lack access to data and information due to long distances.

4. Equity
Less evenly distributed. Although sometimes the information needed has reached remote areas, they are reluctant to take care of their legal identity documents due to the long distance.
5. Responsiveness
The public response is considered quite satisfied. However, the community's response is quite satisfied, basically they support the program with the hope that in the future the relevant government can respond to challenges, complaints, and input from the community.
6. Appropriateness
with the existence of the Indonesian Population Administration Awareness Movement (GISA) is quite appropriate. Evaluation must be carried out regularly, because without evaluation there will be no picture of progress for the program.

CONCLUSIONS AND RECOMMENDATIONS

Based on the results of research and discussion of research problems, the Evaluation of the Indonesian Population Administration Awareness Movement (GISA) Program in Bogor Regency using 6 aspects of criteria according to William N Dunn, namely Effectiveness, Efficiency, Adequacy, Equity, Responsiveness, and Accuracy with the following results:

1. Effectiveness : Not fully achieved effectively.
2. Efficiency : Already quite efficient.
3. Adequacy : Not optimal enough.
4. Equalization : Not evenly distributed.
5. Responsiveness : Some people are quite satisfied.
6. Appropriateness : Can be considered quite appropriate.

Several obstacles that must be evaluated immediately so that the implementation of the Indonesian Population Administration Awareness Movement (GISA) becomes more optimal, including:

1. Distance that causes limited access and information
2. Limited resources
3. Lack of coordination between agencies
4. The presence of brokers who not only harm the public financially, but can also undermine the integrity of the program and public trust in the government.

Based on the research results and conclusions that the researchers have described above, the researchers try to provide suggestions for the research results so that they can help policy implementers or related stakeholders to make improvements in the implementation of the program. With the following suggestions:

1. Enforcing binding rules (coercion) is necessary to overcome the low level of public awareness regarding population management. This way, the community can take care of population management immediately, whether they want to or not.

2. The Disdukcapil UPT should be added so that one UPT can serve two sub-district areas to make it easier for the community to take care of their population documents.
3. In overcoming the obstacles encountered in the Implementation of the Indonesian Population Administration Awareness Movement (GISA) Program in Bogor Regency, it is necessary to have awareness of all parties, not only the community but also the government, to contribute significantly in efforts to improve the quality of population administration services in Bogor Regency so that all matters relating to population data can be resolved so that the realization of an orderly national population administration based on Pancasila and the 1945 Constitution of the Republic of Indonesia.

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