# Needed Application Design for Uniformity
# Of Birth Place Information on The National Identity Card
## (Public Sector Human Resources series)

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### Abstrak

Fenomena yang terjadi dalam pembuatan dokumen kependudukan di Indonesia terutama pada kartu tanda penduduk (KTP) adalah ketidakseragaman tingkat wilayah administrasi yang dituliskan. Tingkat wilayah administrasi tersebut adalah negara, propinsi, kabupaten/ kota, kecamatan dan desa/ kelurahan. Pada kartu tanda penduduk ada yang mnuliskan nama desa/ kelurahan, kecamatan, kabupaten/ kota, propinsi bahkan negara. Hal ini menjadikan ketidakseragaman dalam penulisan data keterangan tempat lahir pada berbagai dokumen kependudukan. Maka tujuan penelitian ini adalah untuk mengetahui tentang ketidakseragaman dalam penulisan Keterangan Tempat Lahir dalam dokumen Kependudukan dan Pencatatan Sipil, khususnya KTP, yang meliputi: perbedaan berdasarkan klasifikasi atau tingkatan wilayah, untuk mengetahui penyebabnya dan menemukan solusinya. Metode yang dipakai adalah pendekatan kualitatif deskriptif yang bertujuan untuk mendiskripsikan realita yang ada saat ini. Mendiskripsikan, mencatat, menganalisis dan menginterpretasikan kondisi-kondisi tersebut, yakni tentang penulisan Keterangan Tempat Lahir dalam data keperndudukan dan Pencatatan Sipil, khususnya KTP. Fakta penelitian ini menunjukan bahwa: erdapat ketidakseragaman tingkatan wilayah dalam penulisan Keterangan Tempat Lahir pada dokumen kependudukan khususnya KTP, yang terdiri dari: ada yang menuliskan nama propinsi, menuliskan nama kabupaten/ kota, menuliskan nama kecamatan, menuliskan nama kelurahan/ desa, dan lainnya Kemudian, tidak adaya peraturan yang mengharuskan untuk menuliskan Keterangan Tempat Lahi, dengan tingkatan wilayah yang sama.  Biasanya kalau data pada KTP tidak seragam maka data pada dokumen kependudukaan lainnya juga akan tidak sama karena data pada dokumen kependudukan lainnya bersumber pada KTP. Sebagai solusi dari ketidakseragaman ini bisa dengan menyediakan rancangan aplikasi yang hanya menyediakan pilihan untuk nama kota/ kabupaten saja dalam Keterangan Tempat Lahir.

*Kata Kunci: Keterangan Tempat Lahir, Kartu Tanda Penduduk (KTP)*

### *Abstract*

*The phenomenon that occurs in the preparation of population documents in Indonesia, especially in population identity cards, is the non-uniformity in the level of administrative area that is written. The administrative regional levels are state, province, district/city, sub-district and village/sub-district. Some people write the name of the village/sub-district, sub-district,*

*district/city, province and even country on the identity card. This creates a lack of uniformity in writing data regarding place of birth in various population documents. So the aim of this research is to find out about the non-uniformity in writing Place of Birth Information in Population and Civil Registration documents, especially Population Identity Cards, which include: differences based on classification or regional level, to find out the causes and find solutions. The method used is a descriptive qualitative approach which aims to describe the current reality. Describe, record, analyze and interpret these conditions, namely regarding writing Information on Place of Birth in population data and Civil Registration, especially Identity Card. The facts of this research show that: There is a lack of uniformity at regional level in writing the Birth Place Information on population documents, especially Identity Card, which consists of: some write the name of the province, write the name of the district/city, write the name of the sub-district, write the name of the sub-district/village, and others. And then, there are no regulations that require you to write down the Location Information, at the same regional level.  Usually, if the data on the Identity Card is not uniform, the data on other population documents will also be different because the data on other population documents comes from the Identity card. As a solution to this lack of uniformity, you can provide an application design that only provides options for the name of the city/district in the Information on Place of Birth.*

**Introduction**

Basically, the government was formed to provide services to the community. The government was not created to serve itself, but to serve the community as well create conditions that enable every member of society to develop their abilities and creativity to achieve common goals. Therefore, the public bureaucracy is obliged and responsible for providing good and professional public services.

(Riyanda, 2017: 96), One of the organs The government that plays an important role in carrying out services is the Population and Civil Affairs department Civil Registration. Looking at the needs shows that in the Population and Registration section Civilians still lack facilities and facilities, there is still a lack of staff expertise bribes/kickbacks, lack of employee expertise, lack of public understanding in management administration, less friendly officers in the community. So it can hinder the process Excellent service that meets the expectations of everyone who needs service at the Department Population and Civil Registration.

Population Documents are official documents issued by institutions that are given the authority to administer population and civil registration issues that have legal force, so that documents issued by these institutions can be used as legal evidence. Population Documents as products resulting from the services of institutions that manage Population and Civil Registration issues include: Resident Biodata, Family Cards, Identity Cards, Citizenship Certificates and Civil Registration Deeds. While what is meant by the Civil Registry is an institution whose job is to record or register every event experienced by members of the community, for example birth events, marriage events, death events and so on.

Civil Registration has the aim of obtaining data as complete and accurate as possible about community members so that the status of community members can be known. Civil registration is a process to ensure that a person's civil status is clearer and more certain in the eyes of the law. Legal certainty regarding the civil status of a member of the public who has experienced this legal event must be properly recorded.

This data can then be utilized for the purposes of data collection and other administrative matters.

Based on Government Regulation (Peraturan Pemerintah) No. 40 of 2019 concerning Implementation of Law no. 23 of 2006 concerning Population Administration which has been amended by Law no. 24 of 2013, Population Documents are official documents issued by the Regency/Municipal Population and Civil Registration Service which have legal force as authentic evidence resulting from population registration and civil registration services. As for what is included in the population document, includes: 1) Biodata of the population; Population Biodata at least contains information about name, place and date of birth, address and other identity in full, as well as changes in data related to Important Events and Population Events experienced, issued and signed by the Head of Implementing Agency, 2) Family Card which contains information regarding the column for Family Card number, Full Name of Head of Family Member of Family, Resident Identification Number, Gender, Address, Place of Birth, Date of Birth, Religion, Education, Occupation, Marital Status, Status of Family Relationships, Nationality, Immigration Documents, Parents' Names, 3) Electronic Identity Cards and Child Identity Cards, 4) Resident Certificates, including: Transfer Certificates, Transfer Certificates, Arrival Certificates for Moving Abroad, Arrival Certificates from Abroad, Certificate of Residence, Certificate of Birth, Certificate of Death Birth, Certificate of Cancellation of Marriage, Certificate of Cancellation of Divorce, Certificate of Death, Certificate of Adoption of Children, Certificate of Relinquishment of Indonesian Citizenship, Certificate of Substitute Identity Card; and, Certificate of Civil Registration, 5) Deed of Civil Registration, including: Birth Certificate, Death Certificate, Marriage Certificate, Divorce Certificate, Child Recognition Deed and Child Legalization Deed.

The regulations governing population documentation in Indonesia are primarily outlined in Law No. 24 of 2013 concerning Population Administration. This law establishes the legal framework for the registration and management of population data, including the issuance of identification documents such as National Identity Card and birth certificates. Additionally, Government Regulation No. 2 of 2016 provides further details on the implementation of the Population Administration Law, specifying procedures for registration, data collection, and document issuance. It is important for individuals and authorities to adhere to these regulations to ensure the accuracy, integrity, and security of population documentation in Indonesia.

Following current technological advances, the Indonesian government has provided blank electronic Identity Card. The e-Identity Card blank prioritized for provision to residents who has recorded the data. Procurement of blanks will continue every year added. So the government does Indonesian Movement for Conscious Administration Population (GISA) which is a program to invite the community to feel like you know and understand the importance of a series of structuring activities and managing documents and data population as well as for building a government ecosystem aware of the importance of administration population.

Conscious Indonesia Movement Population Administration (GISA) is a National program in the Field Population based on Instruction Minister of Home Affairs Number 470/837/SJ about the Conscious Indonesia Movement Population Administration,

accordingly with the mandate of Law Number 23 2006 concerning Administration Population on its way has undergone changes to become Law Number 24 of 2013 Regarding Amendments to the Law Number 23 of 2006 concerning Population Administration.

Some common challenges in the process of obtaining a National Identity Card in Indonesia include long waiting times at registration centers, bureaucratic procedures, incomplete documentation, and difficulties in updating or correcting information on existing National Identity Card. Additionally, issues such as limited access to registration centers in remote areas and technical problems with data systems can also hinder the smooth processing of National Identity Card applications. It is important for relevant authorities to address these challenges by streamlining procedures, improving accessibility to registration services, and enhancing the efficiency of data management systems to ensure a more seamless and effective process for citizens applying for or renewing their National Identity Card.

In every region, both Regencies/Cities and Provinces in Indonesia, there is a Population and Civil Registration Service which has the task of assisting the Regional Head in carrying out government affairs which are the authority of the region in the field of population and civil registration as well as assistance tasks given by the Regional Head.

Accurate population data can be used by policy makers to determine policies, thereby benefiting the population. There are three main sources of population data, namely the Population Census, Registration and Survey Samples. As mandated by Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration, population data is used for public services, development planning, budget allocation, democracy development, law enforcement and prevention and so on.

One of the data that is always present in the Population and Civil Registration Documents is a Certificate of Birth Place. In the initial survey the researchers conducted in 3 sub-districts with different cities/regencies and provinces, namely: in Palmerah District, West Jakarta City, DKI Jakarta Province, Lubuk Kilangan District, Padang City, West Sumatra Province, and in East Pontianak District, Pontianak City, West Kalimantan Province. found differences or non-uniformity in writing the Statement of Birth Place. Some wrote down the Statement of Place of Birth with the name of the province, the name of the Regency/City, the name of the District, the name of the Village/ Kelurahan and there were even names of other places that were not based on the division of the area.

Providing Identity Card is a form of government service to the community, therefore the service in making or providing Identity Card must be carried out as well as possible. According to Zeithaml, Parasuraman & Berry (in Hardiansyah) (2011:46) stated to know the quality     real service experience by consumers, there are quality indicators likes: services located in five dimensions service quality, namely: 1. Tangibles: quality services in the form of physical facilities. 2) Reability: capability and reliability to provide services who is trustworthy. offices, computerization administration, waiting room, information place. 3) Responsive: ability to help and provide services quickly and precisely, as well responsive to desires consumer. 4)

Assurance: ability and friendliness as well politeness of internal employees ensure trust consumer. And, 5) Emphaty: a firm attitude but full of attention from employees towards consumers.

Why is this happening, are there no directives or provisions made by the central government for uniformity, and it would be better if this were uniform so that there is better and orderly recording in documents. These things attract the interest of researchers to examine it further. Good, uniform, and orderly document recording is a requirement in realizing modern Population Administration and Civil Registration. If the data about what the researcher puts forward are obtained, processed and conclusions drawn so that they can be used as a solution in creating good and quality Population and Civil Registration Documents, then this is the reason why this research needs to be done.

## Methods

This research is descriptive in nature, which aims to describe the problems studied in accordance with the circumstances as they are, without adding and subtracting. Next, an interpretation of the existing data is carried out as a solution to the problems that arise in the study. Descriptive research is research that describes and reports a situation, object or event without drawing conclusions. This study aims to describe what is currently apply. In it there are efforts to describe, record, analyze and interpret current conditions, namely regarding the writing of Birth Place Information in population data and Civil Registration, especially National Identity Card.

Data collection is one of the most important stages in research. Correct data collection techniques will produce data that has high credibility, and vice versa. Therefore, this stage cannot be mistaken and must be carried out carefully according to the procedures and characteristics of qualitative research (as discussed in the previous material). This is because errors or imperfections in data collection methods will have fatal consequences, namely in the form of data that is not credible, so that the research results cannot be accounted for. The results of such research are very dangerous, especially if they are used as a basis for consideration for making public policies.

In qualitative research, data collection is carried out in natural settings, primary data sources and data collection techniques are mostly observation participate, in-depth interviews, and documentation (Sugiono, 2017). Basically the use of data (after processing and analysis) is an objective basis in the process of making decisions/ policies in order to solve problems by the taker decision (Situmorang, 2010).

In this study, researchers used the documentation method, namely collecting and sorting data from research sources. While the sources of this research consist of two kinds, namely: primary (direct) and secondary (indirect) sources. The primary source in this study is President Regulation number 96 of 2018 Regarding Requirements and Procedures Population Registration and Civil Registration which took effect from 18 October 2018 are implementing regulations of Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration and secondary sources are books relating to Population Administration.

## Results And Discussion

An Identity Card is a card as proof of self (legitimacy) for every resident within the territory of the Republic of Indonesia, and Identity Card is a personal identity card that provides legal certainty for all community members who live in the area, who have been strengthened and recognized by authorized officials. Implementation is a process, method, action carry out a plan or a decision. Procurement program Identity Card making services are one of the programs that must be implemented by each region both in the city and in rural areas, because Identity Card is a requirement that every Indonesian must have, (Riki Hedman, 2022).

The issue of documentation in Indonesia's population registry system has been a longstanding challenge, leading to various problems such as inaccuracies, duplicates, and delays in processing. Efforts have been made to address these issues, including digitization initiatives and improved data management practices. However, there is still room for improvement in terms of data integrity, accessibility, and efficiency in the registration process. It is essential for relevant authorities to continue working towards enhancing the reliability and effectiveness of the country's population documentation system to ensure accurate and up-to-date records for all citizens.

The process of obtaining a National Identity Card in Indonesia has faced several challenges, including long waiting times, bureaucratic red tape, and issues with data accuracy. These challenges have led to delays in issuing National Identity Card to citizens, as well as instances of incorrect information on the cards. Efforts have been made to streamline the application process and improve the efficiency of National Identity Card issuance, such as implementing online registration systems and increasing the number of registration centers. However, there is still a need for further improvements in the system to ensure that all citizens can easily obtain accurate and up-to-date National Identity Card in a timely manner.

Article 26 paragraph 2 of the 1945 Constitution states that residents are citizens of Indonesia and foreigners residing in Indonesia. Whereas Population is a matter relating to the number, structure, age, type sex, religion, birth, marriage, pregnancy, death, distribution, mobility and its quality and resilience as it relates to politics, economic, social and cultural (Directorate General of Budget Ministry Finance, 2015). In Law no. 23 of 2006 concerning Population Administration, that every resident has the right to obtain: a).civil registration, c) Protection of personal data, d) Legal certainty of document ownership, e.) Information regarding data on the results of resident registration and civil registration of himself and/or his family. Compensation and restoration of good name as a result of errors in population registration and civil registration as well misuse of personal data by implementing agencies.

To provide services to the community, Government The Republic of Indonesia issued laws and regulations that can regulate population administration activities, namely the Act No. 24 of 2013 which this law is an amendment 14 from Law no. 23 of

2006 concerning Administration Population. In article 1 of Law no. 24 of 2013 It is stated that Population Administration is a series of activities arrangement and order in issuing documents and data population through population registration, civil registration, management information on population administration and utilization of the results for public services and development of other sectors.

Population Management is a system that was built to help process data in the existing population system in an agency such as: sub-districts, sub-districts and at the civil registration service, which includes: 1) Population Administration, is a series of structuring and controlling activities in the issuance of population documents and data through population registration, civil registration and management of population information and the utilization of the results for public services, government and development. 2) Population Registration, is the process of collecting data and recording of population incident reports in the context of issuing resident identity documents (National Identity Card) or other residence certificates issued by the Regional Government. 3) Population events, are events experienced by residents that must be reported because of their implications/influence on the issuance or change of National Identity Card and/or other residence certificates including moving, changing address, temporary staying and changing the status of a foreigner from visiting status to limited stay or from status of limited residence to permanent residence. 4) Civil registration, is the process of making notes on important events in a person's life, in a register of deeds provided by the Regional Government as a basis for making quotations or copies of deeds. 5) Important phenomenon, are events experienced by a person including birth, death, marriage, divorce, child recognition, child validation, child adoption, change of name, change of citizenship and change of sex.

The place of birth information on a National Identify Card typically includes details such as the city or regency where an individual was born. This information is important for identification purposes and is used to verify a person's identity and citizenship. It is essential that the place of birth listed on the National Identity card is accurate and matches the individual's official records to prevent any discrepancies or issues with identification.  But, in field observations conducted in 3 regions, namely; 1. Subdistrict. Palmerah, West Jakarta City, Jakarta Province, 2. Lubuk Kilangan District, Padang City, West Sumatra Province and 3. East Pontianak District, Pontianak City, West Kalimantan Province, it was found that there was a discrepancy in the writing of the Statement of Birth in the document of Population and Civil Registration as stated on the National Identity Card.

The difference in writing the description of the place of birth can be classified as follows: 1) some write the name of the province for the description of the place of birth, b) some write the name of the district/city for the description of the place of birth, c) some write the name of the district for the description of the place of birth, d ) someone wrote down the name of the village for information on place of birth, and e) someone wrote down the name of a place or area that is not included in the territorial division according to current regulations (province, regent/city, district and village), but based on the place according to the name of the community, the old regional

division or others, as found on the ID card of the Jakarta community, it says the information on Place of Birth: Kemanggisan Hilir. in this case, is not the name of an area at the village, district, regency/city levels, nor is it the name of the province. Part of the Kemanggisan Hilir area actually belongs to the Palmerah Village area, not the Kemanggisan Village area.

Of the 300 research samples in the form of community ID cards in the 3 areas, after being classified, it can be seen in the following table:

**Table of Information Place of Birth on Identity Card**
**In Palmerah District, Lubuk Kilangan District, and East Pontianak District**

| No | Regional Level | Palmerah District, Jakarta Province | Lubuk Kilangan District, West Sumatera Province | East Pontianak District, West Kalimanta Province | Amount (People) | Percentage |
|---|---|---|---|---|---|---|
| 1. | The name of the province | 15 persons | 3 persons | 6 persons | 24 persons | 8 % |
| 2. | The name of the regency/city | 12 persons | 46 persons | 44 persons | 102 persons | 34 % |
| 3. | The name of the District | 33 persons | 24 persons | 27 persons | 84 persons | 28 % |
| 4. | The name of Village | 40 persons | 15 persons | 20 persons | 75 persons | 25 % |
| 5. | Others | 0 persons | 12 persons | 3 persons | 15 persons | 5 % |
| | TOTAL | 100 | 100 | 100 | 300 | 100 % |

*Processed by the researcher*

Based on the table above, it can be explained that: a) 24 people wrote the name of the province, b) 102 people wrote the name of the regency/city, c) wrote the name of the district 84 people, d) wrote the name of the village 75 people and e) who wrote the name of the place according to other names as many as 15 people. It is very unfortunate that in this digital, fully automated era, there is still a lack of uniformity in writing information about place of birth on national identification cards.

When asked by government officials at the sub-district office and the Civil Registry office, they explained that there were differences or non-uniformity in the writing of the Birth Place Information due to: first, the current data entry officer only adjusted the existing data. Second, there are no regulations requiring that a birth certificate be made based on a certain regional level, such as the name of the province or the name of the city/district, the name of the sub-district or the name of the village.

Furthermore, when asked to government officials at the district office and civil registration office as well as the community about the existence of those who wrote the name of the area which was actually not included in the division based on the current regional level, they explained that this had happened because of the information on the place of birth of a citizen. the community has existed since tens of years ago before there was division like today.

General Administrative Management Theory focuses more on thoughts related to aspects of administrative arrangements in all management activities, so as to create an orderly and uniform administration. This will be the basic foundation and main reference of Generale Admininistrative Management Theory and other modern management theories, including in designing applications related to administration.

In further research, it was also found that the information on the place of birth in other population documents was not uniform based on the level of the region. This is because the data in other population documents also comes from the data on the National Identity Card. The most principle question from the findings of this research is, how does the government, in this case the Directorate of Population and Civil Registry, control this matter. Is this a mistake because there has never been an evaluation of the programs run by the government so far.

Apart from the problem of information about place of birth, other problems that are often encountered in population administration are: There are still residents who have not been registered in the population administration system and do not have a Population Identification Number and Residents whose residence does not match the domicile address on their Resident Identity Card.

Based on the context of good governance, public services, including services in population documents and civil registration, are the main gateway government bureaucratic reform, because in the public service it is a space, where Government bureaucracy interacts directly with society. In the New Public era This service is a public service that must be more responsive, because it will be directly monitored transparent by the community. Apart from public services which must be more responsive, services Quality public services are also highly expected by all levels of society. Service Quality public is a form of government accountability as the organizer public service, (Dosep Dodi Hidayah, 2020).

To overcome the obstacles faced in procuring Identity Card is to implement e-Electronic Resident Identity Card, is a population document that is valid nationally and is equipped with an electronic chip to store demographic data on the Indonesian population. e-Identity Card has a better security and control system to prevent duplication of Identity Card. E-Identity Card is a population document that contains a security/control system both in terms of administration and information technology based on the national population database. Residents are only allowed to have 1 (one) Identity Card which includes a Population Identification Number. Identification number is the single identity of every resident and is valid for life. The Identification number on the e- Identity Card will later be used as the basis for issuing Passports, Driving Licenses, Taxpayer Identification Numbers, Insurance Policies, Certificates of

Land Rights and the issuance of other identity documents (Article 13 of Law No. 23 2006 regarding Adminduk).

E-Identity Card authentication usually uses biometrics, namely system verification and validation through the recognition of physical characteristics or human behavior. There are many types of security in this way, including fingerprints, eye retina, DNA, facial shape and tooth shape. In e-Identity Card, fingerprints are used. The use of e-Identity Card fingerprints is more sophisticated than what has previously been applied for driving licenses. Fingerprints are not only printed in image form (jpeg format), but can also be recognized via a chip installed on the card. The data stored on the card has been encrypted with a certain cryptographic algorithm.

The issuance of Electronic Identity Cards is still ongoing There are advantages and disadvantages to using it in life everyday society. Even though it is actually in issuing the Card Electronic Resident Identification is already being considered use it as efficiently as possible, (Handayani, 2018).

## Conclusion

Population documents are the foundation of modern society. To maximize its benefits, it is important to address issues related to the publication, quality, security, and accessibility of these documents. The government, private institutions and society must work together to find effective solutions to ensure that population documents function well for the benefit of all citizens. By addressing these issues, we can ensure that individuals' basic rights are protected and public services can be accessed more easily. There is heterogeneity in the writing of information on place of birth on population documents, especially Identity Card, namely: 1) some write the name of the province for information on place of birth, b) some write the name of the city/district for information on place of birth, c) some write the name of the district for information on place born, d) someone wrote the name of the village for information on the place of birth, and e) someone wrote the name of the place or area with another name that is not included in the territorial division according to the current regulations (province, regency/city) and also based on the name of the place according to the name of the community or the old division of the area.

Even though researchers only researched in 3 regions or provinces, namely Jakarta, West Sumatra, and West Kalimantan, researchers believe that similar things also happen in all regions of Indonesia. Therefore, researchers hope that there will be a follow-up to this research carried out by the Indonesian Population and Civil Registry Directorate. This research is very interesting, because there has been no research related to data entered in population documents in Indonesia, especially in the National Identity Card. This is also important to research because in the current era of rapid technological progress, there should be no mistakes or mistakes, even though they look simple, they are actually quite important. The solution to overcome this inconsistency can be with an application design that only provides options for regency or city as Information on Place of Birth. In the form to fill in information about place of birth, you must only ask for the name of the district or city of birth. Don't just be asked

to write down information about your place of birth, which can be filled in with the name of the province, district, city, sub-district or village, as has been the case up to now. There has been no research regarding data entered in population documents so far, so researchers hope that there will be further research on this matter. Research may be initiated by the Directorate of Population and Civil Registry or the National Statistics Agency.

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**Government Regulations**

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