



## Kelingan Adminduk Program: Services are Getting Closer to the Community

Adinda Sastri<sup>1</sup>, Mina Chairunisa<sup>2</sup>, Sri Wulandari<sup>3\*</sup>

University of Swadaya Gunung Jati

**Corresponding Author:** Sri Wulandari, [sriwulandari@ugj.ac.id](mailto:sriwulandari@ugj.ac.id)

---

### ARTICLE INFO

*Keywords:* Public Policy, Public Services, Population Administration, Service Quality, Transparency

*Received:* 30, May

*Revised:* 15, June

*Accepted:* 16, July

©2025 Sastri, Chairunisa, Wulandari:

This is an open-access article distributed under the terms of the [Creative Commons Attribution 4.0 International](https://creativecommons.org/licenses/by/4.0/).



### ABSTRACT

This research discusses the Kelingan Adminduk Program Service Getting Closer to the Community. The main focus of this research is to understand and examine the Kelingan Adminduk program service so that it can be closer to the community. In this research, qualitative methods were applied through a series of data collection activities, namely through in-depth interviews, participant observation, and documentation. The theory used in this research is the public service theory according to Lijan Poltak Sinambela. Based on the findings of the field research, the Kelingan Adminduk program has been implemented well, but the transparency indicator is still constrained by a lack of human resources and limited enrollment tools. Unstable internet connections and SIAK application disruptions are also obstacles faced by officers. To address these challenges, the Cirebon District Population and Civil Registration Office has taken measures such as improving service quality, maintaining and developing infrastructure, conducting routine evaluations, and establishing an open discussion forum for the community.

---

## **INTRODUCTION**

In this era of globalization, population administration plays an important role in processing data and information on citizens. Population administration is an activity carried out by the government to collect, organize, and use population data. The aim is to provide accurate information on the number, characteristics, needs, and potential of the population. These activities include population registration, recording important events such as births and deaths, issuing official documents, and analyzing demographic data. The government's obligation is to provide optimal public services to meet the needs of citizens. The quality of public services reflects how effectively the objectives of administration are achieved and how efficiently the bureaucracy performs (Liya & Hardjati, 2023). Local governments, whether cities or districts, must properly administer population administration through the provision of population administration documents (Putra & Pertiwi, 2023). Efforts to meet these needs are referred to as public services, which encompass various aspects of life, such as health, population administration, education, and other fields (Permana & Hardiawan, 2018).

The government is fully responsible for providing good and high-quality public services to all citizens without exception, based on valid laws and regulations (Putri B.S, 2023). Law Number 25 of 2009 on Public Services states that public services are a series of activities carried out to accommodate the public's needs for goods, services, and administrative matters by the government. Public services cover the entire span of human life, from birth to death. Therefore, its implementation must always be based on regulations that meet service standards (Berlianto & Muljanto, 2024). The public increasingly demands effective, efficient, and satisfactory public services from the government. This demand continues to grow in line with the development of the needs and expectations of the public as service recipients (Patu & Pramudiana, 2023). To ensure that the public receives services that meet their expectations, the government must ensure that public services are efficient and effective. This requires clear service standards to guarantee the quality of public services (Tahir, 2024)

Population services are important for the community because they provide valid and legal proof of identity that can be used in various public services. Population registration and records of important events are part of population administration, which is a representation of public services that must be properly implemented for the community (Irianto et al., 2022). Additionally, accurate population data can assist the government in providing more equitable services such as education, health, and social welfare, as well as help maintain security, order, and monitor population activities. As the core of public services, the Population and Civil Registration Office provides the accurate population identity foundation that is essential for all types of public services (Awairaro, 2024). Accurate population information is crucial in decision-making related to resource distribution, the provision of public services, and the formulation of social policies. Therefore, with valid population documents, the government can identify each individual and ensure clear and valid identity for all citizens. This

also facilitates law enforcement, security monitoring, and addressing population-related issues such as identity theft, document forgery, and illegal immigration.

Policy implementation is a series of actions to realize policy decisions originating from various levels of legislation, starting from laws to presidential decrees (Wulandari & Nurarpenia, 2018). The obligation for every Indonesian citizen and immigrant with permanent residency rights who meets the criteria of being 17 years of age or older or having marital status (married or previously married) is regulated in Article 63 of Law No. 24 of 2013 on Population Administration. Local governments, as the entities responsible for providing public services, have the responsibility to improve the quality of public services provided to the community (Chayani et al., 2019).

State administrative matters concerning population and civil events are the responsibility of the Population and Civil Registration Office, which is part of the regional government structure. The Population and Civil Registration Office is responsible for providing population registration and civil registration services that meet legal standards and community needs (Novita & Tristiana, 2022). The Population and Civil Registration Office is responsible for population administration services, which include the issuance of Family Cards (KK), Electronic Identity Cards (KTP-El), Indonesian Citizen Transfer Certificates (SKPWNI), Birth Certificates, Death Certificates, and Marriage Certificates (Sihombing, 2022)

The public can access the services of the Population and Civil Registration Office directly or through an online system that is integrated with the information available on the office's official website. The implementation of population administration services in Cirebon Regency is based on Regional Regulation No. 9 of 2009, Article 3, regarding the Implementation of Population Administration. This regulation stipulates that every citizen is obligated to report significant events and population-related matters they experience to the Population and Civil Registration Office, accompanied by the required documentation. Therefore, every population event that occurs in the community must be reported by creating population documents that will later affect the issuance or modification of other documents. At the same time, the community is required to have and update population documents based on the actual situation.

The Population and Civil Registration Office of Cirebon Regency revealed that more than 18,000 people in Cirebon Regency have not yet registered their data for the E-KTP. In response to the reluctance of some members of the community to process civil registration documents, particularly regarding E-KTP registration, the Population and Civil Registration Office of Cirebon Regency launched a mobile service program known as the Kelingan Adminduk (Mobile Population Administration Service Vehicle) program. This innovative program aims to address accessibility issues and simplify population administration services for residents in Cirebon Regency, especially for remote communities and people with special needs. This is because public services have not yet been able to reach all segments of society, such as the elderly, the sick, and people with

disabilities, who are often overlooked, as if their existence is not considered important (Kurniawati, 2022).

Kelingan Adminduk is a door-to-door service. This service brings home the data collection system ID card / Electronic registration card (KTP-El) without having to come to the place of enrollment itself, for example for the group of individuals requiring special service (Mubaroq & Ananta, 2024). The main focus of the Kelingan Adminduk program is E-KTP service. The means of transportation to reach the prospective voters of the Kelingan Adminduk program are 6 motorcycles, including 2 motorcycles with a notification system, 2 with 4-wheeled vehicles and 1 Elf Microbus.

This outreach effort has actually been in existence and operation since 2022, it has simply undergone some re-namings. In 2022, the name of the program was changed to "Tapak Jalak (Integrated Administration of Population, Birth Certificate and Death Certificate)". The Tapak Jalak program was later renamed as "Kudu Nglayap (Kula Dugi Nglayani Population Administration)" in 2023. In 2024, Kudu Nglayap changed name into "Kelingan Adminduk (Mobile Population Administration Service Vehicle)". This change does not alter the main objective, which is to provide assistance to the community who do not yet have population documents and face difficulties in accessing the services provided by the Cirebon Regency Population and Civil Registration Office. Thus, with this program, the Cirebon Regency Population and Civil Registration Office can reach the community who face difficulties in accessing population administration services by directly visiting the relevant sub-districts or villages, or even directly to residents' homes.

This population service is implemented so that services can be closer to the community. In addition to offering mobile services, the Cirebon Regency Population and Civil Registration Office also educates the community about the importance of having population documents, especially in accessing education, health, and other social benefits. Furthermore, it is hoped that providing services directly to the community will increase community satisfaction, speed up the service process, and simplify the administrative process of documents for residents.

Based on the background described above, the issues to be explored in this study are related to how the Kelingan Adminduk program services can be brought closer to the community, the supporting and hindering factors of the Kelingan Adminduk program services, and finally, the efforts made to optimize the Kelingan Adminduk program services. This study aims to determine how the Kelingan Adminduk service program can become closer to the community in Cirebon Regency.

## **LITERATURE REVIEW**

This study refers to several previous studies, one of which is a study entitled "Policy Innovation of the Kalimasada Program Through Proactive Population Administration in Wonorejo Rungkut Village" conducted by Ima Nur Rosyida and Yusuf Hariyoko in 2024. This research is motivated by the Surabaya City Government's initiative to streamline administrative services through the

KNG (Klampid New Generation) online platform. The focus of this study is to examine the implementation of the Kalimasada program (Community-Aware Population Administration Zone) in Wonorejo Rungkut Village, Surabaya. Based on the theoretical framework of Kepmenpan No. 63 of 2003 and using a descriptive qualitative method, the study concluded that the Kalimasada services are functioning well, are free of charge, fast, comprehensive, and supported by adequate infrastructure.

Another relevant study is "The Effectiveness of the Rapid and Responsive Mobile Team Service (Jempol Tiger Japri) of the Semarang City Population and Civil Registration Office" by Achmad Safna Al Azra, Ari Subowo, and Augustin Rina Herawati (2023). Physical limitations or health conditions that make it difficult for the elderly and other vulnerable groups to register for an E-KTP at the sub-district office or the Population and Civil Registration Office are the main reasons for conducting this study. This study analyzes the effectiveness of the Jempol Tiger Japri service in increasing E-KTP ownership among the elderly in Semarang City. This research is descriptive qualitative research using Sutrisno's theory of program effectiveness (dalam Nuraida, 2019). The finding has provided evidence that the Jempol Tiger Japri service had not created the effectiveness as intended due to the subpar service outputs and response times. Lack of monitoring is also a challenge to the effectiveness of the programme.

Another similar research is "Innovation of Service and JARAN IJO (Jemput Bola Rentan Adminduk Iso Jujuk Omah) in Population and Civil Registration Office (Disdukcapil) of Blitar Regency" by Niza Rika Dwi Inka Sari and Meirinawati in 2022. The purpose of this study is to analyze service innovation of Si Jaran Ijo in Population and Civil Registration Office of Blitar District. The analysis is qualitative and builds on Bloch's (2010) theory of public service. Result: the innovation of Si Jaran Ijo creates an E-KTP (Electronic ID card). Service is through a door-to-door basis, and socializing and using social networks for information sharing is the mode of communication.

Another related research by Frederikus Patu and Ika Devy Pramudiana (2023) is "Implementation of E-KTP Population Administration Services for Persons with Disabilities in East Manggarai Regency". This research discusses the implementation of E-KTP services in relation to disabled east manggarai regency east Nusa Tenggara. Utilizing a descriptive qualitative approach as well as a theoretical framework proposed by George C. Edwards III, it was revealed that the indicators of success exist in the wide outreach of socialization, the professionalism and dedication of the Population and Civil Registration Office staff who work sincerely, and in a firmly established bureaucratic function with full staff participation and adherence to the SOPs.

The last studied research was "Inovasi Karuahansinak Penduduk (Jebol Anduk) untuk Meningkatkan Kualitas Prasaranaser- vis Publik " by Marselus Yollan Lokabora and Fithriana Noora, 2019. This research is conducted to scrutinize the implementation of Jebol Anduk program on population administration services with a mobile bus. The research is a study of the role of the Jebol Anduk program of public services in their effort to develop the Population and Civil Registration Office of the Malang Regency and the factors

that support and prevent such a step. By applying descriptive qualitative approach and referring to the theories by Mukarom and Laksana (2016:97), the finding of the study revealed that the program of Jebol Anduk has managed to enhance the quality of public service at the Disdukcapil of Malang Regency. Yet it must still address several issues including fluctuating internet services, insufficient public knowledge of significance of population documents, and rarity of E-KTP forms.

After reviewing several relevant studies, it can be concluded that this study has its own advantages. The main difference lies in the location and focus of the program being studied, namely the Kelingan Adminduk program initiated by the Population and Civil Registration Office of Cirebon Regency, which has never been the subject of research before. Furthermore, this study adopts a different theoretical framework, namely the theory proposed by Sinambela (2010), which includes indicators of transparency, accountability, conditionality, participation, equality of rights, and the balance between rights and obligations. Additionally, the topic of the Kelingan Adminduk program is still relatively new and has not been extensively studied, so the findings from the implementation of this program are expected to provide unique and distinct contributions from previous studies. Therefore, this research has strong originality and is scientifically accountable.

## **METHODOLOGY**

This study uses a qualitative method, which is considered accurate in describing the actual conditions of the research object. The researcher acts as the main instrument, and the data is analyzed through triangulation to emphasize meaning rather than generalization (Sugiyono, 2013). The selection of this method is taken here to ensure the authenticity and reliability of the research findings are grounded on field evidence and data gathered. In order to acquire an in-depth understanding and realistic portrayal of the phenomena in the field, the researcher decided to go with the quality science method. Therefore it is anticipated that the outcomes of your investigations are of high quality and accuracy.

Research was conducted in Cirebon District Population and Civil Registration Office at Sunan Muria Street No. 4, Sumber Subdistrict, Cirebon District. The study spanned from December 2024 to March 2025 and investigated the Kelingan Adminduk program, a mobile population administration service managed by the Cirebon District Population and Civil Registration Office.

Qualitative research heavily relies on informants to obtain data and information. The strategy for determining research information sources was conducted using purposive sampling, a process of selecting informants based on specific characteristics. This technique was chosen based on the belief that it is the most effective way to identify informants with relevant understanding and experience related to the research focus (Sugiyono, 2013). Therefore, the collected data is expected to be more focused and in-depth. The research informants are classified into two groups: supporting informants and key informants. The Head of the Civil Registration Division of the Cirebon District Disdukcapil is the key

informant, while the residents of Cirebon District who receive the Kelingan Adminduk service are the supporting informants.

Qualitative research requires researchers to actively participate in every stage of the methodology. Simple and interesting research tools will be designed after the research topic is thoroughly understood (Sugiyono, 2013). Data collection is the primary objective of the research, so selecting the appropriate techniques is crucial. The success of the research heavily depends on the researcher's ability to collect high-quality data. This study employs observation, interviews, and documentation as methods for data collection.

To maintain data validity, this research applies data source triangulation, which involves comparing field observation data with interview data, comparing informants' public and private statements, comparing informants' statements within and outside the research context, and comparing interview findings with corresponding field data. Data analysis is applied as a systematic method for organizing and understanding information obtained from observation, documentation, and in-depth interviews. This analysis is conducted concurrently with data collection and refers to the Miles and Huberman model (Sugiyono, 2013), which includes three main stages: data reduction, data presentation, and conclusion drawing or verification.

## RESULTS AND DISCUSSION

This study aims to analyze the Kelingan Adminduk program, an initiative of the Cirebon District Population and Civil Registration Office to optimize population administration services, particularly in the process of recording electronic identity cards (E-KTP). Thus, it is hoped that all residents of Cirebon District will have valid identity documents. Qualitative methods were applied in this study, and in-depth interviews were used to collect information from key informants (Head of the Civil Registration Division) and supporting informants (residents receiving Kelingan Adminduk services). To strengthen the data, the researcher also participated in participatory observation during the implementation of the Kelingan Adminduk activities in Megu Cilik Village, Weru Sub-district, Cirebon Regency, accompanied by population registration staff from the Cirebon Regency Population and Civil Registration Office.



Source: Results of Research, 2024

Figure 1. **Mobile Vehicle for Population Administration Services (Kelingan Adminduk)**

Based on field observations, it was found that some residents of Cirebon Regency, particularly the elderly and people with disabilities, do not yet have an

E-KTP. To ensure that everyone can benefit from the Kelingan Adminduk program, the Cirebon Regency Disdukcapil provides special access for those who experience difficulties. This office is responsible for providing equal administrative services to all residents, as stipulated in Law Number 24 of 2013. To achieve this, the Head of the Cirebon Regency Population and Civil Registration Office has created a mobile service program called the Kelingan Adminduk program.



Source: Results of Research, 2024

Figure 2. **Kelingan Adminduk Program Activities**

### ***Kelingan Adminduk Program Activities***

In order to achieve the research objectives, the implementation of the Kelingan Adminduk program is crucial to overcoming the accessibility constraints faced by some communities. The implementation of the Kelingan Adminduk program is situational and depends on requests submitted by the community. The implementation process of the Kelingan Adminduk program begins with the receipt of requests from the community. The review requests are then reviewed for eligibility. Following approval of the review, officers arrange visits to the field adjusted to the geography and resource circumstances. The program implementation team later goes to the agreed-on home or place to serve with 1-7 officers with E-KTP recording equipment brought with adjusted two wheeled vehicles complete with enrollment tools. There are several challenge for field officers in performing the Kelingan Adminduk program: including the unstable internet, the lack of human resources, poor infrastructure, such as enrollment units equipped with E-KTP recording tools and interference with the SIAK (Population Administration Information System) application.

Findings showed that, based on observations and interviews, the program of Kelingan Adminduk has been conducted well, although not yet to the maximum levels because there are several obstacles. This program is extremely helpful especially for those who are far away like those living in outlying areas, people with disabilities, the elderly, or those with psychiatric disorders who are experiencing difficulty coming to the Cirebon Regency Disdukcapil. In order to further analyze the implementation of Kelingan Adminduk, researchers employed theories include public services by Lijan Poltak Sinambela (2010), using indicators such as transparency, accountability, conditionality, participation, equality of rights and balanced between right and responsibility as an analysis to assess the linearity of the program with the ten standards of excellent public service.

### *Transparance*

Transparency is the means to allow access to and understanding of information by concerned parties. Transparency in the provision of public services would suggest that all who needed services have easy access to services and information about those services is clear and complete (Sinambela, 2010).

Based on the interview results, the Kelingan Adminduk program implemented by the Cirebon District Population and Civil Registration Office demonstrates the application of the principle of transparency. This form of transparency includes providing easy access to services for the community, with a team visiting applicants' homes directly using a mobile vehicle equipped with recording equipment. Program information is also disseminated through the Instagram account @disdukcapilkabcirebon, a hotline (0898-5221-777), and pamphlets or brochures in public places. Although the Kelingan Adminduk program is running smoothly, challenges in terms of adequate access still exist, particularly regarding the limited number of staff and enrollment. However, the public believes that the ease of access provided by the Kelingan Adminduk program has a positive impact on the services they receive.

The alignment of the Kelingan Adminduk program with the principle of transparency is evident in the ease of access provided to the public. On the other hand, the limitations of human resources and the limited number of enrollments remain obstacles. This supports Sinambela's view that ideal public services are those that are open, easily accessible to the public, and provide clear and adequate information.

### *Accountability*

As Sinambela (2010) argues, accountability is a form of responsibility for public services that must be carried out in accordance with active legal regulations. This requires the government, as the provider of public services, to be responsible for every service it provides and to demonstrate openness in carrying out its duties.

According to the interview results, the Kelingan Adminduk program is realized through the team's flexibility in adapting to field conditions and continuous responsibility. The same team is fully responsible from the beginning to the end of the service. In addition, accountability is strengthened by accountability reports, Focus Group Discussions (FGD), and Public Consultation Forums (FKP) held annually. Routine evaluations are also conducted through program implementation reports submitted to the Regent of Cirebon every three months, covering service recipient data, challenges, and follow-up efforts. This programme has sound legal underpinnings as it is anchored on Law No. 24 of 2013. Then, not to mention the scanners of the Kelingan Adminduk team that the community enjoyed the service feels the responsibility of the team when serving them, and finally was satisfied with their service.

Thus it can be concluded that the Kelingan Adminduk Program has met the principle of accountability. The Population and Civil Registration Office Cirebon Regency is classified as implementing Kelingan Adminduk well according to results of the assessment of their responsible execution and the level

of compliance with law No. 24 of 2013. This coherence is in line with Sinambela's argument that government public services should be responsible, transparent and legal.

### ***Conditional***

Conditional public services as described by Sinambela (2010) are those governed by the conditionality of circumstances and capabilities both sides partis, that is service providers and recipients of service and then the specific purpose of efficiency and effectiveness.

From the in-depth interviews obtained from informants, it can be concluded that the Kelingan Adminduk programme runs productively. This is substantiated by officials saying that no complaints have been received from the public and an increase in the number of identity documents issued to the community of the evidence and need for a valid document. The program budget is efficient as well, used only for official travel. This perception is based on the testimony of Kelingan Adminduk service recipients among the communities, who state to be happy and helped by the speed and precision of Kelingan Adminduk services.

In correspondence with the previous discussion, there is strong evidence that the Kelingan Adminduk program adheres to the principle of conditionality. The program's success to deliver an effective and an efficient service civil registration suggest a matter of attention to Sinambela (2010) theory, which suggests that public service must be "rileks" and need to accommodate to the conditions and capabilities of the party while putting more emphasis on efficiency and effectiveness.

### ***Participatory***

According to Sinambela (2010), public services fall into participatory public services if they are able to engage the public in all stages of the process of their implementation by listening and responding to their aspirations, needs, and expectations.

It was reported by interviews that the Cirebon District Population and Civil Registration Office had opened a way (the Media) so that the community could express its complaints or aspirations about the Kelingan Adminduk program through Focus Group Discussion (FGD) forum or a call center (0898-5221 777). However, to date, no complaints have been received, indicating that the community's needs for civil registration documents have been met and that the community is satisfied with the program's services. This is consistent with the satisfaction of the Kelingan Adminduk service recipients. They indicated that it has served their civil registration document needs well, and wish for its perpetuation as they consider the facility very much convenient.

It can be inferred from the above analysis that the Kelingan Adminduk program is already an implementation of the participation principle. This is apparent from the effort of Cirebon District Agency for Population and Civil Registration to open a space for the community to channel its aspirations on the program. The project is seen as a success because users needs for civil registration documentation are met and this builds a desire for continued programs. This

discovery supports Sinambela's (2010) idea that a good public service should be able to motivate community participation by seeing their needs, hopes, and aspiration.

### ***Equality Rights***

According to Sinambela (2010), equality of rights in government services as it relates to the manner in which people are treated different discriminatory practice including ethnic, race, religious, class, social and other.

Interview data confirm that the Kelingan Adminduk program has been able to deliver services fairly and inclusively and to all layers of society, including for the disabled, elderly, and special needs people (ODGJ). The Kelingan Adminduk team is also actively promoting the program through the official Instagram account @disdukcapilkabcirebon or through pamphlets and banners. This is also supported by the recipients of the Kelingan Adminduk program, who state that Kelingan Adminduk staff have provided equal service without discrimination, thereby satisfying the community with the program's services.

Therefore it can be deduced that the Kelingan Adminduk have practiced the principle of equality of opportunity. Disdukcapil Cirebon Regency ensures equal service delivery to all citizens, and this equal treatment is directly experienced by the society through officers Kelingan Adminduk. It is consistent with Sinambela (2010) that public services should not have any discriminatory practices at all.

### ***Balance of Rights and Obligations***

For Sinambela (2010), the theme of the equilibrium between rights and obligations in public services shows how fairness is crucial in terms of the relationship between service providers and the community that uses the service.

Based on the results of the interview, the Kelingan Adminduk officers have been performing duty to the society properly. It is proven from the reports and complaints of the society which consumers that have received Kelingan Adminduk program. Officers Kelingan Adminduk obliged to serve fair society. This is also supported by the declarations of party PD/ contradicts who actually get benefits from the Kelingan Adminduk program that imported Kelingan Adminduk officers have provide services which is fair to all participants of the program prior that Kelingan Adminduk officers have already fulfilled the duty to give fair both good services on the communities.

Based on the result, it can be concluded that the Kelingan Adminduk program has run well and fulfilled the principle of balancing rights and obligations. The Cirebon District Population and Civil Registration Office has claimed they have made a transparent policy to give the BLT to all appropriate persons for this matter. Furthermore, the staff of Kelingan Adminduk has also performed their tasks in serving the public in a fair manner as referred to by Sinambela (2010) who states that fairness is very important in the relationship between service providers and the service users.

### ***Supporting Factors for the Kelingan Adminduk Program Services***

Results from an interview show that the success of the Kelingan Adminduk program was influenced by the motivation of the leader, the relevance of Kelingan Adminduk services to the needs of the community and the full support of the community. The Kelingan Adminduk program support facilities and infrastructure consist of various types of mobile service vehicles including motorcycles, vehicles and shelters/keepers using E-KTP recording devices. Additionally, collaboration with village and sub-district governments is a crucial factor, as village governments assist in program outreach efforts and provide recording locations. Thus, it can be concluded that the program successfully provides the official population documents desired by the community.

### ***Factors Hindering the Implementation of the Civil Registration Program***

The implementation of Kelingan Adminduk does not always run smoothly; Kelingan Adminduk officers often encounter obstacles during the program service process. Based on information obtained from interviews, it can be determined that the challenges of the Kelingan Adminduk program include network issues such as weak or lost connections, disruptions or maintenance of the SIAK (Population Administration Information System) application, which hinder the recording of E-KTPs, varying community conditions requiring adjustments from Kelingan Adminduk staff, limited human resources among Kelingan Adminduk staff, insufficient equipment needed for Kelingan Adminduk services, and the large number of people requesting Kelingan Adminduk services, necessitating careful scheduling by Kelingan staff to avoid overlapping times and ensure people do not have to wait for service. Network disruptions are the main challenge, especially in areas with inadequate telecommunications infrastructure. These interruptions lead to delays or even failure in recording procedures. The human resources is also very constraint, in which the team implementing cannot visit the hole Cirebon Regency in a time since the number of staff is limited. Weak outreach has also meant that some residents have not heard about the Kelingan Adminduk program.

### ***Efforts to Optimize the Kelingan Adminduk Program Services***

In the face of several challenges to Kelingan Adminduk implementation, Cirebon District Population and Civil Registration Office remains committed to increasing the quality of its services for community satisfaction. According to interview informants, the Disdukcapil have carried out a number of efforts to optimization the implementation of Kelingan Adminduk, including mainstreaming service facilities such as mobile unit complete with the E-KTP device recording, evaluation for the program success, and make opportunity for the society to reflect the opinions, suggestions, and criticisms towards Kelingan Adminduk program.

## **CONCLUSION AND RECOMMENDATION**

The Kelingan Adminduk initiative has succeeded to increase the coverage of civil registration services in Cirebon Regency, especially for marginalised

populations. But the success of the Kelingan Adminduk program has not yet been perfect internet signals so unstable, lack of human resources, inadequate infrastructure such as enrollment centers lack of E-KTP recording tools, and interferences in the SIAK (Population Administration Information System) application. Based on the results of this research, the overall conclusion is that the principle of accountability, conditionality, participation, equality of rights and balance between rights and obligations are applied well. Nevertheless these issues are not resolving due to lack of manpower and infrastructure facilities for enrollment. Hubs of support for the Kelingan Adminduk program are preparedness of mobile service vehicles and supportovan and motivation from the leadership and the community that have a very significant effect on the enthusiasm of staff in the implementation of the Kelingan Adminduk program. Obstacles for the Kelingan Adminduk program were there are interruptions in the internet and SIAK applications (Silpa applications) which had a direct negative impact on the efficiency of services, especially under conditions of sudden spikes in the number of requests. The optimization of the Kelingan Adminduk KTP program was done through service quality improvement in order to achieve public satisfaction, the improvement of human resources, access and use of effective and efficient technology as well as the maintenance of facilities and infrastructure that has an impact on smoothness of the program, evaluation of the use of conducts conducted regularly to measure the effectiveness of a program, create an open space for public discussion to throw ideas, opinions, suggestions and criticism.

## **ADVANCED RESEARCH**

Future studies are recommended to explore in greater depth the role of digital infrastructure and human resource readiness in supporting inclusive civil registration programs like Kelingan Adminduk. Given that internet instability and system interruptions (such as in the SIAK application) have significantly hindered service delivery, further research could examine alternative technology solutions, such as offline-capable systems or integrated mobile apps tailored for remote areas. Additionally, longitudinal studies could assess the long-term impact of leadership support and community participation on staff motivation and service efficiency. Investigating the role of community-based feedback mechanisms and how they influence program responsiveness and adaptation would also be valuable. Lastly, a comparative study involving similar initiatives in other regions could provide a broader understanding of best practices and scalable solutions for improving digital civil registration services across Indonesia.

## **REFERENCES**

- Al Azra, A. S., Subowo, A., & Herawati, A. R. (2023). Efektivitas Pelayanan Jemput Bola Tim Gerak Kerja Cepat Dan Responsif (Jempol Tiger Japri) Dinas Kependudukan Dan Pencatatan Sipil Kota Semarang. *Journal of Public Policy and Management Review*, 12(4), 346-357.

- Arma, F., Hamka, H., & Juharni, J. (2020). Peningkatan Pelayanan Ktp-Ektronik Melalui Inovasi Jemput Bola Pada Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Sinjai. *Jurnal Paradigma Administrasi Negara*, 2(2), 74-80.
- Awairaro, V. J. H. T., Bura, S. I. P., & Map, A. F. (2024). Efektivitas Program Jemput Bola Dalam Penerbitan Ktp-El di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Kepulauan Yapen Provinsi Papua (*Doctoral dissertation*, IPDN).
- Berlianto, Akbar & Muljanto, Muhammad Agus. (2024). Implementasi Program" Paling Jempol" KTP Untuk Pemula. *Jurnal Kebijakan Publik*, 15(2), 254-260.
- Chayani, T., Hidayat, M. T., & Sutarjo, M. (2020). Kualitas Pelayanan Perpustakaan di Dinas Kearsipan dan Perpustakaan Kabupaten Cirebon. *Jurnal Ilmiah Publika*, 7(1).
- Irianto, H., Ratnawati, S., & Hartin, J. (2022). Inovasi layanan kependudukan Disdukcapil melalui program jemput bola terpadu di Kabupaten Sidoarjo. *INTELEKTUAL (E-Journal Administrasi Publik dan Ilmu Komunikasi)*, 9(2), 145-150.
- Kurniawati, Adela. (2022). Pelayanan Program Jebol Darling Dalam Penerbitan Ktp-El Bagi Penyandang Disabilitas di Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Bandung Barat Provinsi Jawa Barat (*Doctoral Dissertation*, Institut Pemerintahan Dalam Negeri).
- Liya, M. M., & Hardjati, S. (2023). Strategi Disdukcapil Kabupaten Sidoarjo Dalam Penertiban Dokumen Adminduk Melalui Program Jemput Bola Terpadu (Jbt). *Jurnal Ilmiah Wahana Pendidikan*, 9(22), 627-633.
- Lokabora, M. Y., & Fithriana, N. (2019). Inovasi Jemput Bola Administrasi Kependudukan (Jebol Anduk) Dalam Meningkatkan Kualitas Pelayanan Publik. *Jurnal Ilmu Sosial dan Ilmu Politik (JISIP)*, 7(3).
- Mubarog, H & Ananta, M. A. A. (2024). Inovasi Program Pelayanan Perekaman Ktp-El Jemput Bola Keliling di Dispendukcapil Kota Probolinggo. *Jurnal Kajian Ilmu Humaniora*, 8(6).
- Novita, H. V., & Tristiana, E. (2022). Percepatan Kepemilikan Dokumen Kependudukan Bagi Penduduk Rentan Melalui Program Jemput Bola Di Kabupaten Karanganyar. *Evokasi: Jurnal Kajian Administrasi dan Sosial Terapan*, 1(1).
- Patu, F & Pramudiana, I. D. (2023). Implementasi Pelayanan Administrasi Kependudukan E-Ktp Bagi Disabilitas di Kabupaten Manggarai Timur. *Iripia: Jurnal Ilmiah Riset dan Pengembangan*, 1-8.

- Permana, I., & Hardiawan, I. R. (2018). Analisis Implementasi Kebijakan Pelayanan Administrasi Terpadu (Paten) di Kecamatan Karangsembung Kabupaten Cirebon. *Syntax Literate; Jurnal Ilmiah Indonesia*, 3(10), 83-97.
- Putra, R. S., & Pertiwi, V. I. (2023). Jemput Bola Terpadu Goes To School (Jbt Gts) Sebagai Inovasi Di Dinas Kependudukan Dan Catatan Sipil Kabupaten Sidoarjo. *Jurnal Ilmiah Wahana Pendidikan*, 9(21), 602-612.
- Putri, A. S. B. (2023). Inovasi Pelayanan Jemput Bola Administrasi Kependudukan (Adminduk) Melalui Balai Rw Di Kelurahan Bongkaran. *Jurnal Ilmiah Wahana Pendidikan*, 9(18), 83-89.
- Rosyida, I. N., & Hariyoko, Y. (2024). Inovasi Kebijakan Program Kalimasada Melalui Jemput Bola Administrasi Kependudukan Di Kelurahan Wonorejo Rungkut. *Eksekusi: Jurnal Ilmu Hukum dan Administrasi Negara*, 2(3), 83-90.
- Sari, N. R. D. I., & Meirinawati, M. (2022). Inovasi Pelayanan "SI JARAN IJO"(Jemput Bola Rentan Adminduk Iso Jujuk Omah) di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Blitar. *Publika*, 909-922.
- Sihombing, H. (2022). Implementasi Program Jemput Bola Dalam Meningkatkan Kualitas Pelayanan KTP-El Bagi Penyandang Disabilitas di Kabupaten Dairi Provinsi Sumatera Utara (*Doctoral dissertation*, IFnstitut Pemerintahan Dalam Negeri).
- Sinambela, Lijan Poltak, dkk. 2010. Reformasi Pelayanan Publik, Teori, Kebijakan, dan Implementasi. PT Bumi Aksara, Jakarta.
- Sugiarto, Vicky (25 Maret 2024). Jelang Pilbup Cirebon, Belasan Ribu Warga Belum Miliki e-KTP, Diakses dari <https://suaracirebon.com/2024/03/25/jelang-pilbup-cirebon-belasan-ribu-warga-belum-miliki-e-ktp/>
- Sugiyono. (2013). Metode Penelitian Kuantitatif, Kualitatif dan R&D. Bandung: Penerbit Alfabeta.
- Tahir, Indah Afrianty. (2024). Efektivitas Pelayanan Jemput Bola Dalam Meningkatkan Kepemilikan Akta Kelahiran Di Kota Ambon Provinsi Maluku (*Doctoral dissertation*, IPDN).
- Wulandari, S., & Nurarpenia, N. (2018). Implementasi Kebijakan Ruang Terbuka Hijau di Kota Cirebon Berdasarkan Peraturan Menteri Pekerjaan Umum Nomor 05 Tahun 2008 Tentang Pedoman Penyediaan dan Pemanfaatan Ruang Terbuka Hijau di Kawasan Perkotaan. *Syntax Literate; Jurnal Ilmiah Indonesia*, 3(10), 110-120.
- Peraturan Bupati Kabupaten Cirebon No. 44 Tahun 2012 Tentang Petunjuk Pelaksanaan Peraturan Daerah Kabupaten Cirebon No. 02 Tahun 2012

Tentang Retribusi Jasa Umum Pelayanan Pendaftaran Penduduk Dan  
Pencatatan Sipil Bab 1 Pasal 1 No. 14

Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi  
Nomor 15 Tahun 2014

Undang-Undang Nomor 24 Tahun 2013 Pasal 63 ayat 1 Tentang  
Administrasi Kependudukan

Undang-Undang Nomor 25 Tahun 2009 Tentang Pelayanan Publik