

# CHAPTER 1

## INTRODUCTION

### 1.1 Background

Public services are one of the main functions of government administration that are directly related to meeting the basic needs of the community (Malindir et al., 2022). From a public administration perspective, public services are understood as all forms of service activities carried out by government agencies, both at the central and regional levels, in order to meet the community's needs for goods, services, and/or administrative services in accordance with the provisions of laws and regulations. Public services are a concrete manifestation of the state's presence in guaranteeing the fulfillment of citizens' rights and creating an orderly, just, and prosperous society.

Public services have a strong legal basis. In Indonesia, the implementation of public services is regulated in Law Number 25 of 2009 concerning Public Services. This law emphasizes that public services are activities or a series of activities aimed at fulfilling service needs in accordance with laws and regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers. Therefore, public services are not only viewed as an administrative obligation of the government, but also as a right of the community that must be fulfilled fairly and responsibly. In the implementation, public services cover various strategic sectors that are directly related to people's lives, such as education, health,

population administration, licensing, and other social services. The quality of public services in these sectors greatly determines the level of public trust in the government (Pratama, 2025). Slow, complicated, and non-transparent services can cause public dissatisfaction and have an impact on the decline of government legitimacy. On the other hand, high-quality, responsive public services that are oriented towards the needs of the community can increase public trust and strengthen the relationship between the government and the community.

Public services in the context of modern public administration are no longer oriented only to compliance with bureaucratic procedures, but also to the achievement of results and public satisfaction (Taufiqurokhman et al., 2024). This paradigm is in line with the principles of good governance, which emphasize the importance of transparency, accountability, effectiveness, efficiency, and public participation. The government is required to be able to provide public services that not only comply with regulations but also provide tangible benefits to the community. Therefore, the orientation of public services has shifted from merely an administrative process to services that focus on service users (citizen-centered service).

The implementation of public services is one of the main obligations of the government as a manifestation of the state's responsibility to fulfill the basic rights of citizens and improve the welfare of society in a sustainable manner. Public services are not only understood as administrative activities, but also as a tangible form of the state's presence in ensuring that the needs of society in various fields of life are met. The quality of public services reflects the

performance of the government and is an measurement of the success of governance oriented towards the interests of the community.

In the context of public administration, quality public services are not only determined by the speed and accuracy of service delivery, but also by ease of access, clarity of procedures, terms of time and cost, transparency, and fair and non- discriminatory treatment for all levels of society (Rosita, S., Fazri, A., Kusumastuti, R., & Yacob, 2019). The public, as service users, are increasingly critical and have high expectations of government performance, in line with increasing levels of education, openness of information, and awareness of their rights as citizens. Therefore, the government is required to be able to provide public services that are responsive to the needs of the community and adaptive to changes in the strategic environment. Developments in social, economic, and information technology dynamics have brought significant changes in the relationship between the government and the community. The government is no longer positioned solely as a service provider, but also as a facilitator that must be able to create a service system that is accessible, inclusive, and oriented towards public satisfaction. This condition encourages the need for bureaucratic reform and sustainable public service innovation.

One form of government adaptation to these demands is the use of information technology in the implementation of public services. The digitization of public services is seen as an important strategy to improve bureaucratic performance, accelerate service processes, minimize direct contact that has the potential to lead to failure in administration, and expand the reach

of services to the community (Karya, M. A., Haryono, B. S., 2024). Through the implementation of digital-based services, the government is expected to be able to create a service system that is more transparent, efficient, and accountable, while also making it easier for the community to access services anytime and anywhere.

DKI Jakarta Provincial Population and Civil Registration Office established the **Alpukat Betawi (Akses Langsung Pelayanan DokUmen Kependudukan Cepat dan AkuraT)** application as the official online platform for population administration services for all DKI Jakarta residents without exception.

Alpukat Betawi application was introduced and used by the DKI Jakarta Provincial Government in around 2019 as a digital-based population administration service channel. The government encouraged wider use of this application at the start of the COVID- 19 pandemic in 2020 when face-to-face services were restricted, so that people could continue to apply for population documents online. An official publication related to the application was also posted on the DKI Jakarta Provincial Government website on March 17, 2022, explaining the service components and their functions for DKI Jakarta residents. Over time, this application has continued to be developed into a comprehensive population administration service platform used in various administrative areas of DKI Jakarta. This decision is intended to ensure that population administration services are equally accessible to the community throughout the DKI Jakarta administrative area, from the provincial level to the administrative

city, sub-district, and Subdistrict levels. Therefore, Alpukat Betawi not only functions as a central application at the agency level, but also becomes an integral part of the population administration service system at the frontline service units.

Before the development of Alpukat Betawi, population administration services in DKI Jakarta were still dominated by in-person services. To improve the quality of public services, the DKI Jakarta Provincial Government developed Alpukat Betawi as a digital-based innovation in population administration services that allows the public to apply for various services online (Wahyun, 2023).

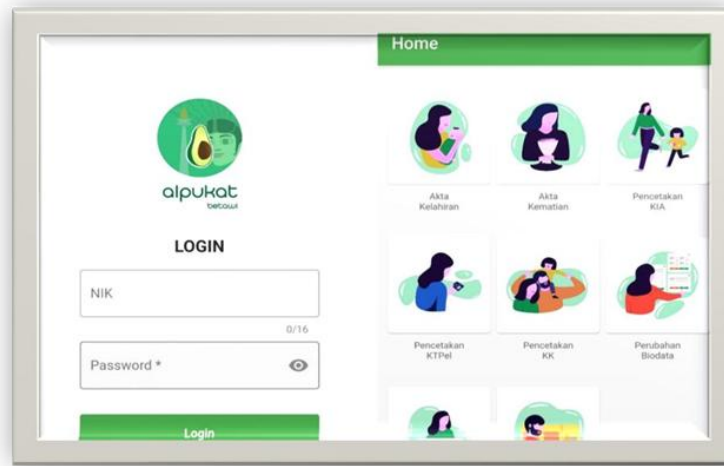
According Wahyuni (2023) to Before Alpukat Betawi was launched in 2019, most civil registration services such as the issuance of electronic ID cards (KTP-el), family cards (KK), birth certificates, and death certificates were handled in person at village offices, subdistrict offices, or the District Civil Registration and Population Office. This situation resulted in; citizens having to visit service offices, long service lines, longer processing times, and increased transportation costs for citizens. These conditions prompted the Jakarta Capital City Population and Civil Registration Office to develop digital services through Alpukat Betawi as part of its e-government transformation (Wahyuni, 2023)

According to Saputri (2023) before the implementation of the Alpukat Betawi app, civil registration services in DKI Jakarta were still conducted conventionally through in-person services, requiring residents to visit service offices in person. The document processing time for conventional services

could take up to 14 business days. After the Alpukat Betawi app was implemented, the application process moved online, and document processing time was reduced to approximately 1–3 business days, depending on the completeness of the requirements and the time of submission. This innovation saves time, reduces the need for residents to make repeated visits to service offices, and improves access to civil registration services. However, various studies indicate that its implementation still faces technical challenges, such as system disruptions, OTP failures, and application errors that affect service quality (Saputri, 2023).

The Alpukat Betawi application is an acronym for the (Akses Langsung Pelayanan DokUmen Kependudukan CepAt dan AkuraT). This application was developed as a digital-based population administration service innovation by the DKI Jakarta Provincial Government through the Population and Civil Registration Office (Dukcapil). The presence of Alpukat Betawi is part of the local government's efforts to respond to the demands of modernizing public services and supporting the acceleration of digital transformation in government administration, particularly in the population administration sector that directly interacts with the community.

**Figure 1. 1 Figure 1.1 Alpukat Betawi Application**



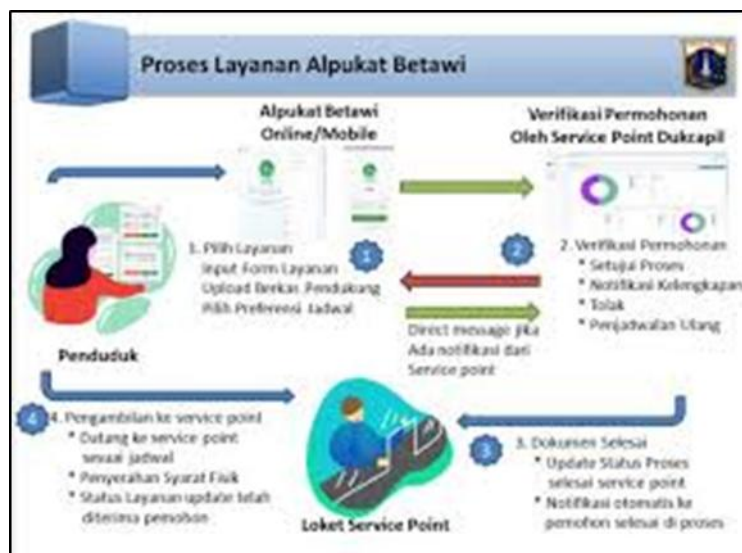
*Source: megapolitan.kompas.com*

The Alpukat Betawi application was created for Services related to registration and production of civil status documents. Alpukat Betawi provides a solution for the community to submit service requests, schedule services, and monitor the services they have requested. Alpukat Betawi is an application that can be downloaded from the Play Store and App Store. Pondok Kelapa Subdistrict is one of the subdistricts in East Jakarta that has been using the Alpukat Betawi application.

The services provided in Alpukat Betawi are diverse, ranging from birth certificates to death certificates. As a resident of DKI Jakarta, you can apply for services, schedule appointments, and monitor the progress of services that have been submitted. This application also covers many services related to the processing of necessary residency documents, including: Printing of electronic Identity Cards (KTP), Birth certificates, Birth certificates without a Population Registration Number (NIK), Death certificates, Printing of Family

Cards (KK), Changes to personal data, Printing of Child Identity Cards (KIA), Family data information, Duplication/legalization of certificates, Requests for relocation, Requests for arrival., Marriage Certificate, Divorce Certificate, Report of Birth Abroad, Report of Death Abroad, Report of Marriage Abroad, Report of Divorce Abroad, Jemput Bola Identity Card (KTP-el) Service. The total of the services in the Alpukat Betawi application provides 18 services that can be access by all of the community. The service flow for the Alpukat Betawi app is shown in the following image.

**Figure 1. 2 The Alpukat Betawi Service Process**



Source: [detikinfo.my.id](http://detikinfo.my.id)

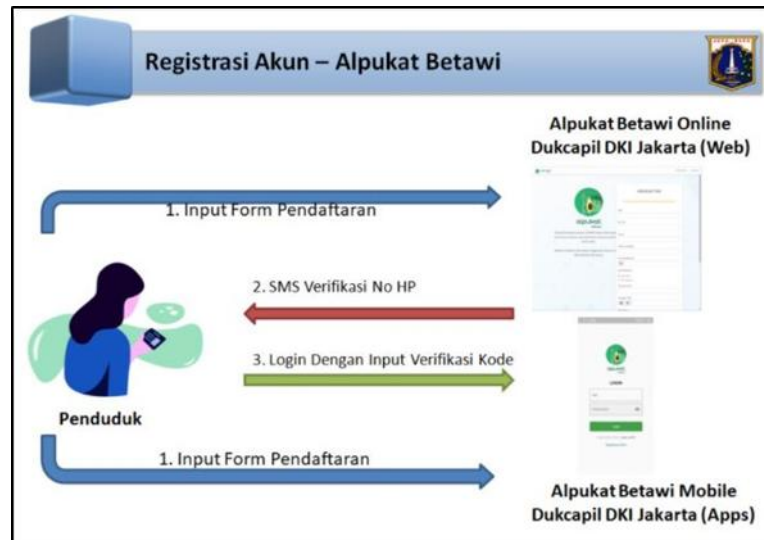
Based on the service workflow or the service flow in the Alpukat Betawi application used by the DKI Jakarta Provincial Population and Civil Registration Office., the population administration process is conducted digitally, involving the public, the app system, service counter staff, and

verifiers from the Population and Civil Registration Office. The service workflow begins with the public, as applicants, first selecting the type of population administration service through the Alpukat Betawi app. After selecting a service, the applicant is asked to upload the required documents based on the specific service requested. Subsequently, the submitted data and documents are forwarded to the service counter for an initial review by the staff.

Once the initial review is complete, the application proceeds to the verification stage by staff from the Department of Population and Civil Registration. At this stage, staff verify the completeness and accuracy of the documents submitted by the public. The verification result may be approval if the documents are deemed complete and accurate, or rejection if any deficiencies or discrepancies in the data are found. Throughout the process, applicants also receive notifications regarding the status of their application via the app system.

Once the application has been approved and processed, the civil registration documents will be issued and can be received by the applicant in digital form or through specific service channels, depending on the type of document requested. In addition, the service process includes a service point designed to assist the public if they encounter difficulties using the application or during the service application process.

**Figure 1. 3 The Alpukat Betawi Verification Process**



*Source: detikinfo.my.id*

The registration and verification process on the Alpukat Betawi app is conducted digitally as an initial step before residents can use civil registration services. According to this registration workflow, the process begins when residents fill out the registration form on the Alpukat Betawi system, either via the website or the mobile app. At this stage, users are asked to enter personal information matching their official identification, such as the National Identity Number (NIK), phone number, and other supporting data required for account creation.

After the registration form is successfully submitted, the system verifies the phone number by sending a verification code or OTP (One-Time Password) via SMS to the user. This verification code serves as a means of validating that the phone number used is correct and active. Next, the user is asked to enter the verification code into the app system to complete the account activation

process. If the verification code matches and is successfully confirmed, the user's account will be active and can be used to access various population administration services available on the Alpukat Betawi app.

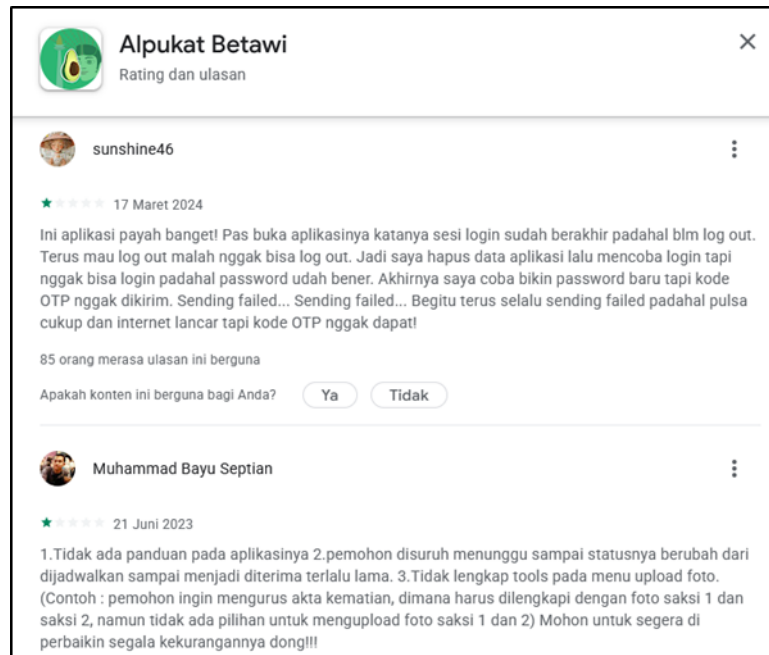
This verification process aims to enhance user data security and ensure that every registered account is genuinely owned by the individual in the community. Additionally, the verification system plays a crucial role in supporting administrative order and preventing identity misuse in the use of digital population services. However, in practice, several challenges faced by the public have been identified, such as delays in OTP delivery or account verification failures, making this an aspect that requires evaluation in the implementation of the Alpukat Betawi app.

According to Ferdian Maruli Tua (2025) From 2022 through 2025, the effectiveness of Alpukat Betawi application has continued to decline. This decline in effectiveness is caused by several obstacles, namely the centralization of the database into the centralized SIAK system, a rapid decline in the number of administrative cases, a lack of further development, the Alpukat Betawi application having a response rate that is relatively low due to the attention given to this application having declined, the time required to issue civil registration documents being quite long, and it only supporting the Android operating system.

It is hoped that this research will have a positive impact and provide recommendations to improve the services of the Alpukat Betawi application in the future, as this application has great potential to assist the mobility of

the people of DKI Jakarta by providing optimal services.

**Figure 1. 4 Alpukat Betawi Application Review**



*Source: Playstore (2026)*

Based on user reviews of the Alpukat Betawi app on digital app distribution platforms, various complaints have been identified that indicate challenges in the implementation of digital-based civil registration services. One user reported issues with the login system, such as sessions suddenly ending, difficulty logging out, and failures in receiving OTP (One-Time Password) codes even when the internet connection was stable. These issues indicate that there are still technical glitches in the app system that can hinder the public's ability to use population administration services optimally. Additionally, other users noted that the application lacks clear usage guidelines, the process for verifying application status is considered time-consuming, and the document upload feature is deemed incomplete and

inflexible. These complaints highlight that there are still some weakness in both the technical aspects and the quality of digital services, which are directly experienced by the public as service users.

**Figure 1. 5 Alpukat Betawi Application Review**



*Source: Playstore (2026)*

Based on user reviews of the Alpukat Betawi app, there are several issues that the public has encountered when using this digital civil registration service. One user complained about the slow account verification process, even though civil registration services are often needed quickly and urgently. This situation indicates that the account activation and validation processes on the app are not yet functioning optimally, which can hinder the public's ability to access the necessary administrative services.

Furthermore, users also complained about the unresponsive nature of

the support service or customer service. Based on these reviews, the public faces difficulties when trying to report issues because communication via the available WhatsApp number is considered ineffective and sometimes does not yield a clear response. Users even suggested that the app provide a live chat feature so that the public can immediately report the problems they face and receive assistance more quickly. This indicates that the user support service aspect of the app still needs to be improved so that the public feels better supported when encountering technical difficulties.

These user reviews indicate that although the Alpukat Betawi app was introduced as a digital public service innovation to streamline civil registration processes, various obstacles have been encountered in its implementation that affect the effectiveness of the service. This situation warrants further examination because the success of digital services is not only measured by the existence of the app, but also by the quality of the system, ease of access, speed of service, and the satisfaction of the public as service users. Therefore, an evaluation of the Alpukat Betawi app is necessary to determine the extent to which it has functioned in accordance with the objectives of digital public services and to identify aspects that still need improvement.

The implementation of population administration services is a form of government service to the community related to data and documents concerning the population of Indonesian citizens. In order to optimize the service process, the DKI Jakarta regional government created the Alpukat

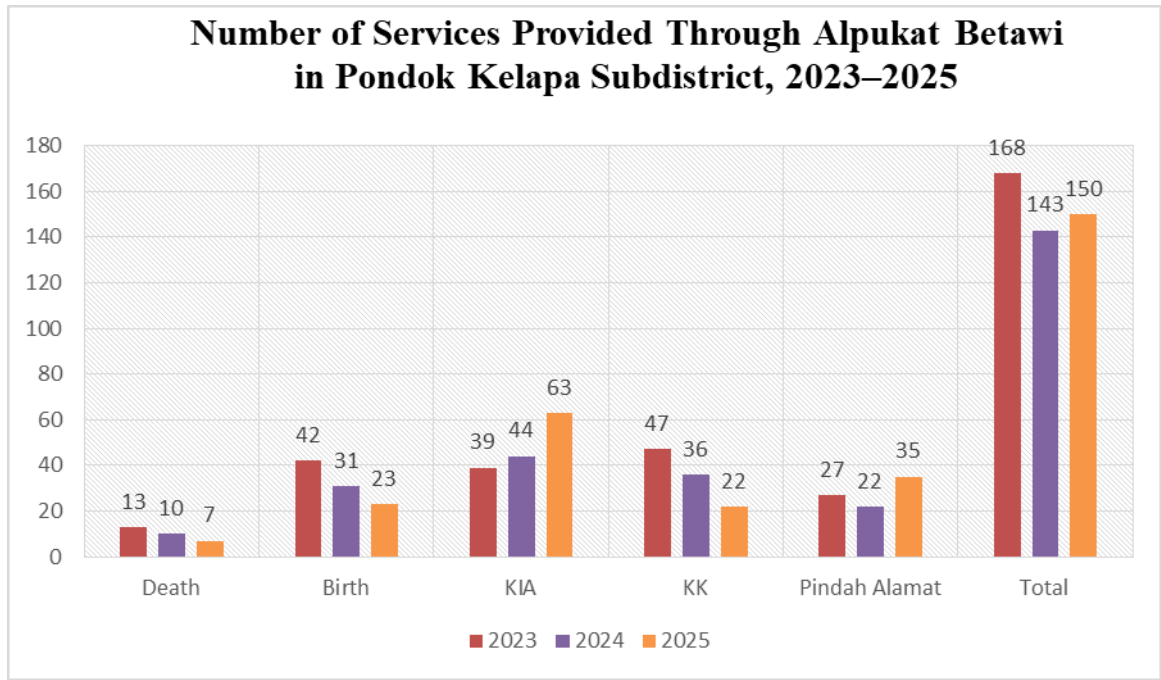
Betawi application in 2018. The system update to the Alpukat Betawi application was made to facilitate population administration services for those who wish to renew or update their population data related to death certificates, birth certificates, KIA, KTP, family cards, and change of address certificates. Based on the results of observations, the following data on the optimization of the system changes made in 2023-2025 was obtained.

**Table 1. 1 Number of Alpukat Betawi Services in Pondok Kelapa Subdistrict in 2023-2025**

<b>Types Of Service</b>	<b>The Year 2023</b>	<b>The Year 2024</b>	<b>The year 2025</b>	<b>Percentage</b>
Death Certificate	13	10	7	-45,15%
Birth Certificate	42	31	23	-45%
KIA	39	44	63	62%
Family Card (KartuKeluarga)	47	36	22	-53%
Change of Address (Pindah Alamat)	27	22	35	30%
<b>Total Services</b>	168	143	150	

*Source: Researcher Analysis*

**Figure 1. 6 Diagram of Alpukat Betawi Application Service in Pondok Kelapa Subdistrict, 2023-2025**



Source: Researcher Analysis

Based from the diagram above it is shown that for Death Certificate services, the number of services decreased from 13 in 2023 to 10 in 2024, and then further decreased to 7 in 2025. Furthermore, for Birth Certificate, the number of services was 42 in 2023, decreased to 31 in 2024, and declined again to 23 in 2025.

In contrast to the previous services, the number of Child Identity Card (KIA) services has actually increased every year. In 2023, the number of KIA services was recorded at 39, then increased to 44 in 2024, and further increased to 63 in 2025. This indicates a rise in the use of KIA services through the Alpukat Betawi app by the public.

Meanwhile, Family Card (KK) services have decreased from 47 services in 2023 to 36 services in 2024 and further decreased to 22 services in 2025. For address change services, the number of transactions recorded was 27 in 2023, experiencing a slight decrease to 22 in 2024, but rising again to 35 in 2025.

Overall, the total number of civil registration services processed through the Alpukat Betawi app in Pondok Kelapa Subdistrict has been quite high over the past three years. In 2023, the total number of services reached 168, then decreased to 143 in 2024, and rose again to 150 in 2025. These data indicate that the Alpukat Betawi app is still actively used by the public as a digital platform for civil registration services, although the number of users for certain types of services continues to fluctuate annually.

In relation to this, the description of the research results will explain the evaluation of the implementation of administrative services through Alpukat Betawi application in the 2023-2025. The evaluation of this application service is reviewed through the CIPP evaluation model, which includes context, input, process, and product according to Daniel L. Stufflebeam (2000). The role of the CIPP model is to evaluate public policies and services, especially complex programs that involve various stakeholders. The use of the CIPP model allows researchers to not only assess the success or failure of a program, but also to understand the structural, managerial, and operational factors that influence the implementation of the program (Daniel L. Stufflebeam, 2000).

The DKI Jakarta Province is administratively divided into five city areas, namely West Jakarta, East Jakarta, Central Jakarta, South Jakarta, and North Jakarta. This division reflects distinct demographic characteristics in each area, in terms of population size, density, and socioeconomic activity. Therefore, it is important to examine and compare the population figures in each area as a basis for analyzing needs and ensuring the equitable distribution of public services in DKI Jakarta.

**Figure 1. 7 West Jakarta Population**



*Source: kependudukancapil.jakarta.go.id*

The West Jakarta area has a population of 2,525,856 people in 2025. This figure indicates that West Jakarta is one of the areas with a high population in DKI Jakarta. With a large population, the demand for public services, especially digital-based population administration, becomes increasingly important in order to reduce the burden of conventional services.

**Figure 1. 8 Central Jakarta Population**



*Source: kependudukancapil.jakarta.go.id*

The population in Central Jakarta was recorded at 1,034,626 people in 2025, making it the area with the smallest population compared to other regions in DKI Jakarta. Nevertheless, as the center of government and economic activity, community mobility in this area is quite high, thus still requiring a fast and efficient administrative service system.

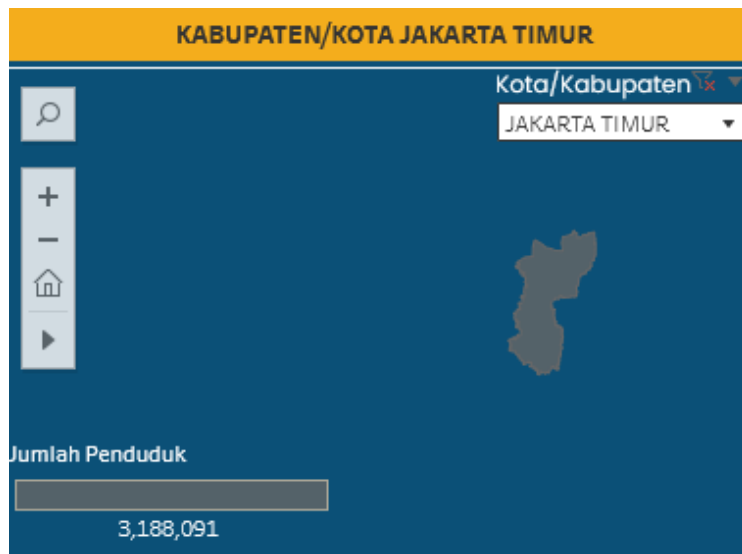
**Figure 1. 9 South Jakarta Population**



*Source: kependudukancapil.jakarta.go.id*

South Jakarta has a population of 2,297,065 people in 2025. This number indicates that the area has a relatively high population density. This condition emphasizes the importance of implementing digital services such as the Alpukat Betawi application to improve service efficiency and reduce queues at service offices.

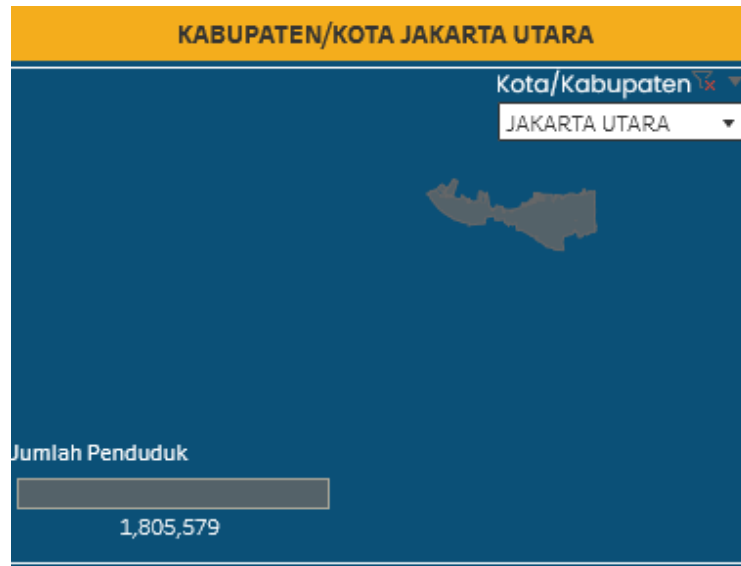
**Figure 1. 10 East Jakarta Population**



*Source: kependudukancapil.jakarta.go.id*

East Jakarta is the area with the largest population in DKI Jakarta, reaching 3,188,091 people in 2025. This high population number indicates the significant community demand for civil administration services. Therefore, East Jakarta becomes a very relevant location to be used as a research object related to the implementation of the Alpukat Betawi application, because the high service complexity requires a digital system that is effective, efficient, and capable of reaching all layers of society.

**Figure 1. 11 North Jakarta Population**



*Source: kependudukancapil.jakarta.go.id*

Based on the data in the figure, the population of North Jakarta in 2025 is estimated at 1,805,579 people. This figure indicates that North Jakarta has a fairly large population as one of the administrative districts of DKI Jakarta, although it is not as large as other districts such as East Jakarta or West Jakarta. The population density in this district still necessitates efficient civil registration services that are easily accessible to the public.

As shown above, the population figures for each administrative district in the Special Capital Region of Jakarta in 2025 are as follows: West Jakarta has a population of 2,525,856. Central Jakarta has a population of 1,034,626. South Jakarta has a population of 2,297,065. East Jakarta has a population of 3,188,091. And North Jakarta has a population of 1,805,579.

Based on the following data, East Jakarta is the most heavily populated area with the highest mobility in the DKI Jakarta province. The implementation of the Alpukat Betawi app across the various administrative

cities of the DKI Jakarta Province shows relatively similar characteristics, although there are differences influenced by demographic conditions, population density, and the level of digital literacy among residents in each region. In East Jakarta, as the administrative city with the largest population in DKI Jakarta, the volume of civil registration services is also the highest, resulting in a relatively heavier workload for staff. The Alpukat Betawi app helps reduce wait times for in-person services, but its implementation still faces various challenges, such as login failures, failure to receive OTP codes, and the fact that some residents still need to visit their local sub-district office in person for document verification.

In West Jakarta, the use of the Alpukat Betawi app is also quite high because this area has a large population density. Service delivery is supported by the Dukcapil Implementation Units (Satpel) in each kelurahan and kecamatan, so that residents can receive assistance in using the app. However, its implementation still faces obstacles such as network disruptions, app system issues, and data verification processes that sometimes require residents to visit service offices in person.

Meanwhile, the implementation of the Alpukat Betawi application in South Jakarta is considered relatively more successful compared to several other regions. This is due to the public's higher level of digital literacy, which makes the transition to app-based services easier. Nevertheless, certain types of civil registration services still require residents to verify their information in person at the Dukcapil office to ensure the validity of their documents and

identity.

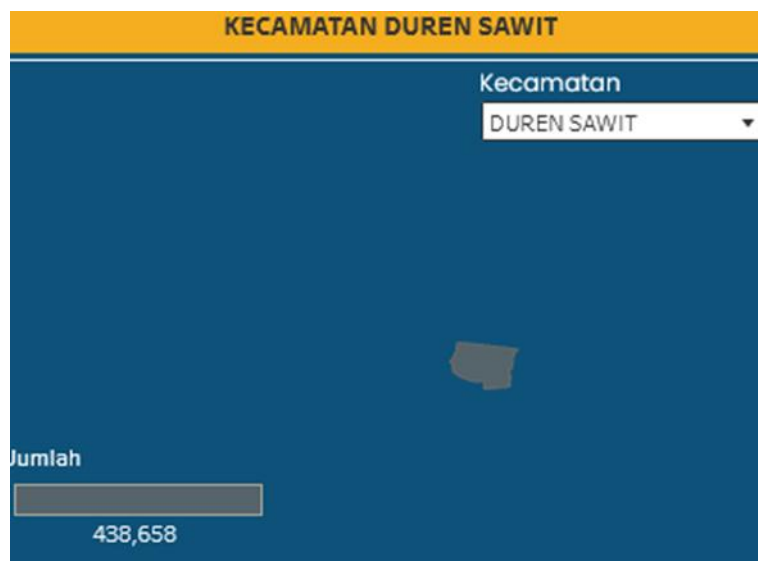
In Central Jakarta, the Alpukat Betawi application plays a role in improving the efficiency of civil registration services, particularly for residents and workers who need quick service without having to visit the Dukcapil office frequently. However, as in other areas of DKI Jakarta, the implementation of this app still faces various technical challenges because all administrative districts use the same system; as a result, server outages, verification issues, and account authentication problems still occur frequently.

Unlike other areas, the implementation of the Alpukat Betawi application in North Jakarta is influenced by its geographical conditions and a fairly diverse population distribution. The use of online services has reduced the need for residents to visit service offices in person, but public outreach and assistance still need to be improved, particularly for community groups that are not yet accustomed to using digital services.

When compared to the results of a study in Pondok Kelapa Subdistrict, Duren Sawit Subdistrict, East Jakarta, the implementation of Alpukat Betawi shows a pattern not significantly different from conditions in other areas. This app has made it easier to submit civil registration documents online, but its implementation is still not optimal. Challenges identified such as login failures, failure to receive OTP codes, limited data integration with the central system, and the fact that some residents still have to visit the subdistrict office in person for verification have also been observed in various administrative

cities across DKI Jakarta. Thus, the issues surrounding the implementation of AlpuKat Betawi are not merely local to the Pondok Kelapa sub-district but also reflect broader challenges in delivering digital-based civil registration services across the Special Capital Region of Jakarta. This indicates that the success of the AlpuKat Betawi implementation is determined not only by the readiness of the public as users but also by the readiness of the technological infrastructure, the quality of the information system, database integration, and the capacity of the implementing organization to provide electronic public services.

**Figure 1. 12 Duren Sawit Population**

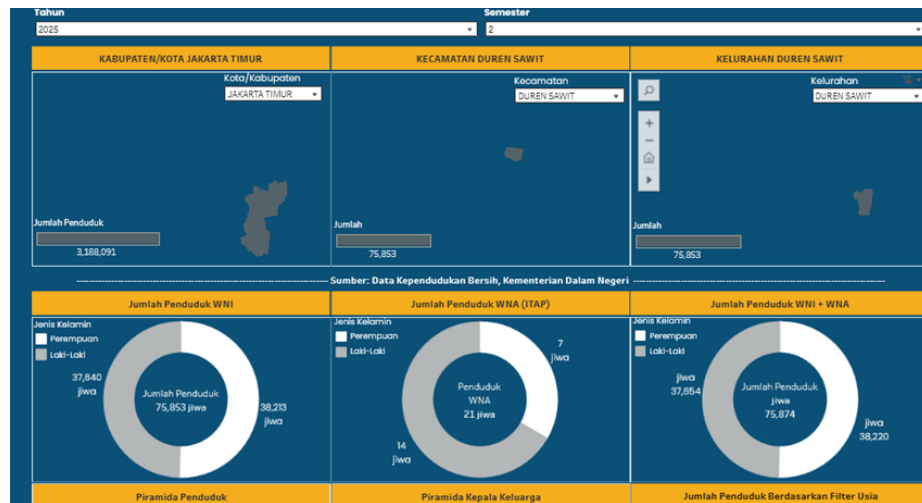


*Source: kependudukancapil.jakarta.go.id*

Furthermore, on a smaller scale, this study focuses on the Duren Sawit subdistrict, which is part of East Jakarta. The Duren Sawit subdistrict consists of seven urban Subdistricts: Pondok Bambu, Pondok Kelapa, Pondok Kopi, Malaka Jaya, Malaka Sari, Klender, and Duren Sawit. With a total of 438,658

population this division of the area indicates that Duren Sawit Subdistrict has a fairly extensive administrative coverage with diverse demographic characteristics in each of its neighborhoods.

**Figure 1. 13 Duren Sawit Subdistrict Population 2025**



Source: [kependudukancapil.jakarta.go.id](http://kependudukancapil.jakarta.go.id)

The Duren Sawit subdistrict has a population of 75,853 people in 2025. This number indicates that this area is categorized as densely populated in the Duren Sawit District. With a fairly large population, the need for digital-based population administration services becomes important to support service efficiency.

**Figure 1. 14 Malaka Jaya Subdistrict Population 2025**



Source: [kependudukancapil.jakarta.go.id](http://kependudukancapil.jakarta.go.id)

Malaka Jaya Subdistrict has a population of 34,566 people, which is considered lower compared to other subdistricts in Duren Sawit District. Nevertheless, administrative services still need to be optimized so that they can reach the entire community evenly.

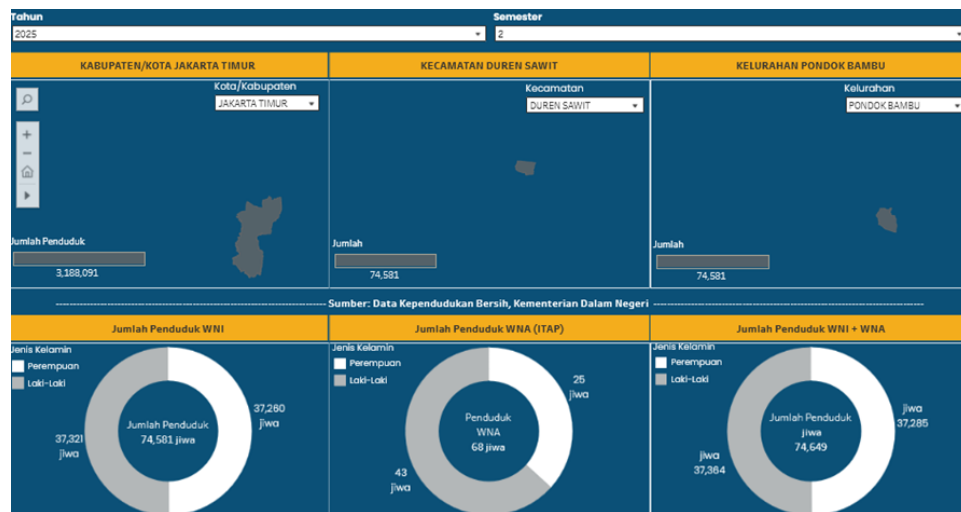
**Figure 1. 15 Malaka Sari Subdistrict Population 2025**



Source: [kependudukancapil.jakarta.go.id](http://kependudukancapil.jakarta.go.id)

The population in Malaka Sari Subdistrict is recorded at 31,466 people, making it the area with the smallest population in the Duren Sawit District. Although the population is relatively small, the implementation of a digital service system is still necessary to improve the quality and efficiency of services.

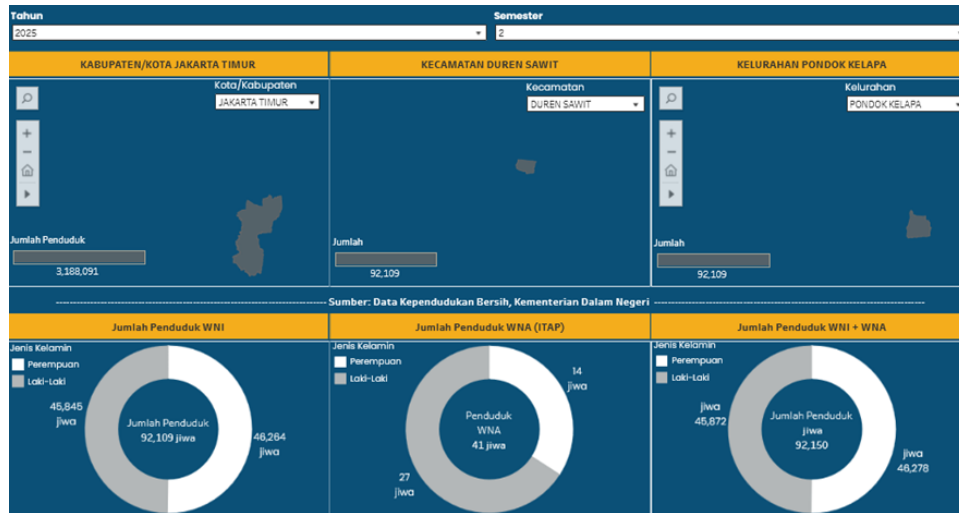
**Figure 1. 16 Pondok Bambu Subdistrict Population 2025**



Source: [kependudukancapil.jakarta.go.id](https://kependudukancapil.jakarta.go.id)

Pondok Bambu Subdistrict has a population of 74,581 people in 2025. This number indicates that the area has a fairly high population density, thus requiring an effective service system to accommodate the administrative needs of the community.

**Figure 1. 17 Pondok Kelapa Subdistrict Population 2025**



Source: [kependudukancapil.jakarta.go.id](http://kependudukancapil.jakarta.go.id)

Pondok Kelapa Subdistrict is the area with the largest population in Duren Sawit District, reaching 92,109 people. This high population indicates a very large complexity of services, making this area very relevant as a research location related to the implementation of digital services such as the Alpukat Betawi application.

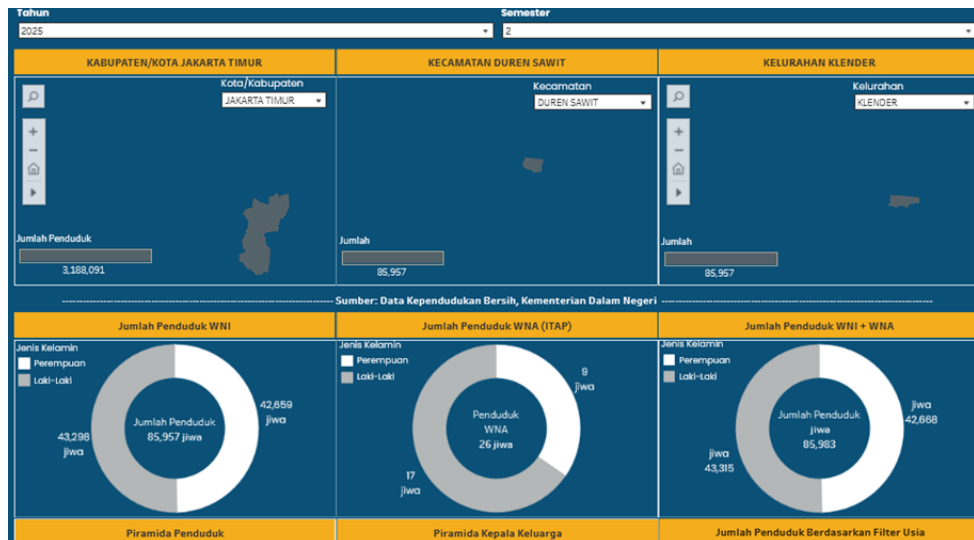
**Figure 1. 18 Pondok Kopi Subdistrict Population 2025**



Source: *kependudukancapil.jakarta.go.id*

Pondok Kopi sub-district has a population of 44,126 people, which falls into the middle category among other sub-districts in the Duren Sawit District. Although not as large as Pondok Kelapa or Klender, the demand for public services remains significant and requires optimal support from digital systems.

**Figure 1. 19 Klender Subdistrict Population 2025**



Source: *kependudukancapil.jakarta.go.id*

Klender Subdistrict is recorded to have a population of 85,957 people, making it one of the areas with a high population in Duren Sawit District. The high population reflects the significant burden of public services that must be handled, so the implementation of a digital system is highly needed to reduce queues and increase service speed.

Based on the 2025 population data for the Duren Sawit District, it is evident that each urban subdistrict variation in population size. Duren Sawit

Subdistrict has a population of 75,853, Malaka Jaya Subdistrict has 34,566, Malaka Sari Subdistrict has 31,466, Pondok Bambu Subdistrict has 74,581, Pondok Kelapa Subdistrict has 92,109, Pondok Kopi Subdistrict has 44,126, and Klender Subdistrict has 85,957 residents.

From this data, it is evident that Pondok Kelapa Subdistrict has the largest population compared to other subdistricts in Duren Sawit District. This high population indicates that the need for civil registration services in the area is also relatively higher and more complex. The larger the population, the greater the intensity of public services required, including the use of digital services such as the Alpukat Betawi app.

Therefore, Pondok Kelapa Subdistrict was selected as the research location because it is considered the most representative in illustrating the conditions of dense and complex population administration services. With the largest population, this area is believed to be able to provide a more comprehensive picture regarding the implementation and evaluation of the Alpukat Betawi application, particularly in measuring the effectiveness of digital-based services for the community.

Through the implementation of the Alpukat Betawi application in Pondok Kelapa Subdistrict, the community is expected to be able to manage various population documents more easily, quickly, and transparently without having to deal with complicated service procedures (Widiasih et al., 2024). The operation of this application at the sub-district level also aims to reduce face-to-face service queues, improve the efficiency of the apparatus, and

expand access to services for the community while still paying attention to the principles of fairness and inclusiveness. Therefore, Alpukat Betawi is not only seen as a technological innovation, but also as a public service policy instrument that is expected to improve the quality of population administration services at the local level.

The implementation of the Alpukat Betawi Application as a digital-based population administration service platform has a based legal basis. At the legislative level, the implementation of population administration services is regulated by Law Number 23 of 2006 concerning Population Administration as amended by Law Number 24 of 2013, which emphasizes that the state is obliged to provide protection and recognition of the personal and legal status of every population event and important event experienced by residents. Furthermore, Law Number 25 of 2009 concerning Public Services requires state administrators to provide fast, easily accessible, transparent, and high-quality services to the entire community, thus serving as a normative basis for efforts to improve the quality of population administration services through digital innovation.

At the implementing regulation level, Government Regulation Number 40 of 2019 concerning the Implementation of the Population Administration Law technically regulates the mechanisms for population registration and civil registration, including provisions regarding population documents that serve as operational references in every service provided through the Alpukat Betawi Application. Furthermore, the digital transformation of public

services has a strategic legal umbrella through Presidential Regulation Number 95 of 2018 concerning the Electronic-Based Government System (SPBE), which encourages all government agencies to integrate information technology in government administration to realize effective, efficient, transparent, and accountable governance. All of these regulations together form the legal framework underlying the development and implementation of the Alpukat Betawi Application as a concrete manifestation of the digitalization of population administration services in DKI Jakarta Province.

## **1.2 Problem Identification**

Based on the above background, the implementation of digital application-based services does not always run optimally, especially in 2023–2025, which brought a number of changes. Therefore, researchers can identify the following problems:

- 1) There are still differences in the level of public understanding regarding the use of the Alpukat Betawi application, especially among groups with limited digital literacy. This condition has the potential to inhibit access to services and reduce the effectiveness of public service digitization objectives.
- 2) the process of administrative services for residents through the Alpukat Betawi application at the sub-district level in service practices in the field, especially, have the potential to cause inconsistencies in service and confusion for the community as users.
- 3) There are still technical issues with the application system, such as login problems, sudden account session terminations, and failures in sending OTP

codes to users.

- 4) The application has not yet fully facilitated public access to services, as errors and system disruptions still occur during use.
- 5) Public satisfaction with the quality of digital services provided through the Alpukat Betawi application still needs to be improved, particularly regarding system effectiveness and service quality.
- 6) An evaluation of the implementation of the Alpukat Betawi application is needed to assess service effectiveness, implementation challenges, and areas requiring improvement in the development of digital-based civil registration services.

### **1.3 Problem Formulation**

- 1) How is the evaluation of the implementation of population administration services through the Alpukat Betawi application using the CIPP Model in the 2023–2025 period in Pondok Kelapa Sub-district, East Jakarta?

### **1.4 Research Questions**

- 1) How is the evaluation of the implementation of population administration services through the Alpukat Betawi application using Daniel Stufflebeam's CIPP evaluation model in the 2023–2025 period in Pondok Kelapa Sub-district, East Jakarta?

### **1.5 Research Objectives and Goals**

This study aims to evaluate the implementation of population administration services through the Alpukat Betawi application in the 2023–2025 in Pondok Kelapa Subdistrict, East Jakarta, in order to assess the extent to which these

services are effective, efficient, and in line with community needs.

### **1.5.1 Theoretical Benefits**

- a. Theoretically, this research is expected to enrich the development of public administration science, specifically in the study of public services and policy evaluation. This research provides a conceptual understanding of how digital-based population administration services are implemented at the local government level, as well as how the dynamics of system updates affect the delivery of public services.
- b. The application of the CIPP (Context, Input, Process, Product) model in this study is expected to strengthen the relevance of the evaluation model in measuring e-government services, especially in civil registration services that have undergone system updates.

### **1.5.2 Practical Benefits**

- a. For the DKI Jakarta Provincial Population and Civil Registration Office (Dukcapil)

The results of this study are expected to serve as evaluation material and policy input for the DKI Jakarta Provincial Dukcapil Office in improving the quality of digital-based population administration services. Findings related to the implementation of the Alpukat Betawi application can be used as a basis for making improvements in service flow, system support, and socialization strategies to the community.

- b. For Pondok Kelapa Subdistrict

This study is expected to provide a realistic picture of the

implementation of the Alpukat Betawi service at the subdistrict level, including the readiness of the apparatus and the obstacles encountered in the field. The results of the study can be used by the subdistrict as material for consideration in improving service effectiveness, improving internal coordination, and strengthening assistance to the community in using the Alpukat Betawi application.

c. For the Community of Pondok Kelapa Subdistrict

This study is expected to contribute to improving the quality of civil registration services, particularly in terms of ease of access, clear procedures, and efficient service times. The results of the study can also encourage increased socialization and assistance in using the Alpukat Betawi application so that the community can make optimal use of the services.

**1.5.3 Specific Objectives:**

1. Analyzing the implementation of population administration services through the Alpukat Betawi application in Pondok Kelapa Subdistrict Office.
2. Identifying the readiness and role of supporting resources, both human resources and infrastructure, in the implementation of the Alpukat Betawi application.
3. Reviewing the flow, procedures, and ease of access to population administration services through the Alpukat Betawi application.

4. Identifying the obstacles and barriers faced by subdistrict officials and the community in using the Alpukat Betawi application.

### **Research Objectives:**

The objectives of this research include parties who are directly involved and affected by the implementation of population administration services through the Alpukat Betawi application, namely:

1. Pondok Kelapa Subdistrict officials, particularly population administration service officers who play a role in the implementation of Alpukat Betawi services.
2. The Population and Civil Registration Office (Dukcapil) of DKI Jakarta Province, as the government agency responsible for policy and management of the Alpukat Betawi application.
3. The Pondok Kelapa Community, as users of population administration services through the Alpukat Betawi application.
4. The process and mechanism of population administration services, which include service flow, procedures, and the Alpukat Betawi application.

## **1.6 Theoretical Framework**

### **1.6.1 Previous Studies**

Reviewing previous studies is an important step in research because it can be used as a basis for comparison and a source of reference for developing research ideas. A review of previous studies also helps researchers determine the position of the research being studied and confirm

the originality of the research. Therefore, this section contains a summary of the results of previous studies related to the research topic, both published and unpublished. Several previous studies relevant to the topic of this research are presented below.

**Table 1. 2 Previous Studies**

<b>No</b>	<b>Research Title</b>	<b>Research Objectives</b>	<b>Research Methods</b>	<b>Research Results</b>
1	The Effectiveness of the Alpukat Betawi Application in Improving Public Services During the COVID-19 Pandemic at the Jatipulo Sub-District Office in 2022 (Lina Herlina, 2022)	Assessing the effectiveness of the Alpukat Betawi application in public services during the pandemic.	Descriptive Qualitative	The application is quite helpful for public services, but it is not yet effective because the SOP is not fully understood by the community.
2	Analysis of the Effectiveness of the Alpukat	Analyzing the Effectiveness of applications in	Descriptive qualitative study with the aim of	The application improves efficiency and

	<p>Betawi Application in Population Administration Services in DKI Jakarta (Rahma Syakira Ayu, 2025)</p>	<p>Terms of accessibility, transparency, and digital transformation. Effectiveness of applications in administration. Terms of accessibility, transparency, and digital transformation. Analyzing the Effectiveness of applications in Terms of accessibility, transparency, and digital transformation.</p>	<p>analyzing the effectiveness of the Alpukat Betawi application in population administration services in DKI Jakarta.</p>	<p>transparency, but faces obstacles in terms of infrastructure, digital literacy, and socialization.</p>
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3	<p>Evaluation of Online Population Administration and Civil Registration Service Quality Policy (Alpukat Betawi) After the COVID-19 Pandemic in the Tambora Subdistrict (Febriyandi A.Yu, 2024)</p>	<p>The purpose of this study is to evaluate the quality of online civil registration and administration services after the COVID-19 pandemic in the Tambora subdistrict.</p>	<p>The research in this thesis uses qualitative descriptive research with field research studies using observation and interview techniques.</p>	<p>The results of this study indicate that the implementation of online civil registration and population administration services after the COVID-19 pandemic in the Tambora subdistrict has not been running smoothly due to the poor quality of online civil registration and population administration services and the fact that the policy does not</p>
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				meet the needs of the community, as there are still people who prefer offline services.
4	E-Service Quality in the “Alpukat Betawi” Electronic Population Services of the DKI Jakarta Provincial Government (Nurjanah & Mahendra, 2022)	This study aims to analyze “Alpukat Betawi” using an e- service quality approach.	The research approach used in this study is quantitative with a mixed-method data collection technique, which combines quantitative and qualitative methods through surveys, in-depth interviews, and literature studies.	The results of this study indicate that the quality of e-services in the “Alpukat Betawi” electronic population service of the DKI Jakarta Provincial Government is in the good category (92%). This can be seen from the four dimensions of e- service quality proposed

				by Papadomichelaki Mentzas (2012), which are in the good category.
5	Population Administration Services Through The Betawi Alpkat Application In The Population Process In The Galur Subdistrict, Central Jakarta (Alba, S., & Wibowo, 2025)	The purpose of this study is to determine	This research method uses a descriptive qualitative method to determine service.	The community faces challenges in terms of information and usage, but the service demonstrates the commitment of the officials.
6	Effectiveness of the Digital Identity Activation Program (IKD) in Karah Subdistrict, Surabaya City (Pradini & Isbandono, 2025)	This study aims to analyze the effectiveness of the IKD activation program in Karah Subdistrict, Surabaya City, as well as to identify supporting and inhibiting factors.	The method used was qualitative with a descriptive approach. Data collection techniques included observation, interviews, and documentation.	The results of the study show that the IKD activation program in Karah Subdistrict is quite effective, but there are still indicators that need to be improved. Limited devices and residents' preference for physical ID cards (KTP) are obstacles.

7	<p>Innovation in Population Administration Services Through the SiLAWO Website At the Dumai City Population and Civil Registration Office (Marlina, D. S., 2025)</p>	<p>Analyzing innovations in population administration services through the SiLAWO website by the Population and Civil Registration Office of Dumai City, as well as identifying barriers to its implementation.</p>	<p>The method used was qualitative descriptive with data collection techniques in the form of interviews, observations, and documentation.</p>	<p>Research results show that SiLAWO facilitates access to services, speeds up administrative processes, and reduces queues. However, challenges such as low digital literacy, lack of socialization, limited internet networks, and technical disruptions remain obstacles.</p>
8	<p>Effectiveness of Digital-Based Public Service Innovation: Case Study of Population Services in Indonesia's Local Government (Al-Muttaqin, F. A.&amp; Nugroho, 2025)</p>	<p>This study investigates the effectiveness of a digital-based public service innovation targeting non-permanent population management in the Surakarta City Government, Indonesia</p>	<p>Qualitative descriptive approach, including interviews, field observations, and document analysis</p>	<p>Digital innovation has been proven to improve the management of non-permanent data and accelerate administrative services, but it is limited by technological constraints and disparities in</p>

				digital literacy.
9	Effectiveness of Population Administration Service Quality (Case Study of the E-PAK LADI (Electronic Instant Population Administration Service) Kiosk Program in Wonokoyo Subdistrict, Pasuruan Regency) (Al Karimah, A. F. ., & Rosdiana, 2024)	Assessing the effectiveness of population administration services through the E-PAK LADI Kiosk Program in Wonokoyo Subdistrict, including the quality of digital services according to effectiveness indicators.	Qualitative descriptive using Duncan/Steers' theory of effectiveness and service quality indicators.	The program is considered effective in terms of convenience and efficiency, but needs improvement in service responsiveness and comprehensive digital service integration.
10	Effectiveness of Online Population Administration Services at the Department of Population and Civil Registration of Garut Regency (Ikeu	this study aims to determine the effectiveness of these online population administration services.	This research employs a qualitative (naturalistic) method with a descriptive approach, in which the researcher acts as the research	Online services are still less productive than manual services; the number of online requests and document issuances is lower than those made in

	Hikmawati, Fingki Fitriani, 2026)		instrument and collects data through observation, interviews, and documentation.	person.
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1. Previous research on the Alpukat Betawi Application shows that digital-based population administration services have become an important focus of study in efforts to improve the quality of public services in DKI Jakarta, especially since the COVID-19 pandemic. Research conducted by Lina Herlina (2022) in Jatipulo Subdistrict highlights the effectiveness of the Alpukat Betawi Application in supporting public services during the period of restrictions on community activities. The results of the study show that this application is quite helpful in maintaining the continuity of population administration services. However, the effectiveness of the service is considered suboptimal due to the low level of public understanding of the applicable standard operating procedures (SOPs). These findings indicate that the success of digital services is not only determined by the availability of applications, but also by the level of understanding and readiness of users as service recipients.
2. Research by Rahma Syakira Ayu (2025) analyzed the effectiveness of the Alpukat Betawi application in population administration services at the DKI Jakarta Provincial level by reviewing aspects of accessibility, transparency,

and digital transformation. This study found that the application was able to improve service efficiency and transparency in the population administration process. However, this study also revealed various structural obstacles, such as limited technological infrastructure, low digital literacy among the community, and a lack of service socialization. These findings emphasize that the implementation of e-government is not only related to technological innovation but also requires the readiness of support systems and effective policy communication strategies.

3. Another study conducted by Febriyandi A. Yu (2024) focused on evaluating the quality of online population administration and civil registration services after the COVID-19 pandemic in Tambora District. Using a descriptive qualitative approach with observation and interview techniques, this study showed that the implementation of Alpukat Betawi services was not yet optimal. The low quality of online services and the incompatibility of policies with community needs have caused some people to still prefer offline services. The results of this study indicate a gap between the objectives of service digitization policies and the reality of community needs and preferences at the local level.
4. The study conducted by Nurjanah and Mahendra (2022) used a quantitative approach with a mixed method to assess the quality of Alpukat Betawi's electronic services through an e-service quality approach. The results of the study indicate that the quality of Alpukat Betawi's services is in the good category with an achievement rate of 92%, based on the four dimensions of

e-service quality proposed by Papadomichelaki and Mentzas. However, the quantitative approach used emphasizes the measurement of general user perceptions, so it does not describe in depth the service implementation process and the dynamics of problems at the service provider level.

5. Research by Alba and Wibowo (2025) conducted in Galur Subdistrict, Central Jakarta, examined the implementation of population administration services through the Alpukat Betawi application using a descriptive qualitative approach. This study found that although subdistrict officials showed a fairly good commitment to providing services, the community still faced obstacles in obtaining information and using the application. These findings reinforce the argument that the success of digital service implementation is highly dependent on the synergy between the readiness of officials and the ability of the community as service users.
6. The study conducted by the author Pradini & Isbandono, 2025 in the Journal of Applied State Administration Innovation of Surabaya State University discusses the effectiveness of the Digital Identity Activation Program (IKD) in Karah Subdistrict. This study aims to analyze the extent of the IKD program's effectiveness and identify the supporting factors and obstacles in its implementation. Using a descriptive qualitative method through observation, interviews, and documentation, the results of the study show that the IKD program is considered quite effective in supporting population administration services. However, several aspects still need improvement, particularly regarding system integration and the community's ability to

adapt to digital services. These findings are relevant to the author's research because they both highlight the effectiveness of digital innovation in population administration services at the Subdistrict level.

7. The Journal of Political and Social Administration (JAPS) author by Marlina, D. S., 2025 discusses innovations in population administration services through the SiLAWO website at the Population and Civil Registration Office of Dumai City. This study aims to analyze the forms of service innovation and identify the obstacles in the implementation of e-government. Using a qualitative descriptive approach, this study found that the SiLAWO website facilitates access to services, speeds up administrative processes, and reduces queues. However, the effectiveness of this innovation is still hampered by low digital literacy among the public and limited technological infrastructure.
8. Study conducted by Al-Muttaqin, F. A.& Nugroho, 2025 in the Journal of Policy Analysis and Public Services discusses the effectiveness of digital-based public service innovations in population administration services in local governments in Indonesia, with a case study in the city of Surakarta. The purpose of this study is to measure the effectiveness of digital innovations and identify challenges in their implementation. The research method used was descriptive qualitative through interviews, field observations, and document analysis. The results of the study show that digital-based service innovations can improve the efficiency of services and

population data management, but their effectiveness is still limited by technological constraints and the digital literacy gap among the community.

9. Study conducted by Al Karimah, A. F. ., & Rosdiana, 2024 in the Journal of Applied Public Administration Innovation discusses the effectiveness of the quality of population administration services through the E-PAK LADI Kiosk Program in Wonokoyo Subdistrict. This study aims to assess the effectiveness of digital services using the effectiveness and quality of public services. The method used is qualitative descriptive with the Duncan/Steers theory of effectiveness approach. The results show that the E-PAK LADI Kiosk Program is considered effective in improving the convenience and efficiency of population administration services. However, improvements are still needed in terms of service responsiveness and digital system integration.
10. Study conducted by Ikeu Hikmawati, Fingki Fitriani, 2026 Socius: Journal of Social Sciences Research examines the effectiveness of online population administration services at the Population and Civil Registration Office of Garut Regency. This study aims to determine the extent to which online services can improve the performance of population services. The method used is naturalistic qualitative with data collection techniques in the form of observation, interviews, and documentation. The results of the study indicate that online population administration services are not yet fully effective, as their utilization rate is still lower than that of manual services. This study serves as an important comparison for the author's research,

particularly in terms of examining the challenges of digital service effectiveness from the perspective of community participation and readiness.

## **1.6.2 Theoretical Framework**

### **1. Public Administration**

The term “administration” etymologically comes from Latin (Greek), consisting of two words, ‘ad’ and “ministrate,” which means “to serve.” In Indonesian, this means to serve or fulfill. Therefore, it can be understood that administration refers to the process of service or regulation. Public administration is basically a discipline that studies the process of governing in order to meet the interests and needs of the community through public policy and services. Denhardt and Denhardt (2007) explain that public administration is no longer just oriented towards the management of government organizations, but rather emphasizes how the government serves citizens as the holders of sovereignty. This view is in line with Sinambela's (2010) opinion, which states that public administration functions as an instrument of the state to provide the best services to the community in order to achieve general welfare. Public services are understood as all forms of service activities carried out by government officials in order to meet the needs of the community in accordance with laws and regulations. The main objective of public services is to provide convenience, certainty, and satisfaction to the community as service users, while also increasing public trust in government performance.

Along with the dynamics of public needs and increasing demands for quality

public services, thinking in the field of public administration continues to evolve. These developments not only affect how governments manage organizations and resources, but also shape changes in the way public services are viewed. It is these changes in perspective that have given rise to various paradigms in public administration as a conceptual framework for understanding the roles of government, officials, and the public in the service delivery process. Here are the views of experts according to the paradigm;

1. Old Public Administration Paradigm (OPA)

OPA is strongly rooted in the thinking of Woodrow Wilson (1887) through his essay *The Study of Administration*. Wilson argued that public administration needed to be studied as a separate field from politics. He emphasized the importance of separating policy formulation (politics) and policy implementation (administration) so that government could run effectively and efficiently. This idea became the initial foundation of OPA, which views administration as a technical and neutral activity, with a primary focus on the implementation of political rules and decisions. OPA was introduced as a paradigm that emphasized order, legal certainty, and administrative efficiency through a hierarchical and rule-based bureaucracy. Although it was later criticized for being rigid and unresponsive to the needs of the community, OPA played an important role in shaping the foundations of modern public administration and a structured public service system, which still form the basis of government administration today.

2. New Public Management (NPM)

Christopher Hood (1991) defines New Public Management as a paradigm that emphasizes the application of private sector management principles to the public sector. According to Hood, public administration must be results-oriented (output and outcome), use clear performance, and prioritize the efficient and effective use of resources. In the NPM paradigm, traditional bureaucracy is considered too rigid and wasteful, and therefore needs to be reformed through decentralization, competition, and market mechanisms. Public services are viewed as products that must meet performance standards and user satisfaction.

Hood's view is reinforced by Osborne and Gaebler (1992) through the concept of reinventing government. They argue that the government should act as a steering force rather than a direct executor. The government needs to be entrepreneurial, innovative, and responsive to the needs of the community. In this perspective, the community is positioned as customers who have the right to obtain fast, inexpensive, and quality services. The digitization of public services, including the use of service applications, is a concrete form of the application of NPM principles.

However, this approach has also been criticized for its potential to reduce public values and neglect groups in the community who are less able to access technology-based services.

### 3. New Public Service (NPS)

The New Public Service (NPS) paradigm was introduced by Robert B. Denhardt and Janet V. Denhardt in the early 2000s as a critical response to

the dominance of the New Public Management (NPM) paradigm, which was considered to place too much emphasis on efficiency, performance, and market logic in public administration. In their monumental work *The New Public Service: Serving, Not Steering* (2003), Denhardt and Denhardt assert that public administration should not be understood solely as a managerial activity to achieve performance targets, but rather as a democratic process that aims to serve and fight for the public interest.

According to Robert B. Denhardt and Janet V. Denhardt, the fundamental flaw in the NPM paradigm lies in its view of society as customers. This view reduces citizens to passive objects of service who are judged solely on their level of satisfaction with the service, much like a buyer-seller relationship in the private sector. Therefore, NPS rejects this approach and replaces it with the concept of citizens, who have rights, obligations, and an active role in the process of governance and public service. In the NPS paradigm, citizens are not only recipients of services, but also partners of the government in formulating, implementing, and evaluating public policy.

Robert B. Denhardt and Janet V. Denhardt emphasizes that the main objective of public administration is to create and maintain public value, not only to achieve administrative efficiency. Public value includes social justice, transparency, accountability, participation, and democratically agreed common interests. Therefore, the success of public services in the NPS paradigm cannot be measured solely by quantitative indicator such as service speed or cost savings, but also by the quality of the relationship

between the government and the community, the level of public trust, and the extent to which these services are able to respond to the real needs of citizens in a fair and inclusive manner.

## **2. Public Policy**

Public policy is one of the key concepts in the study of public administration, which has evolved alongside the government's growing role in regulating and meeting the needs of society. Historically, the study of public policy began to develop rapidly in the mid-20th century, particularly in the United States, as a response to the complexity of social, economic, and political issues that could no longer be resolved through simple solutions. Governments are required not only to create rules but also to formulate systematic, measurable, and community-needs-based solutions. Therefore, public policy serves as a strategic instrument in guiding government actions to achieve specific objectives

Public policy has various definitions proposed by experts, one of which is by Thomas R. Dye, who defines public policy as “whatever governments choose to do or not to do,” that is, everything that governments choose to do or not to do. This definition emphasizes that public policy is not limited to active government actions in the form of programs, regulations, or services, but also includes the decision not to take action on a particular issue. In other words, the government's stance of choosing not to act is also part of public policy because it has consequences for society (R.Dye, 2017).

Public policy involves decisions by governments and political actors to address recognized societal problems. It includes policy analysis, policy instruments, and the policy process, which examines how decisions are made and implemented (Hassel, 2015). The concept of policy analysis serves to examine the effectiveness of a policy and assess whether it has been implemented in accordance with its intended objectives. Policy analysis is conducted by gathering information, evaluating the policy's impact, and providing recommendations for future improvements. Through policy analysis, the government can determine whether a program truly benefits the public or, conversely, creates new challenges in its implementation (Dunn, 2003)

Policy instruments are the tools or methods used by the government to achieve policy objectives. These instruments may include regulations, public service programs, social assistance, the use of digital technology, or other administrative policies. The selection of policy instruments is critical to the success of a policy's implementation, as each instrument has distinct characteristics and impacts on society. In today's digital age, the use of public service applications has become one of the policy instruments widely adopted by the government to enhance the effectiveness and efficiency of public services (Peters, 2018)

According to William N. Dunn, the stages of public policy include: (1) agenda setting, which is the process of identifying issues or problems that are prioritized for resolution; (2) policy formulation, which is the development of

policy alternatives as solutions; (3) policy adoption, which is the decision-making process or the formal adoption of a policy; (4) policy implementation, which is the execution of policies by government officials; and (5) policy evaluation, which is the assessment of a policy's effectiveness and impact (Dunn, 2003). These stages demonstrate that public policy is a continuous and interconnected process.

### **3. The Concept of E-Government and Digitalization of Public Services**

The concept of e-government emerged in response to public demands for more effective, efficient, transparent, and responsive governance in line with developments in information and communication technology. E-government is basically understood as the use of digital technology by the government to improve the quality of administrative processes, public services, and interactions between the government and the public. Indrajit (2006) states that e-government is the use of information and communication technology by the government to provide better public services to the community, improve bureaucratic performance, and create an open and participatory government. Indrajit emphasizes that the success of e-government is not only determined by technological sophistication, but also by organizational readiness, human resources, and changes in the bureaucratic work culture (Indrajit, 2006).

Other perspective Heeks (2007) explains that e- government should be understood as a transformation of

governance, not merely the digitization of old procedures. If public

services that were previously complicated and inefficient are simply transferred into digital form without changing the way officials work and think, then e- government has the potential to reproduce old bureaucratic problems in a new format. Heeks emphasized the importance of organizational change, business process reform, and adjustments to regulations and work culture so that technology can truly have a positive impact on public services (Heeks, R., & Bailur, 2007).

#### **4. Evaluation Theory & Evaluation Model**

Evaluation theory is a key concept in public administration and social research used to assess the success, effectiveness, and impact of a program, policy, or activity that has been implemented. Evaluation is fundamentally conducted to determine the extent to which a program has achieved its established objectives, as well as to identify the strengths and weaknesses in its implementation. In the context of public policy, evaluation plays a crucial role because its findings can serve as the basis for decision-making, policy improvements, and enhancing the quality of public services (Stufflebeam & Shinkfield, 2007)

In evaluation theory, there are various evaluation tools or models used to assess the effectiveness of a program, policy, or public service. Each evaluation model has a different approach and focus depending on the objectives of the evaluation. The development of these various evaluation models arose from the need to assess program success not only based on final outcomes but also on the implementation process, resource utilization, and

the resulting impact on society. Therefore, in public administration and public policy, evaluation plays a crucial role in determining whether a policy is being implemented in accordance with its established objectives.

1. Goal-Oriented Evaluation Model by Ralph Tyler

The Goal-Oriented Evaluation Model was developed by Ralph Tyler, who emphasized that evaluation should be based on the achievement of pre-established goals. According to Tyler (Tyler, 1949), a program can be considered successful if the goals planned from the outset are achieved in accordance with the desired targets. Therefore, the primary focus of this model is to compare program outcomes with program goals. In practice, evaluators first define the program's goals and then measure the extent to which the program's outcomes align with those goals. This model is widely used because it is simple and easy to apply, particularly in the fields of education and public services. However, this model is considered to pay insufficient attention to the program implementation process and focuses solely on the final outcomes.

2. Goal-Free Evaluation Model by Michael Scriven

The Goal-Free Evaluation Model was developed by Michael Scriven as a critique of evaluation models that are overly focused on a program's formal objectives. In this model, evaluators not only assess whether the program's objectives have been achieved, but also examine the actual impacts that emerge in the field, whether planned or unplanned. According to Scriven, sometimes a program has significant impacts that were not included in the

program's initial objectives. Therefore, evaluators must remain objective and open to all possible impacts the program may have on the community. This model allows for a broader and more in-depth evaluation because it is not limited solely to the program's formal objectives (Scriven, 1991).

### 3. Responsive Evaluation Model by Robert Stake

The Responsive Evaluation model, developed by Robert Stake, emphasizes the importance of stakeholders' experiences, needs, and responses in the evaluation process. Stake argues that the success of a program is not only measured by the achievement of formal objectives but also by how the program is perceived by those involved, particularly service users (Stake, 1967). Therefore, this model relies more heavily on qualitative approaches through interviews, observations, and direct community experiences. Responsive Evaluation is frequently used in public service research because it effectively captures the real-world conditions experienced by program users.

### 4. Discrepancy Evaluation Model by Malcolm Provus

The Discrepancy Evaluation Model, developed by Malcolm Provus, focuses on the gap between established program standards and actual implementation in the field. In this model, evaluators compare the program's ideal conditions with its actual conditions to determine whether there are differences or deviations in its implementation. If significant gaps are found, the program is deemed in need of improvement. This model is highly useful for identifying weaknesses in program implementation and assists

policymakers in determining the necessary corrective actions (Provus, 1971).

5. Utilization-Focused Evaluation by Michael Quinn Patton

The Utilization-Focused Evaluation model, developed by Michael Quinn Patton, emphasizes that evaluation results must be practically applicable to users or decision-makers. According to Patton, evaluation is not merely about producing research reports but must also provide practical benefits as a basis for program improvements and policy-making. Therefore, the evaluation process is conducted with consideration for the needs of those who will use the evaluation results. This model places the users of the evaluation results at the center of the entire evaluation process (Patton, 1997).

6. Formative and Summative Evaluation by Michael Scriven

The concepts of formative and summative evaluation were introduced by Michael Scriven to distinguish between evaluations based on the timing of their implementation. Formative evaluation is conducted while a program is still ongoing, with the aim of improving and enhancing the program's quality throughout the implementation process. Meanwhile, summative evaluation is conducted after the program has concluded to assess the program's overall success. Through these two approaches, evaluation serves not only as a tool for final assessment but also as a means for the continuous development and refinement of the program (Scriven, 1967).

7. CIPP Evaluation Model by Daniel L. Stufflebeam

The CIPP (Context, Input, Process, Product) evaluation model was developed by Daniel L. Stufflebeam as a comprehensive and systematic

evaluation model. This model consists of four main components: context evaluation to assess program needs and objectives; input evaluation to assess program resources and strategies; process evaluation to assess program implementation; and product evaluation to assess program outcomes and impacts. Stufflebeam emphasizes that the purpose of evaluation is not only to prove the program's success but also to improve the program so that it becomes more effective. Due to its comprehensive nature, the CIPP model is widely used in the evaluation of public policy, education, and technology-based services (Stufflebeam, 2000). In this study, the CIPP model was used to comprehensively evaluate the implementation of the Alpukat Betawi application, ranging from the policy context to the service outcomes experienced by the community.

##### **5. The CIPP Model for Evaluation (Daniel L. Stufflebeam)**

The CIPP model is a comprehensive evaluation approach that focuses on decision-making, not only to prove success, but also for continuous improvement. Developed in 1967 by Stufflebeam and his team at Ohio State University. The birth of this model cannot be separated from the context of public policy and education developments at that time, particularly the increasing demands for accountability of government programs funded by the state. During that period, many public and education programs were evaluated in a limited manner, which generally only focused on measuring final results without considering the implementation process and

the conditions underlying the program. Stufflebeam criticized the

traditional outcome-oriented approach to evaluation, which is often used solely to justify the success or failure of a program after it has been implemented. According to him, evaluation should serve as a decision-oriented tool, not merely as an administrative assessment tool. Based on this idea, Stufflebeam formulated the CIPP model as an evaluation framework capable of providing comprehensive information for policy makers from the planning stage to the outcome assessment stage (Stufflebeam, 2000)

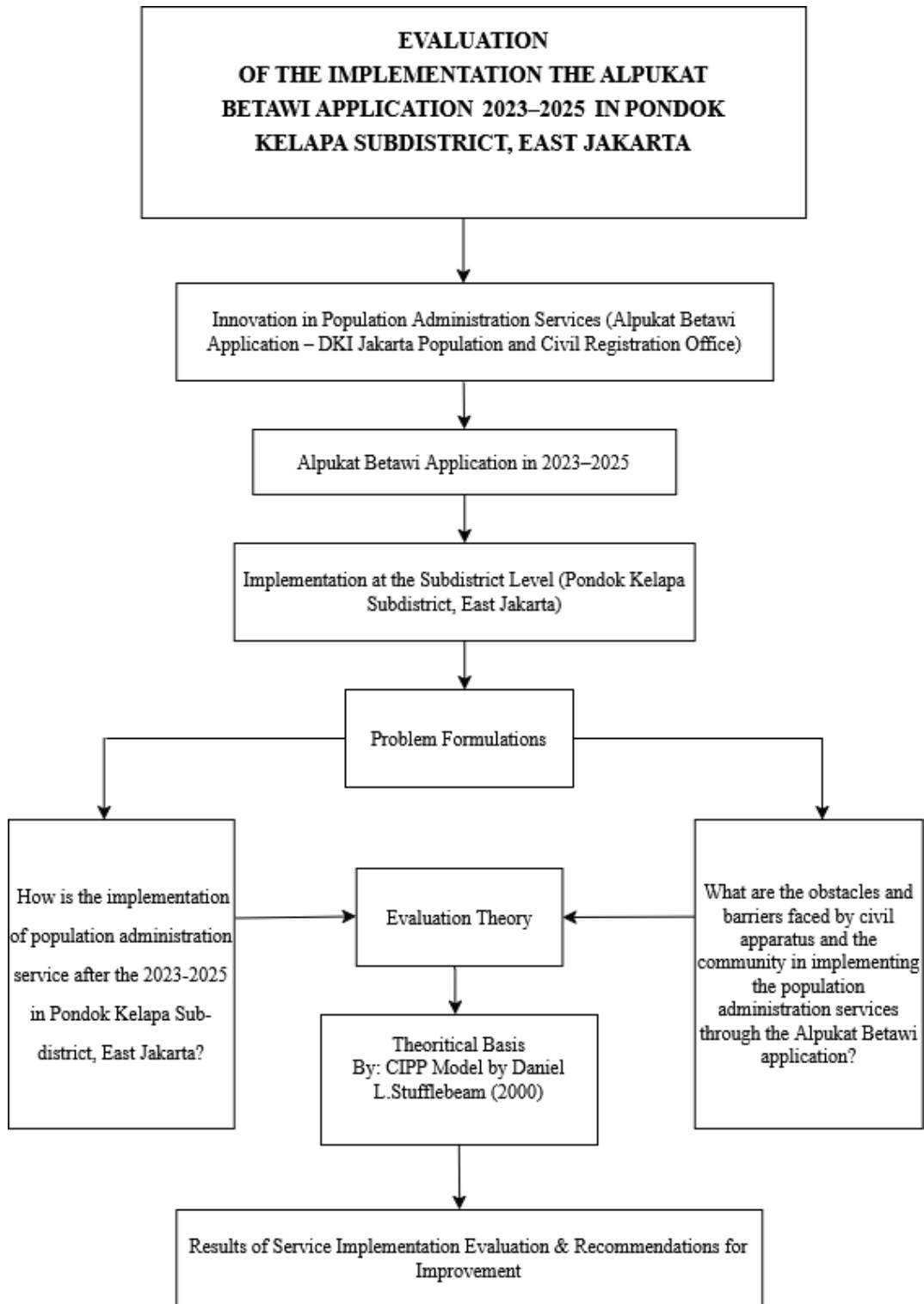
Context evaluations assess needs, problems, and opportunities as bases for defining goals and priorities and judging the significance of outcomes. Input evaluations assess alternative approaches to meeting needs as a means of planning programs and allocating resources availability (budget, infrastructure, training), quality of interface design, supporting policies. Process evaluations assess the implementation of plans to guide activities and later to help explain outcomes such as implementation process, SOP compliance, frequency of technical issues, technical support response. Product evaluations identify intended and unintended outcomes both to help keep the process on track and determine effectiveness impact on service time, data accuracy, user satisfaction, operational efficiency.

Overall, the CIPP model views evaluation as a continuous organizational learning process. The information generated from each stage of evaluation is used as a basis for improving planning, enhancing the quality of implementation, and strengthening program sustainability. Therefore, the CIPP model is highly relevant for use in evaluating public policies and services,

especially programs that are complex and involve various stakeholders. The use of the CIPP model allows researchers to not only assess the success or failure of a program, but also to understand the structural, managerial, and operational factors that influence the implementation of the program. With a comprehensive and systematic approach, the CIPP model provides a strong analytical framework for generating policy recommendations and service improvements based on empirical findings.

### 1.6.3 Conceptual Framework

Figure 1. 20 Conceptual Framework



Based on the framework that has been developed, this study departs from the understanding that digital transformation is one of the important agendas in the delivery of public services in Indonesia, particularly in the field of population administration. The local government, in this case the DKI Jakarta Provincial Population and Civil Registration Office (Dukcapil), responded to these demands by developing information technology-based service innovations through the Alpukat Betawi application (Integrated Web-Based Population and Information Service Application). This application was designed as an instrument to improve the effectiveness, efficiency, transparency, and ease of public access to population administration services.

The evaluation conducted by using the CIPP (Context, Input, Process, Product) Evaluation Model proposed by Daniel L. Stufflebeam as the main analytical framework. The CIPP model was chosen because it provides a comprehensive evaluation overview, ranging from the suitability of policies to community needs (context), the readiness of supporting resources (input), the implementation of services in the field (process), to the results and impact of services as perceived by the community (product). The results of this study not only serve as an academic evaluation, but also as a basis for formulating recommendations for improving digital-based population administration services at the subdistrict level.

## **1.7 Research Operational Concept**

### **1. Context**

#### A. Service Needs

Service needs are used to analyze the extent to which the Alpukat Betawi application meets the needs of the community as users of population administration services. Evaluation of this aspect includes the condition of services before and after digitalization, including the problems faced by the community in accessing services conventionally. Thus, this aims to assess the relevance of the presence of the Alpukat Betawi application as a solution to the need for faster, more practical, and efficient public services.

#### B. Digital Service Objectives

The digital service objectives focus on the clarity of the implementation goals of the Alpukat Betawi application and the extent to which the officials understand these goals. This is important to ensure that the service implementation not only runs technically but also aligns with the vision and mission of public service digitalization. Evaluation is conducted by examining whether objectives such as increased efficiency, ease of access, and transparency are truly understood and applied by service officers.

#### C. Application Usage Identification

The application usage identification is used to identify how the Alpukat Betawi application is used by the public as well as the user experience in accessing the services. Assessment is carried out on the stages of application use, from account registration to service completion, as well

as the ease or difficulty experienced by users. This aims to determine whether the designed system is in accordance with the capabilities and needs of the community.

## **2. Input**

### **A. Human Resources**

Human resource assess the competence of personnel in the Pondok Kelapa Subdistrict in operating and supporting services based on the Alpukat Betawi application. The competence referred to includes technical skills in using digital systems, understanding population administration procedures, and the ability to provide services to the community. This evaluation is important because the success of system implementation heavily depends on the readiness and quality of the human resources carrying it out.

### **B. Facilities and Infrastructure**

This focuses on the availability and readiness of facilities and infrastructure supporting the implementation of digital-based services. This includes hardware such as computers and internet networks, as well as the readiness of technology infrastructure that supports the operation of the Alpukat Betawi application. Evaluation is conducted to ensure that the available facilities are able to support smooth service delivery and minimize technical issues.

## **3. Process**

### **A. System Service Process**

The service Process are used to assess the results of the implementation of the Alpukat Betawi application in providing services to the public. This used to assess the conformity of the service flow in the application. In addition, these also evaluate the assessment includes the speed and accuracy of service process as well as the clarity of administrative document results received by the public. The goal is to ensure that digitalization does not change the essence of the procedure, but rather improves the quality of service.

#### B. Effectiveness of System Implementation Coordination

The implementation coordination assesses the effectiveness of coordination between the Population and Civil Registration Office (Dukcapil) and the Subdistrict authorities in delivering services through the application. In addition, this also looks at how responses are made to problems that arise during the service. This evaluation aims to ensure that communication and coordination between parties run smoothly so that services remain optimal.

### **4. Product**

#### A. User Perception from the Implementer's Perspective

The public satisfaction focuses on the implementer's perspective with the services provided through the Alpukat Betawi application as viewed from the implementer, namely the Civil Registration and Administration Office (Dukcapil) and the Pondok Kelapa Subdistrict Office. This serves as a measure of the system's from the Implementer's perspective.

## B. Identification of The Implementation of the Service System from The Public's Perspective

The public satisfaction focuses on the level of user satisfaction with the services provided through the Alpukat Betawi application. Assessment is carried out based on the user's experience in using the application, including ease of use, perceived benefits, and the level of comfort in accessing the services. This serves as a measure of the system's success from the user's perspective.

### **1.8 Research Method**

#### **1.8.1 Research Design**

Research methods are scientific procedures that are systematically arranged to obtain accurate data, which is then analyzed and interpreted to answer research questions and achieve established objectives. In scientific research, research methods can use quantitative, qualitative, or mixed method approaches, depending on the characteristics of the problem being studied.

According to Rachmad (2024) Qualitative methods are an in- depth and comprehensive research approach to understanding and explaining phenomena in their natural context. Unlike quantitative approaches, which place greater emphasis on numerical measurements and statistics, qualitative methods emphasize interpretation, contextual understanding, and subjective meaning. In qualitative research, researchers engage directly with their research subjects to gain deep insights into various aspects of human, social,

or cultural life. In qualitative research, researchers engage directly with their research subject to gain deep insights into various aspects of human, social, or cultural life. This method allows for complexity and context that cannot always be measured in numbers, enabling researchers to explore broader dimensions of social reality (Rachman et al., 2024).

According to Sugiyono (2017), the quantitative approach focuses on collecting numerical data, which is then analyzed using statistical techniques to test the relationship between variables and produce generalizations. In difference to the quantitative approach, qualitative research methods emphasize the process of understanding phenomena in the field through direct data collection by researchers. This approach aims to describe in depth the social reality, behavior, and views of the research subjects based on actual conditions. Therefore, choosing the right research method is very important so that the research results obtained have a high level of validity and reliability and are able to provide a comprehensive picture of the issues being studied.

According to Creswell (2014), qualitative research aims to explore and understand the meaning given by individuals or groups to a social issue (Creswell, 2014).

A qualitative approach was chosen because this study seeks to comprehensively understand the policy implementation process, service dynamics, and various obstacles and responses that arise in the use of the Alpukat Betawi application, particularly in the 2023–2025 system. Through direct data collection in the field, this study is expected to provide a realistic

picture of the effectiveness of services, the readiness of human resources, and the experiences of the community as users of population administration services in urban areas with complex public service characteristics.

### **1.8.2 Research Locations and Sites**

According to Moleong (2017), in qualitative research, the research location is the natural setting where social phenomena occur and can be observed directly by researchers. The determination of the research location not only serves as a place for data collection, but also as a space to understand the meaning, processes, and interactions that occur between the actors involved in the phenomenon being studied. The research location must be selected purposefully by considering its relevance to the focus and objectives of the research (Moleong, 2017).

Based on these considerations, the location and site of this research were determined to be in Pondok Kelapa Subdistrict, Duren Sawit Subdistrict, East Jakarta, DKI Jakarta Province, specifically at the population administration service unit that implements the Alpukat Betawi application. Pondok Kelapa Subdistrict was chosen as the research location because it is one of the Subdistricts in the DKI Jakarta metropolitan area that has implemented digital-based population administration services through the Alpukat Betawi application and interacts directly with the community as service users. Given the characteristics of an urban area with a high demand for population administration services, this location is considered relevant to realistically illustrate the implementation process, challenges, and effectiveness of

the Alpukat Betawi service in supporting the improvement of public service quality.

### **1.8.3 Research Subject**

According to Sugiyono (2019), the research subjects in qualitative research are the main source of data chosen because they are considered to have the best understanding of the phenomenon being studied. Research subjects can be individuals, groups, or institutions directly involved in the research object. Therefore, the determination of research subjects must be done carefully so that the data obtained is truly relevant and able to describe the real conditions in the field. In qualitative research, research subjects act as informants who provide in-depth information about events, processes, and experiences related to the research focus (P. D. Sugiyono, 2019).

Based on the description above, the research subjects were determined using purposive sampling and focused on parties directly involved in the implementation of population administration services through the Alpukat Betawi application. This research was conducted in Pondok Kelapa Subdistrict, Duren Sawit Subdistrict, East Jakarta, DKI Jakarta Province. There were four group research subjects, consisting of one official from the DKI Jakarta Provincial Population and Civil Registration Office, one from the Head of the Pondok Kelapa Sub-District Population Administration Service Unit, two members of the Pondok Kelapa officials staff and six members of the community who use the Alpukat Betawi application. These research subjects are expected to provide comprehensive information

regarding the implementation process, obstacles, and effectiveness of digital-based population administration services at the subdistrict level.

**Table 1. 3 Research Informant**

<b>No</b>	<b>Informant</b>	<b>Description</b>	<b>Number</b>
1.	Officials/Staff of the Population and Civil Registration Office (Dukcapil) of DKI Jakarta Province	Have a strategic understanding of the objectives of system renewal and technical service policies.	1 Person
2.	Head of Pondok Kelapa Sub-District Service Unit	Has a direct role and responsibility in the implementation of population administration services at the sub-district level.	1 Person
3.	Pondok Kelapa Sub district Official Staff	Directly involved in the process of providing civil registration services and implementing the AlpuKat Betawi application at the community level.	2 Person
4.	The community of Pondok Kelapa sub- district	Have direct experience in receiving population administration services, they can provide factual information regarding ease of access to services, clarity of procedures, speed of service,	6 Person

		responsiveness of officers, and obstacles encountered in the Alpukat Betawi application.	
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#### **1.8.4 Data Type**

According to Creswell (2014), understanding the types of data in qualitative research is important to ensure the appropriateness of the research approach and data collection techniques used, so that the findings are credible and accountable. In this study, the data used is qualitative data obtained through observation and in-depth interviews, which aim to gain an in-depth understanding of the implementation process of population administration services through the Alpukat Betawi application in Pondok Kelapa Subdistrict, East Jakarta. The data collection was used to describe the implementation of digital service policies, the role of officials in providing services, and the experiences and perceptions of the community as users, so that the research results could be used as a basis for evaluation and recommendations for improving digital-based population administration services.

#### **1.8.5 Data Source**

Research data sources are the origin or place where the data used by researchers to answer research questions and achieve research objectives are obtained. Data in research does not appear by itself, but must be collected systematically through relevant and scientifically accountable sources.

According to Sugiyono (2013), data sources in qualitative research can come from people, places, and documents selected based on their relevance to the research objectives. Therefore, data sources must be determined carefully so that the data obtained can describe the research phenomenon in depth and accurately (Sugiyono, 2013).

Data sources play a very important role because the quality of the research results greatly depends on the researcher's accuracy in determining who and what to use as sources of information. Good data sources are those who truly understand, experience, and are directly involved in the phenomenon being studied. Therefore, researchers need to classify data sources so that the data collection process becomes more focused and systematic. Research data sources are divided into two main types, namely primary data and secondary data. This categorization aims to separate data obtained directly from the field with data obtained through documents and other written sources.

#### 1) Primary Data

Primary data is data obtained directly by researchers from primary sources in the field through direct interaction with research subjects. According to Arikunto (2013), primary data is data collected directly from primary sources through interviews, observations, and field notes. Primary data reflects the real and actual conditions of the phenomenon being studied because it is obtained directly from the actors or parties who experienced the phenomenon (Arikunto, 2013). In qualitative research, primary data generally takes the form of words, statements, actions, and experiences of

research subjects. According to Moleong (2018). Primary data in qualitative research is obtained from observations and in- depth interviews that enable researchers to understand phenomena holistically and contextually. Therefore, primary data is the main source of data because it can describe the processes, meanings, and social dynamics that occur in the field (Moleong, 2018).

Primary data was obtained from various actors directly involved in the implementation of services, such as officials from the Population and Civil Registration Office (Dukcapil), officials from the Pondok Kelapa sub-district, and the community as service users. The primary data collected included officials' understanding of policies and system updates, technical experiences in service implementation, and the community's perceptions of service quality and convenience. As a result, primary data plays an important role in describing the reality of service implementation from the perspective of service providers and recipients.

## 2) Secondary Data

Secondary data is data obtained by researchers indirectly, rather than through existing sources. According to Sugiyono (2019), secondary data is data obtained through documents, archives, reports, and literature related to the research object. This data serves as supporting data that complements and strengthens primary data (Sugiyono, 2013).

In this research, secondary data was obtained from policy and regulatory documents related to population administration, technical

guidelines for implementing the Alpukat Betawi application, performance reports from the Population and Civil Registration Office, and scientific literature such as books and journals discussing public services and e-government. Secondary data was used to strengthen the theoretical basis, understand the policy context, and serve as comparative material in analyzing the findings from primary data.

## **1.8.6 Data Collection Techniques**

### **1.8.6.1 Observation**

According to Moleong (2017), Observation is one of the data collection techniques in qualitative research that is done by directly observing social situations, activities, and interactions that occur at the research location (Moleong, 2017). The observation technique allows researchers to understand phenomena naturally according to the conditions that occur in the field, without manipulating the objects being observed. Through observation, researchers can obtain a more complete picture of the processes, behaviors, and interaction patterns related to the research focus. In this study, observation was carried out by directly observing the population administration service process through the Alpukat Betawi application in Pondok Kelapa sub-district, East Jakarta. The observation focused on the service flow, the use of the application by Subdistrict officials, and the interaction between service officers and the community using the application. Through this observation technique, researchers are expected to gain a deeper understanding of the implementation of the Alpukat Betawi service, including the obstacles and service practices that occur in the field.

### **1.8.6.2 Interview**

According to DiCicco-Bloom and Crabtree (2006), interviews are a qualitative data collection technique conducted through a systematic question and answer process between researchers and informants to explore

the informants' experiences, perceptions, and understanding of a phenomenon (Diccobloom & Crabtree, 2006). Interviews allow researchers to obtain in-depth and contextual data in accordance with the focus of the research. In this study, structured interviews were conducted using a pre-designed set of questions and were directed at Subdistrict officials, AlpuKat Betawi application, and service users to obtain information about the implementation of digital-based administrative services, the effectiveness of services, and the obstacles encountered in their implementation.

#### **1.8.6.3 Documentation**

According to Sugiyono (2010), documentation is a data collection technique carried out by collecting and examining records or archives related to events that have occurred. Documents can be in the form of writings, images, or official documents issued by an institution. In qualitative research, the documentation technique is used as supporting data that serves to complement and strengthen the data obtained through observation and interviews (D. Sugiyono, 2010).

In this study, the documentation technique was used to collect documents related to the implementation of population administration services through the AlpuKat Betawi application in Pondok Kelapa Subdistrict. The documents examined include policies and regulations related to population administration, guidelines for using the AlpuKat Betawi application, service reports, and other supporting data. The documentation is used to provide a

more comprehensive picture of the implementation of services and as supporting material in the research analysis process.

### **1.8.7 Data Analysis and Interpretation**

Data analysis in this study was conducted qualitatively with reference to the interactive data analysis model proposed by Miles, Huberman, and Saldaña (2014) and reinforced by Creswell (2016). Qualitative data analysis is a continuous and interrelated process between data collection, analysis, and drawing conclusions until the data reaches saturation. The data analysis process in this study includes three main stages, namely data reduction, data presentation, and drawing conclusions.

#### **1. Data Reduction**

According to Miles, Huberman, and Saldaña (2014), data reduction is carried out continuously throughout the research process with the aim of focus the data more on matters relevant to the research objectives (Miles, M. B., Huberman, A. M., & Saldaña, 2014). In the context of this study, data reduction was carried out by grouping information based on the focus of the evaluation of the implementation of the Alpukat Betawi service, such as system readiness, service processes, inter-agency coordination, and the impact of system updates on the quality of administrative services in Pondok Kelapa Subdistrict. This process also involved identifying themes and patterns that emerged from the field data.

Data reduction is the process of selecting, focusing, simplifying, and

transforming raw data obtained from the field. The data in this study was sourced from interviews with DKI Jakarta Provincial Civil Registry Officials/Staff, the Head of the Pondok Kelapa Subdistrict Service Unit, Pondok Kelapa Sub-district Staff, and users of the Alpukat Betawi application service, in addition to observational data and documentation related to the implementation of services following the 2023-2025.

## 2. Data Presentation

Data presentation is the stage of compiling data that has been reduced into an organized form so that it is easier for researchers to understand the meaning of the data and draw conclusions. Creswell (2016) states that in qualitative research, data presentation is generally carried out in the form of narrative text that is systematically arranged based on research categories and themes (J. Creswell, 2016).

In this study, the data is presented in the form of a narrative description that describes the results of interviews, observations, and documentation related to the implementation of the Alpukat Betawi service in 2023-2025. In addition to narratives, the presentation of data is also supported by tables or thematic summaries to clarify comparisons of information between informants, particularly between service providers and service users. The presentation of this data aims to provide a complete picture of the implementation of the Alpukat Betawi service in Pondok Kelapa Subdistrict.

In this study, conclusions were drawn by linking field findings with

the research objective, which was to evaluate the implementation of the Alpukat Betawi service after the 2023–2025. Conclusions are strong and credible when supported by consistent data from various sources, both from the government and the community. The results of these conclusions are expected to provide a comprehensive understanding of the successes, obstacles, and improvement efforts in the implementation of the Alpukat Betawi service in Pondok Kelapa Subdistrict.

#### **1.8.8 Data Quality (Goodness Criteria)**

Data quality assessment in qualitative research is an important step to ensure the validity and scientific nature of the research results. Qualitative research requires researchers to ensure that the data obtained truly reflects empirical conditions in the field and is methodologically accountable. Shenton (2004) states that the quality and validity of data in qualitative research can be tested through four main criteria, namely credibility, transferability, dependability, and confirmability (Shenton, 2004). In line with this, Creswell (2016) emphasizes that data validity testing is necessary to increase confidence in qualitative research findings through systematic and transparent procedures (J. Creswell, 2016).

In this study, data quality testing was conducted to ensure that the results of the evaluation of the implementation of the Alpukat Betawi service in the 2023–2025 in Pondok Kelapa Subdistrict had an adequate level of reliability, consistency, and validity, so that the research findings could be scientifically

justified.

1. Credibility

Credibility indicates the level of trust in the accuracy of data and research findings. According to Shenton (2004), credibility in qualitative research relates to the extent to which research results can be trusted and truly represent the conditions or realities being studied (Shenton, 2004). Therefore, researchers need to ensure that the data obtained comes from relevant informants and is obtained through appropriate research procedures.

2. Transferability

Transferability relates to the extent to which research results can be applied or used in other contexts with similar characteristics. According to Creswell (2016), transferability in qualitative research is achieved through the presentation of detailed and in-depth descriptions (thick descriptions) of the research context (J. Creswell, 2016).

3. Dependability

Dependability refers to the consistency and reliability of the research process. According to Miles, Huberman, and Saldaña (2014), qualitative research is said to have dependability if the research process is carried out systematically and well documented, so that it can be traced and evaluated by other parties (Miles, M. B., Huberman, A. M., & Saldaña, 2014).

4. Confirmability

Confirmability relates to the objectivity of research, namely the extent to which research findings are based on the data obtained, rather than on the subjectivity or interests of the researcher. According to Lincoln and Guba (1985), confirmability can be achieved if the data and research findings can be confirmed through clear supporting evidence (Lincoln, Y.S. and Guba, 1985).