

## **CHAPTER II**

### **RESEARCH OVERVIEW**

#### **2.1 Jakarta Capital Region Population and Civil Registration Office (DISDUKCAPIL)**

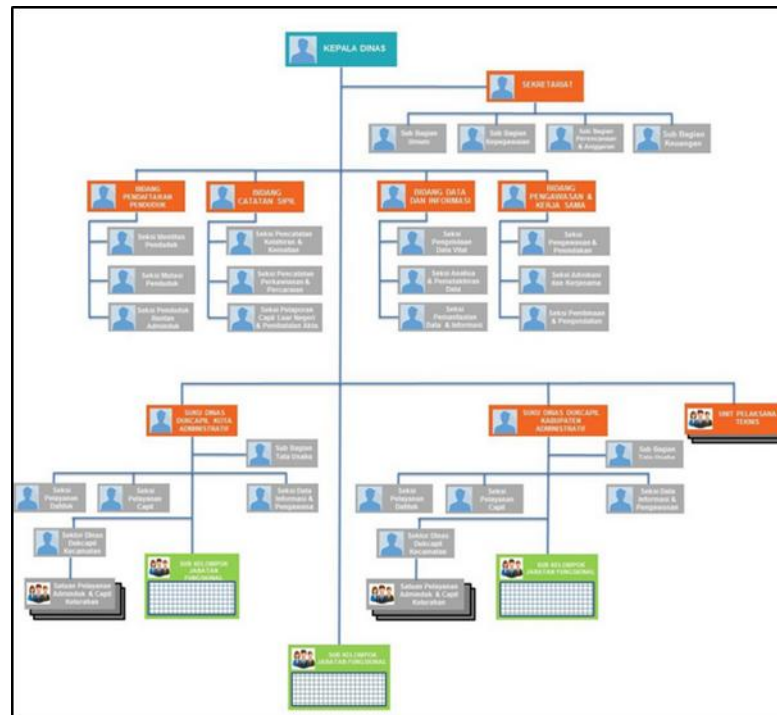
The Jakarta Capital Region Population and Civil Registration Office carry out its duties and functions in the provision of population administration services based on various regulations governing population administration in Indonesia. Nationally, the primary legal basis for population administration services is established in Law No. 23 of 2006 on Population Administration, which was subsequently amended by Law No. 24 of 2013 on Amendments to Law No. 23 of 2006. These regulations specify that population administration consists of a series of activities related to the organization and regulation of population documents and data, ranging from population registration and civil registration to the management of population administration information and the utilization of population data for public services and development.

In accordance with Law No. 25 of 2009 on Public Services, the government is obligated to provide fast, accessible, transparent, and high-quality services to the public. In the context of digital-based services, the implementation of the civil registration administration system is also linked to the application of Presidential Regulation No. 95 of 2018 on the Electronic-Based Government System, which serves as the foundation for the digital transformation of public services within the government sector.

At the regional level, the status, organizational structure, duties, and functions of the DKI Jakarta Provincial Population and Civil Registration Office are regulated by DKI Jakarta Provincial Governor Regulation No. 57 of 2022 concerning the Organization and Work Procedures of Regional Apparatus. This regulation stipulates that the Population and Civil Registration Office is tasked with carrying out government affairs in the field of population administration and civil registration, which fall under regional authority. Through this regulation, the Jakarta Population and Civil Registration Office have the authority to manage population administration services both conventionally and through digital service innovations such as the Alpukat Betawi app.

Based on these regulations, it is clear that the provision of civil registration services by the Jakarta Capital Region Population and Civil Registration Office has a clear legal basis as part of the government's responsibility to deliver public services that are effective, efficient, and responsive to advancements in information technology. The organizational structure of the Jakarta Capital Region Population and Civil Registration Office is as follows.

**Figure 2. 1 Organization Structure of the Jakarta Capital Region Population and Civil Registration Office**



*Source: disdukcapil DKI Jakarta Website*

### 2.1.1 Duties and Functions of the Population and Civil Registration Service of DKI Jakarta Province

Based on the Regulation of the Governor of the Special Capital Region of Jakarta Province Number 57 of 2022 concerning the Organization and Work Procedures of Regional Apparatus, it has the task of carrying out government affairs in the field of population administration and civil registration.

To carry out the tasks as referred to, Disdukcapil carries out the following functions:

1. preparation of the Strategic Plan, Work Plan, and Population and Civil Registration Service Plan and Budget;

2. implementation of the Strategic Plan and Budget Implementation Document of the Population and Civil Registration Service;
3. formulation and implementation of policies, business processes, standards and procedures of the Population and Civil Registration Service;
4. formulation, coordination and implementation of government affairs policies in the field of population administration and civil registration;
5. monitoring and evaluation of the implementation of government affairs in the field of population and civil registration;
6. development, supervision and control of government affairs in the field of population and civil registration;
7. implementation of cooperation and coordination with PD/UKPD and/or government/private agencies/organizations in implementing government affairs in the field of population and civil registration;
8. data and information management and digital transformation in the field of population and civil registration;
9. implementation of population registration and civil registration services;
10. supervision and enforcement in accordance with the provisions of laws and regulations in the field of population and civil registration;
11. resolution of population administration problems;
12. updating population data in the implementation of general elections;
13. fostering and developing community participation in population

- administration;
14. preparation of population profiles;
  15. coaching and development of functional population and civil registration staff;
  16. implementation of the secretariat of the Population and Civil Registration Service;
  17. implementation of the provision and management of infrastructure and facilities in the field of population and civil registration;
  18. providing technical support to the community and regional apparatus in the field of population administration and civil registration;
  19. enforcement of regional laws and regulations in the field of population administration and civil registration;
  20. implementation of coordination, monitoring, evaluation, reporting and accountability for the implementation of the duties and functions of the Population and Civil Registration Service; and
  21. implementation of other official duties and functions assigned by the Governor and/or Regional Secretary.

### **2.1.2 Vision of the DKI Jakarta Provincial Government**

JAKARTA, A GLOBAL CITY AND ECONOMIC CENTER THAT IS COMPETITIVE, SUSTAINABLE, AND PROSPER FOR ALL ITS CITIZENS

### **2.1.3 Mission of the DKI Jakarta Provincial Government**

1. Creating an Empowered and Prosperous Metropolitan Society

2. Creating an Innovative Economic Center with Equitable Development and Access to Resources
3. Realizing Accountable and Responsive Modern City Management for Optimal Public Services
4. Creating a Livable, Resilient, and Sustainable Urban Space
5. Realizing Connectivity and Synergy of Economic, Social, and Cultural Activities

## **2.2 General Conditions of Pondok Kelapa Subdistrict**

Pondok Kelapa Subdistrict, an administrative area located in Duren Sawit District, East Jakarta Administrative City, DKI Jakarta, is one of the rapidly developing subdistricts in eastern Jakarta. Based on Governor Decree No. 171 of 2007, Pondok Kelapa Subdistrict has an area of 572.15 ha covering approximately 25.25 percent of the total area of Duren Sawit Subdistrict. The total area of East Jakarta is 188 km<sup>2</sup>. Despite its relatively small size, based on the DKI Jakarta Provincial Population and Civil Registration Office website the latest updated information that can be accessed is in 2025 regarding the population Pondok Kelapa subdistrict is home to 92,690 people.

**Figure 2. 2 Clean Population Data of Pondok Kelapa Subdistrict for the First Semester of 2025**



*Source: kependudukancapil.jakarta.go.id*

### **2.2.1 Geographical Conditions of Pondok Kelapa Subdistrict**

Geographically, Pondok Kelapa Subdistrict is located in the eastern part of the capital city of Jakarta, specifically in the Duren Sawit Subdistrict, East Jakarta Administrative City, with a relatively flat elevation ranging from  $\pm 5$  to 10 meters above sea level. These topographical conditions make Pondok Kelapa Subdistrict a densely populated urban residential area with lowland characteristics. Specifically, this sub-district covers the coordinates  $6^{\circ}14'22''$  South Latitude and  $106^{\circ}56'05''$  East Longitude, indicating a location in the Pondok Kelapa sub-district, Duren Sawit district, East Jakarta Administrative City, DKI Jakarta. The number of RTs and RWs in Pondok Kelapa Subdistrict is 14 RWs and 166 RTs.

## **2.3 Overview of Pondok Kelapa Subdistrict**

### **2.3.1 Sub-District**

As the front line of government dealing directly with the community, the sub-district plays a strategic role in local government administration, public services, and community empowerment. The position, duties, and functions of the Sub-district are clearly regulated in regional regulations as guidelines for the implementation of government administration in the Sub-district area. Therefore, it is important to understand the description of the duties and functions of the Sub-district as a basis for exercising governmental authority and responsibilities in accordance with the provisions of the applicable laws and regulations.

Based on the Governor Regulation (PERGUB) of the Special Capital Region of Jakarta Province Number 57 of 2022 concerning the Organization and Work Procedures of Regional

the following duties and functions:

#### **1. Duties:**

The sub-district has the duty to coordinate and administer government affairs in the sub-district area.

#### **2. Functions:**

- a) implementation of sub-district government activities;
- b) implementation of sub-district community empowerment;
- c) implementation of sub-district community services;

- d) maintenance of sub-district peace and order;
- e) maintenance of sub-district public facilities and infrastructure;
- f) guidance and coordination of community organizations and institutions within the sub-district;
- g) guidance and coordination of neighborhood associations and community associations;
- h) Establishing operational policies for Subdistrict administration;
- i) management of the sub-district secretariat;
- j) performance of other duties in accordance with the provisions of laws and regulations.

Based on the above description, it can be concluded that the sub-district office plays a very important role in supporting regional administration at the level closest to the community. The implementation of the tasks and functions of the sub-district does not only focus on administrative aspects of government, but also includes public services, community empowerment, maintenance of public peace and order, and community institutional development. By carrying out these tasks and functions optimally and in a coordinated manner, the sub-district is expected to be able to realize effective and responsive governance that is in line with the needs of the community in its area.

### **2.3.2 Vision and Mission of Pondok Kelapa Subdistrict**

#### **1. Vision**

The realization of transparent and accountable information services to fulfill the rights of information requesters in accordance with regulatory provisions.

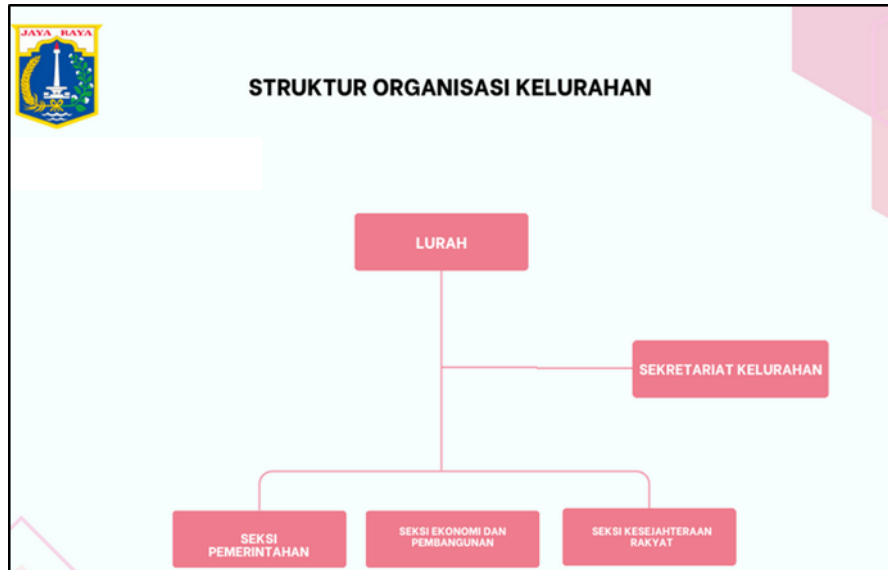
#### **2. Mission**

- a. To improve the management and delivery of high- quality, accurate, and responsible information services.
- b. To build and develop a reliable information provision and service system.
- c. To improve the competence and quality of information service human resources.
- d. To realize information transparency in the East Jakarta Administrative City through a fast, accurate, easy, and simple process.

Based on this vision and mission, the provision of public information services is directed towards ensuring that the public's right to open, accurate, and accountable information is fulfilled. Efforts to improve the quality of information management, strengthen service systems, and develop human resource competencies are important foundations for realizing professional and sustainable information services. Therefore, public information services are expected to support the realization of transparency and accountability in the administration of East Jakarta, while also increasing public trust in the performance of the local government.

### 2.3.3 Organizational Structure of the Pondok Kelapa Subdistrict

Figure 2. 3 Organization Structure of the Pondok Kelapa Subdistrict



Source: Pondok Kelapa Subdistrict Website

The existence of this sub-district organizational structure indicates a systematic division of roles in supporting the effectiveness of public services for the community. In the context of this study, the sub-district organizational structure is one of the entities involved in the delivery of civil registration services through the Alpukat Betawi application, particularly in helping the community access administrative services more easily and quickly.