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Innovation Analysis of Birth Certificate Making with Integrated System of 3 Agencies in 1 Service Counter (SI DUKUN 3 In 1) in Improving Service Quality at Jakarta Population and Civil Registry Office

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Abstract. Abstract. The lack of public understanding of the importance of birth certificates encourages the Jakarta Population and Civil Registry Office to improve public services by making innovations in overcoming the problem of making birth certificates for new-borns in hospitals / hospitals / health centres / clinics. The purpose of this study is to analyse and evaluate the Innovation of Making Birth Certificates with an Integrated System of 3 Agencies in 1 Service Counter (SI DUKUN 3 in 1) in Improving Service Quality at the Jakarta Population and Civil Registry Office in terms of innovation attributes, namely Relative Advantage, Compatibility, Complexity, Triability and Observability, supporting factors and inhibiting factors as well as efforts made to improve the quality of services at Jakarta Population and Civil Registry Office. This study uses a qualitative method with a descriptive approach. Data was collected by interview, observation, and documentation review. The data analysis technique uses data reduction, data presentation and conclusion drawing. The results of this study indicate that the innovation of Making Birth Certificates with an Integrated System of 3 in 1 Service Counter (SI DUKUN 3 in 1) is viewed from the innovation attribute Relative Advantage, Compatibility, Triability and Observability are good, but unfortunately they still have complexity in the form of network errors, lack of socialisation. There are supporting factors, namely the presence of competent employees, a spirit of service and a spirit of collaboration, leadership that encourages innovation and a strong organisational structure. In addition, there are inhibiting factors, namely excessive dependence on high performers and administrative barriers.

Keywords. Innovation, birth certificate, service, SI DUKUN 3 in 1

Introduction

Based on Law Number 35 of 2014 concerning amendments to Law Number 23 of 2002 concerning Child Protection, among others it stipulates that the identity of each child must be given from birth and the identity is stated in the form of a birth certificate and the issuance of a birth certificate is the responsibility of the government. This is also stated in the Presidential Regulation of the Republic of Indonesia Number 18 of 2020 concerning the National Medium-Term Development Plan of 2020-2024 for increasing birth certificate ownership among children to be one of the government's priority agendas.

Based on the Decision of the Constitutional Court (MK) Number 18/PUU-XI/2013, it is emphasized that population administration, in this case birth certificates, is very important for residents, because with birth certificates, residents will get a population document that can be perfect evidence as an authentic certificate, which be proof of one's identity, one's relationship with his family which will have a series of legal consequences, both the civil responsibilities of parents to children, and one's inheritance rights.

A person who does not have a birth certificate, de jure is not considered to exist by the state. As a result, the child born is not registered with his name, genealogy, and nationality and his existence is not protected. The worst result is the manipulation of children's identities which further facilitates the exploitation of children, such as child trafficking, the use of child labour, and violence against children.

Birth certificates are also related to the formal legal requirements of a person's identity before the law, because one of them is related to determining the age limit of a person to be said to be an adult according to law, considered capable of acting because he has juridical power at his will so that he can also determine the legal situation for himself. Furthermore, the Constitutional Court in its decision Number 18/PUU-XI/2013 also emphasized that with a birth certificate a person gets recognition, guarantee, protection and legal certainty because he has been registered by the state, so that the deed will give rise to legal rights and obligations, status personality, and citizenship status of a person.

There are many benefits that a person gets from having a birth certificate, however, the importance of having a birth certificate in society is still low. The community does not fully understand the importance of having a birth certificate. Until now, the issue of public services has become an important concern for the central government and local governments. One of the public service problems is related to population administration. For this reason, the government must be able to provide services to the community in order to improve the quality of public services.

Based on the background of the problem above, it can be identified that there are still many children who do not have birth certificates, and the awareness of parents about the importance of ownership of population documents (birth certificates) which is still low coupled with a long and convoluted process in obtaining birth certificates makes children finally do not have a birth certificate.

This study is intended to answer questions (1). How is the Innovation in Making Birth Certificates with an Integrated System of Residential Documents of 3 Agencies in 1 Service Counter (hereinafter abbreviated as SI DUKUN 3 in 1) in Improving Service Quality at Jakarta Population and Civil Registry Office? (2) What are the Supporting and Inhibiting Factors of Innovation in Making Birth Certificates with an Integrated System of 3 Agencies in 1 Service Counter (SI DUKUN 3 in 1)? (3) What efforts have been made by the Jakarta Population and Civil Registry Office in improving the quality of services through the Innovation of Making Birth Certificates with an Integrated System of 3 Agencies in 1 Service Counter (SI DUKUN 3 in 1)?

Literature Review

Innovation definition

In the Indonesian Dictionary (KBBI), innovation is defined as the introduction or introduction of new things; new inventions that are different from existing or previously known ones (ideas, methods, or tools). In line with that, Sebastian (2014) revealed that innovation or innovation comes from the word to innovate which means to make a change or introduce

something new, which provides added value. According to Makmur and Thahier (2015: 9), innovation comes from English innovation which means change so that innovation can be defined as a process of human activity or thought in finding something new related to input, process, and output, and can provide benefits in human life. In line with this, Rogers in Sukmadi (2016:11) defines the notion of innovation as an idea, idea, practice or object/object that is realized and accepted as something new by a person or group for adoption.

Meanwhile, Hamel in Djamaludin (2012:34) defines innovation as a transition from traditional management principles, processes and practices or a shift from the old organisational form and has a significant influence on the way management is run. Furthermore, the definition of innovation according to Law Number 18 of 2002, Innovation is research, development and/or engineering activities aimed at developing the practical application of new scientific values and contexts or new ways to apply existing science and technology into products or production process.

In line with this, according to the Regulation of the Minister of Administrative Reform Bureaucratic Reform Number 30 of 2014, Innovation is a creative process of creating knowledge in making new discoveries that are different and/or modifications of existing ones. Sukmadi (2016:30) says that Innovation means an idea, product, information technology, institutions, behaviour, values, and new practices that are not widely known, accepted, and used or applied by most members of the community in a locality which can be used or encourage changes in all aspects of people's lives for the realisation of improving the quality of each individual and all members of the community concerned.

Innovation Characteristics or Attributes

The characteristics/attributes of innovation according to Rogers in Sukmadi (2016:37) consist of:

1. **Relative Advantage**
Relative advantage is the degree to which an innovation is perceived as beneficial to its recipients. The level of profit or benefit of an innovation can be measured based on its economic value, or from factors of social status, pleasure, satisfaction or because it has a very important component. The more profitable it is for the recipient, the faster the innovation will spread.
2. **Compatibility**
Compatibility is the degree of conformity of the innovation to the values, past experiences, and needs of the recipient. Innovations that are not in accordance with the values and norms believed by the recipient will not be accepted as quickly as innovations that are in accordance with existing norms.
3. **Complexity**
Complexity is the degree of difficulty in understanding and using the innovation for the recipient. An innovation that is easy to understand and easy to use by recipients will spread quickly, while an innovation that is difficult to understand or difficult to use by recipients will spread slowly.
4. **Triability**
The ability to be piloted is where an innovation can be tried or not by the recipient of an innovation. So in order to be quickly adopted, an innovation must be able to express its advantages.
5. **Observability**

It means whether or not it is easy to observe an innovation. An innovation whose results are easy to observe will be more quickly accepted by the community, and vice versa if it is difficult to observe the results, it will take a long time to be accepted by the community.

Definition of Birth Certificate

Law Number 23 of 2006 concerning Population Administration, states that a birth certificate is authentic evidence of the registration of a person's birth issued by a civil registry institution. Supriatna (2015:19), argues that "A Birth Certificate is a document for registering a child's birth or civil registration where a baby is reported to be born and will be given an NIK in the Family Card (KK)". The Indonesia Child Protection Commission (KPAI) defines "A birth certificate is a form of identity for every child which is an integral part of the civil and political rights of citizens".

Every population event and important event requires valid evidence for administration and recording in accordance with the provisions of the Act. A birth certificate is one of the population administration documents which is part of the civil registration certificate. The essence of population administration is reporting and recording. Furthermore, Article (3) of Law Number 23 of 2006 states that every resident is obliged to report important demographic events and important events that he experienced to the Implementing Agency by fulfilling the requirements needed in population registration and civil registration. Article 8 paragraph (1) of Law Number 24 of 2013 states that the obligations of implementing agencies are to record population events and important events, provide the same services, issue population documents, verify and validate data and information submitted by residents.

The objectives of Population Administration include:

- 1) Provide identity validity and legal certainty on Resident documents for every Population Event and Important Event experienced by Residents
- 2) Provide protection of the civil rights status of the population
- 3) Provide population data and information nationally regarding Population and Civil Registration at various levels in an accurate, complete, up-to-date, and easily accessible manner so that it becomes a reference for policy formulation and development in general
- 4) Realising an orderly and integrated National Population Administration
- 5) Provide Population data that becomes the basic reference for related sectors in the implementation of every government, development, and community activity

In addition to the purposes mentioned above, a birth certificate is also required for making a driving license, making passports, managing family allowances, managing inheritance, administering scholarships, administering pensions for employees, carrying out marriage registrations, carrying out the pilgrimage, managing child recognition, managing child adoption/ adoption.

Definition of Integrated Population Document System 3 Agencies in 1 Service Counter (SI DUKUN 3 In 1)

The Integrated System of Residential Documents for 3 Agencies in 1 Service Counter (SI DUKUN 3 in 1) is an integrated service program with 3 agencies, namely the Jakarta Population and Civil Registry Office, Hospitals/Community Health Centre (Puskesmas)/Clinics

and BPJS Health. SI DUKUN 3 in 1 Service makes birth certificate services part of the delivery service for the residents of Jakarta in hospitals/ Community Health Centre (Puskesmas)/Clinics, or as a premium delivery service.

At the time of registration of the patient, the officer was also informed so that the patient prepared the requirements for making a birth certificate. Furthermore, after the baby is born, the service will immediately receive 6 (six) service documents, namely: Birth Certificate of the baby from the RSUD which is the main requirement for issuing a birth certificate, and the baby's Population Identification Number (NIK), the baby's Birth Certificate, a new Family Card (KK) with an NIK and the baby's name, the baby's Child Identity Card (KIA). All the five documents are issued by the Population Service and Civil Registry Office, and BPJS Health Participation Number, issued by BPJS of Regional Division IV.

Agencies involved in Residential Document Integrated System Program 3 Agencies in 1 Service Counter (SI DUKUN 3 in 1)

In the Residential Document Integrated System Program of 3 in 1 Service Counter (SI DUKUN 3 in 1), there are 3 Agencies that have their respective roles, which consist of:

- 1) The Jakarta Population and Civil Registry Office is the agency that issues the population identification Number, family card, birth certificate and child identity card. In addition, the Jakarta Population and Civil Registry Office has the responsibility in terms of providing a population database which is the basis for the population administration process and also providing operators who will act as input officers for birth registration.
- 2) The Jakarta Health Office through the Regional General Hospital (RSUD) and Community Health Centre as a public health facility provides SI DUKUN 3 in 1 service in each Regional Hospital in collaboration with the Jakarta Population and Civil Registry Office.
- 3) The Jakarta Health Office through the Regional General Hospital (RSUD) and Community Health Centre as a public health facility provides SI DUKUN 3 in 1 service in each Regional Hospital in collaboration with the Jakarta Population and Civil Registry Office.
- 4) BPJS Health is a health insurance facility service agency for residents who will issue BPJS membership numbers for parents who are participants in Contribution Assistance (PBI) for new-borns in hospitals/community health centre (Puskesmas)/clinics.

Public Service Quality

Tjiptono and Chandra (2016) define quality as "dynamic conditions related to products, services, human resources, processes and the environment that meet or exceed expectations". According to Morgan and Murgatroyd in Mukarom (2018: 105), "Quality is a special form of a production or service that has the ability to satisfy the needs of the community".

The definition of the quality of public services according to Simon and Hermawan (2018:15) is "The quality of public services is a benchmark for determining how the performance of public services in a public service provider institution". Meanwhile, Ibrahim in Hardiansyah (2011:40) argues that the quality of public services is a dynamic condition related to products, services, people, processes and the environment where the quality assessment is determined when public service delivery occurs.

Furthermore, Zeithaml, VA, Parasuraman A. and Berry, LL, (cited in Hardiyansyah, 2018) suggest ten dimensions that must be considered in viewing the benchmarks for the quality of public services, namely as follows: (1) Tangible, consisting of physical facilities, equipment, personnel and communication; (2) Reliable, consisting of the ability of the service unit to create the promised service correctly; (3) Responsiveness, willingness to help consumers take

responsibility for the quality of services provided; (4) Competence, the demands it has, good knowledge and skills by the apparatus in providing services; (5) Courtesy, friendly, friendly attitude or behaviour, responsive to the wishes of the community and willing to make personal contacts or relationships; (6) Credibility, honest attitude in every effort to attract public trust; (7) Security, the services provided must be free from various dangers and risks; (8) Access, there is ease of contact and approach; (9) Communication, the willingness of service providers to listen to the voices, wishes or aspirations of customers, as well as the willingness to always convey new information to the public; (10) Understanding the customer, making every effort to find out customer needs.

Research Method

The paradigm used in this research is the constructivist paradigm. According to Creswell (2014: 32), the social constructivism paradigm of individuals seeks to interpret various meanings. This study aims to understand social events or events that are characteristic of the constructivism paradigm. While in Neuman (2015:115) explains that the constructivism paradigm is an attempt to understand and explain meaningful social action.

The focus of this research is to analyse the Innovation of Making Birth Certificates with an Integrated System of Residential Documents in 3 Agencies in 1 Service Counter (SIDUKUN 3 in 1) in improving service quality at the Jakarta Population and Civil Registry Office by using the theory of innovation categories/attributes. According to Rogers in Sukmadi (2016: 37), public services are Relative Advantage, Compatibility, Complexity, Triability, and Observability.

Informants in qualitative research use purposive sampling technique, which is a method of determining informants who are determined intentionally on the basis of certain criteria or considerations. The researcher interviewed 5 informants consisting of: Head of Jakarta Population and Civil Registry Office, Head of Data and Information Division of Jakarta Population and Civil Registry Office, Head of Birth and Death Section of Jakarta Population and Civil Registry Office, Head of UPTIK Implementing Unit - Jakarta Population and Civil Registry and community representatives.

Data analysis in this study uses the theory of Miles and Huberman. According to Miles and Huberman in Sugiyono (2018:134) there are three stages in analysing data in qualitative research. The three stages are:

a) *Data Reduction*

The data obtained from the field are quite large. For this reason, it should be recorded carefully and in detail. The longer the researcher is in the field, the more the amount of data will be, complex and complicated. For this reason, it is necessary to immediately conduct data analysis through data reduction. Reducing data means summarising, selecting and selecting the main things, focusing on the things that are important, looking for themes and patterns. Thus the data that has been reduced will provide a clearer picture, and make it easier for researchers to conduct further data collection, and look for it when needed.

b) *Data Display*

After the data is reduced, the next step is to display the data. In qualitative research the presentation of data can be done in the form of brief descriptions, charts, relationships between categories, flowcharts and so on. The most important thing in presenting qualitative data is narrative text. By displaying data, it will be easier to understand what is happening, plan further work based on what has been understood.

c) *Conclusion*

Conclusion contains answers to the formulation of the problem in a study.

Results and Discussion

In this study, the data obtained from the results of research in the field were analysed using the theory of Rogers in Sukmadi (2016: 37), namely: Relative Advantage, Compatibility, Complexity, Triability, and Observability:

(a) *Relative Advantage*

Based on the category/attribute of Relative Advantage, the Innovation of Making Birth Certificates with an Integrated System of 3 Agencies in 1 Service Counter (SI DUKUN 3 in 1) In Improving Service Quality at the Jakarta Population and Civil Registry Office has the advantage or more value than previous innovations. The level of excellence or benefit is measured from innovation based on economic value, social value, pleasure/satisfaction and other important components. For the community, it is economical because the SI DUKUN 3 in 1 Program provides convenience for the community. Socially, it is the government's effort to bring services closer to the community through integrated online services to get population services easily and quickly as well as efforts to increase the coverage of child birth certificate ownership in Jakarta where until 2020 child birth certificate ownership is 93.90%. With the presence of Innovation in Making Birth Certificates with an Integrated Residential Document System, SI DUKUN 3 in 1 gives satisfaction to the community where people can enjoy the ease of requirements, procedures and receive a population document service package. Important components that support the Innovation in Making Birth Certificates with Integrated Residential Document Systems 3 in 1 Service Counter (SI DUKUN 3 in 1) are human resources (especially hospital operators), computer and network equipment and shared commitments. This is in accordance with what was stated by Gayuh Nur Fadilah and Maesaroh (2020).

b) *Compatibility*

In Improving the Quality of Service at the Jakarta Population and Civil Registry Office, this process has had a suitability or compatibility. Previously, there was an innovation in which there was a service queue at the DUKCAPIL service unit in the district, but after SI DUKUN 3 in 1 program could be completed directly at the hospital service counter by directly obtaining a Birth Certificate, KK, NIK, KIA, BPJS membership. SI DUKUN 3 in 1 program is in accordance with the needs of the residents. With the innovation of making birth certificates with an integrated system of residential documents, 3 agencies in 1 service counter (SI DUKUN 3 in 1), it is enough for residents to register once through the service counter at the hospital when they are going to give birth by completing the required requirements, residents do not need to spend time and cost for processing, population administration documents for newborn children and BPJS Health membership ID numbers for infants whose parents are registered in the Jakarta BPJS Health program. This is in accordance with previous research, namely research conducted by Gayuh Nur Fadilah and Maesaroh (2020).

c) *Complexity*

Based on the answers from the informants, it is known that the answers related to the category/attribute of innovation complexity in the Innovation of Making Birth Certificates with Integrated Document Systems are still complex. From the five

informants interviewed, the answer was that they were still having problems with the network. In addition, it is also because of the behaviour of the society who have not prepared the requirements and baby names, and also the socialisation that has not been intensively carried out. Given these obstacles, there is a need for joint efforts to overcome the complexity of making Birth Certificates with an Integrated System of Residential Documents for 3 in 1 Service Counter (SI DUKUN 3 in 1) in order to improve the quality of public services. This is in accordance with the statement put forward by Nina Wahyuni and Maesaroh (2018).

d) Triability

In the category/attribute the ability to be tested (Triability) aims to determine the extent to which an innovation can be tried or not by the recipient. So in order to be quickly adopted, an innovation must be able to express its advantages. Innovation in Making Birth Certificates with an Integrated System of Residential Documents 3 in 1 Service Counter (SI DUKUN 3 in 1) has had the ability to be tested (Triability). This innovation has gone through a public trial phase where the public can receive and benefit from the service. This can be said to be in accordance with the attribute of innovation and the ability to be tested (Triability), namely an innovation can only be accepted if it is proven to have advantages. This is in accordance with the previous research, namely research conducted by Nina Wahyuni and Maesaroh (2018).

e) Observability

Innovation in Making Birth Certificates with an Integrated System of Residential Documents 3 in 1 Service Counter (SI DUKUN 3 in 1) is easy to see and observe by the community because the services provided are direct and the output of the service can also be seen by the public, namely the printing of population documents in the form of a Family Card (KK), Birth Certificate, Child Identity Card (KIA) and BPJS Membership ID. The ease of observation can also be seen from the clear 3 in 1 SI DUKUN Program service procedures. This is in accordance with the category/attribute of observability innovation. This is in accordance with previous research, namely research conducted by Saffah, A. E. & Prathama, A. (2019).

Conclusion

Based on the results of the study and analysis of the data obtained in this study, it can be concluded that the innovation of making birth certificates with an integrated system of residential documents in 3 in 1 service counter (SI DUKUN 3 in 1) in improving the quality of services at the Jakarta Population and Civil Registry Office in terms of five characteristics/attributes, namely Relative Advantage, Compatibility, Triability, Observability is good, but unfortunately it still has Complexity, namely an error network and lack of socialisation.

The supporting factor is the support of human capital, namely the availability of competent human resources or employees, the spirit of service and the spirit of collaboration, then leadership capital that supports innovation through joint commitment. Meanwhile, the inhibiting factor consists of excessive dependence on figures with high performers, where the application of SI DUKUN 3 In 1 Program sometimes experiences network errors, where the network used is the network of the Jakarta Provincial Information and Statistics Communication Service. Next is the administrative obstacle, where residents have not prepared complete documents for making birth certificates and also have not prepared the name of the child/surname, base of domicile.

Efforts made by the Jakarta Population and Civil Registry Office in Improving Service Quality through Innovation for Making Birth Certificates with an Integrated System of Residential Documents 3 in 1 Service Counter (SI DUKUN 3 in 1) is carried out by forming a technical team that understands IT and carries out routine coordination with the technical team of the Jakarta Provincial Communication, Informatics and Statistics Office in overcoming network problems. Furthermore, re-socialisation regarding the ease of requirements, service procedures so that the community and the hospital have a good understanding and can take advantage of SI DUKUN 3 In 1 Program Innovation through various media such as websites, banners, leaflets or directly during activities in the district.

For further research, the researchers suggest that research related to the Innovation of Making Birth Certificates with an Integrated System of Residential Documents in 3 in 1 system be conducted with a different approach.

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