

CHAPTER I

INTRODUCTION

1.1 Background of The Study

The Unitary State of the Republic of Indonesia is one of the most populous countries in the world, ranking fourth (BPS, 2022). Based on the results of the 2020 population census, Indonesia's population reached 270 million, representing an almost threefold increase compared to the 1961 census. If this population growth trend continues, it is estimated that Indonesia's population will reach around 294 million by 2030 (BPS, 2022). With such a large population, the government is required to provide high-quality public services to ensure the welfare of all Indonesians (Darmawan et al., 2023). This is in line with the mandate of the nation's founders, who emphasized that Indonesia is a welfare state, namely a country that has a significant responsibility to ensure the well-being of all its citizens (Eiranda et al., 2024). This principle is stated in the fourth paragraph of the Preamble to the 1945 Constitution of the Republic of Indonesia. In this context, public services play a central role as a manifestation of the state's presence in fulfilling the basic rights of citizens. The government is required not only to provide services but also to ensure that these services are accessible, transparent, and inclusive for all people without exception.

Inclusivity in population administration services can be defined as the ability of public service systems and practices to ensure equal, fair, and dignified access for all citizens without discrimination, particularly for vulnerable groups with physical, sensory, cognitive, or social limitations (Choerunnisa & Rosinta,

2023). Inclusive services not only provide formal services but also adapt mechanisms, procedures, and service approaches to ensure accessibility for groups facing structural barriers to accessing public services. In the context of population administration, inclusivity is realized through the provision of services that are tailored to the specific needs of vulnerable communities, such as persons with disabilities and the elderly (Hidayat, 2025). This inclusivity includes ease of physical access, simplified procedures, assistance, and outreach-based service programs for residents with limited mobility. Thus, inclusivity is not interpreted as equal treatment for all citizens, but rather as equitable treatment based on the conditions and needs of each individual, in order to ensure the fulfillment of the right to legal identity and access to public services (Sastradiredja et al., 2021).

One form of inclusive public service that serves as a fundamental basis for realizing public welfare is population administration services (Nainggolan, 2022). Through an orderly population administration system, the state is able to recognize every individual as a legal subject with equal rights and obligations before the law. Thus, population administration plays a vital role in providing legal protection, ensuring equitable services, and supporting development planning based on accurate population data (Hidayat, 2025).

The urgency of population administration services is in line with Law Number 25 of 2009 on Public Services, which emphasizes that public service is an activity aimed at fulfilling the basic needs and rights of every citizen regarding goods, services, and administrative services provided by state administrators. Within this framework, population administration holds a strategic position as it is

directly related to the identity and fundamental rights of citizens. Therefore, the state is obliged to provide formal recognition of the existence of each individual and to ensure the fulfillment of constitutional rights in a fair and equitable manner (Rahmat, 2025). Moreover, population administration serves as the foundation for various public services, ranging from education and healthcare to social services. However, its implementation is not simple, as population administration involves multiple institutions, mechanisms, and diverse interests. This complexity makes population administration a domain that requires strong coordination, precision, and consistency in order to deliver optimal services to the public (Darmawan et al., 2023).

Law Number 24 of 2013 concerning Population Administration defines population administration as a series of activities aimed at organizing and regulating the issuance of population documents and data through population registration, civil registration, the management of population administration information, and the utilization of such data for public services and the development of other sectors (Nurafifah, 2024). Based on this definition, population administration can be understood as a fundamental instrument in ensuring legal identity, supporting public service delivery, and facilitating national development for Indonesian citizens (Damayanti & Yuningsih, 2022). Population administration (Admuduk) services are a crucial foundation for state governance and the fulfillment of citizens' rights (Nurhafifah & Aziz, 2024). Population documents, such as the Electronic

Identity Card (KTP), are not merely identification tools but also serve as essential requirements for accessing various public services, ranging from

healthcare and education to banking services. Along with the development of the times, the demand for fast, efficient, and easily accessible Adminduk services continues to increase (Septiany, 2023). Conventional service paradigms, which are often hindered by complex bureaucracy and geographical limitations, need to be transformed in order to meet the increasingly dynamic needs of society (Darmawan et al., 2023).

According to a report by the Ombudsman of the Republic of Indonesia, the condition of inclusive population administration services in 2022 was reflected in five main forms of public complaints, namely: (1) the persistence of brokers and illegal levies, (2) the imposition of additional requirements that do not comply with existing regulations, (3) delays in the printing of electronic identity cards (e-KTP), (4) weak population data consolidation, and (5) limitations in the service queue system. Based on the agency's data, throughout 2022 there were 776 complaints submitted by the public regarding population administration services. This number increased almost threefold compared to 2021, which recorded only 206 complaints. These findings indicate that problems in population administration services in Indonesia remain complex. In addition to community-related factors, the low commitment and consistency of the government in delivering public services have also contributed to the declining quality of population administration services in various regions (Ombudsman of the Republic of Indonesia, 2022).

Although population administration is a basic need for all citizens, its urgency is even greater for vulnerable groups. These groups include persons with disabilities, the elderly, and individuals with health limitations, who often face

various barriers in accessing public services (Rayhan Surya Putra, 2023). Population documents not only function as official proof of identity but also serve as a gateway to various basic services, such as healthcare, education, social assistance, and legal protection (Al Azra & Subowo, 2023). However, vulnerable groups frequently encounter obstacles such as physical barriers, limited mobility, low administrative literacy, and restricted access to public services and technology, which hinder them from obtaining population documents. Therefore, the implementation of population administration services must adhere to the principle of inclusivity, ensuring that all citizens, without exception, are able to obtain valid and equitable population documents (Sastradiredja et al., 2021).

According to data from the Central Statistics Agency (BPS) in 2023, the number of persons with disabilities in Indonesia reached 22.97 million, or approximately 8.5% of the total population. This figure increased compared to 2020, when the number was recorded at 22.5 million, or around 5% of the population. This increase indicates that a significant portion of the population is potentially vulnerable to marginalization in accessing public services, including population administration services. Therefore, this condition reinforces the urgency for the government to develop service programs that are more responsive and adaptive to the needs of vulnerable groups (BPS, 2024).

Based on data from the Central Statistics Agency (BPS) in 2024, the number of elderly people in Indonesia reached approximately 33 million, or around 12% of the total national population. This figure shows a significant increase compared to

previous years and is projected to reach 20% by 2045, in line with the rising life expectancy of the Indonesian population (BPS, 2024).

Apart from persons with disabilities, the elderly are also included in the category of vulnerable groups who require special attention in the provision of public services, particularly in population administration services (Fauzi et al., 2022).



Figure 1. 1 Distribution of the elderly population at the provincial level in Indonesia

Source: Directorate General of Population and Civil Registration (2021).

Based on the 2021 data on the distribution of the elderly population in Indonesia, Central Java Province ranks fourth in terms of the percentage of elderly residents, after DI Yogyakarta, East Java, and Bali. In absolute terms, the number of elderly people in Central Java reached approximately 4.67 million, accounting for 13.68% of the total population, making it one of the provinces with the largest elderly populations in Indonesia. This condition indicates that the population aging process in Central Java is quite significant and requires the readiness of local

governments, including Purbalingga Regency, to provide inclusive public services, particularly population administration services that are accessible to the elderly as a vulnerable group with physical and mobility limitations (Direktorat Jenderal Kependudukan dan Pencatatan Sipil, 2021). In the context of population administration services, the elderly often face various obstacles, such as limited mobility, declining health conditions, and difficulties in accessing digital technology (Sari, 2022).

This condition results in some persons with disabilities and elderly individuals not having complete population documents or experiencing difficulties in updating their data. Documents such as electronic identity cards (e-KTP) are crucial for accessing basic rights, including social security, healthcare services, and government assistance (Setiawan et al., 2023). Therefore, local governments need to develop service systems that are inclusive and responsive to the needs of vulnerable groups, particularly persons with disabilities and the elderly, through outreach approaches and mobile service programs. This approach enables them to receive proper services without having to visit the Population and Civil Registration Office (Dukcapil) directly (Septiany, 2023). Without official documents such as e-KTP, these groups are at risk of being marginalized from various public services and social programs provided by the government. Thus, the provision of inclusive population administration services is essential to ensure that persons with disabilities and the elderly have equal access to basic services and legal recognition as citizens (Hidayat, 2025). As part of efforts to achieve orderly and inclusive population administration services, local governments are responsible for ensuring

that all eligible residents possess population documents, particularly the Electronic Identity Card (KTP-el). The ownership of KTP-el is an important indicator in assessing the effectiveness of population administration services, as it functions not only as official identification but also as a primary requirement for accessing various public services (Nurafifah, 2024).

Inclusive population administration services in Central Java reflect the local government's efforts to provide various disability-friendly facilities, such as Disability Service Units, tactile paving, ramps, accessible toilets, and assistive technology programs, all of which aim to fulfill the basic rights of persons with disabilities. However, their implementation still faces a number of obstacles, which are generally similar to the challenges encountered in other regions of Indonesia. These efforts are in line with Central Java Provincial Regulation Number 2 of 2023, which emphasizes that persons with disabilities have equal rights, obligations, and responsibilities as an integral part of society (Hasanah et al., 2024). Therefore, collaboration between relevant institutions and stakeholders is essential to ensure the provision of inclusive and accessible services for all levels of society (Septiany, 2023). To gain a more comprehensive understanding of the condition of persons with disabilities in Central Java Province, it is necessary to present data on their distribution across districts and cities. The following section presents data on persons with disabilities in each district and city in Central Java Province.

Table 1. 1 Data on Persons with Disabilities by Regency/City in Central Java, 2021

NO	Regency/City	Number of Persons with Disabilities
1	Purbalingga	8.470 People
2	Kebumen	2.731 People
3	Purworejo	2.500 People
4	Pati	2.409 People
5	Klaten	2.194 People
6	Magelang	2.033 People
7	Banyumas	2..012 People
8	Brebes	1.796 People
9	Tegal	1.769 People
10	Wonogiri	1.710 People

Source: Dinsosdaldukbp3a of Purbalingga Regency in 2022

Data from 2021 across several regencies and cities in Central Java Province show that Purbalingga Regency ranks highest in terms of the number of persons with disabilities, reaching 8,470 individuals, significantly higher than other regions. Following Purbalingga, relatively high numbers were also recorded in Kebumen, Purworejo, Pati, Klaten, and Magelang, while other regions reported lower figures. This condition indicates that Purbalingga Regency faces a greater burden in providing social and public services and therefore requires special attention in fulfilling the rights of persons with disabilities. The high number of persons with disabilities also highlights the urgency of strengthening policies, improving the accessibility of public services, and developing more inclusive and responsive population administration services to better accommodate the needs of vulnerable groups.

In addition to examining the distribution of persons with disabilities, it is also important to consider the condition of other vulnerable groups, including the elderly population in Central Java Province. The following presents data on the

elderly population, defined as individuals aged 60 years and above, based on data from Statistics Indonesia (BPS):

Table 1. 2 Trends in Total and Elderly Population in Central Java Province, 2022–2024

Year	Total Population (Mil)	Elderly Population	
		Total (Mil)	Percentage
2022	37,18	4,86	13,07 %
2023	37,54	5,07	13,50 %
2024	37,89	5,38	13,94 %

Source: BPS Data in 2024

Data on the elderly population in Central Java Province show a consistent upward trend over time. In 2022, the number of elderly people was recorded at 4.86 million, or 13.07% of the total population. This figure increased to 5.07 million (13.50%) in 2023 and further to 5.38 million (13.94%) in 2024. This trend indicates that Central Java is experiencing demographic changes toward an aging population. Such conditions require greater attention from local governments, particularly in providing population administration services that are more inclusive and adaptive. As a vulnerable group, the elderly require services that are accessible, efficient, and responsive to their needs. Therefore, population administration policies should be designed to ensure simplified document processing, accurate data management, and public service delivery that takes into account their physical limitations and specific needs.



Figure 1. 2 DUKCAPIL Ready for Mobile Outreach Services

Source: Purbalingga Regency Population and Civil Registration Office Website 2024

In Purbalingga Regency, the local government, through the Population and Civil Registration Office (Dindukcapil), has continuously made efforts to increase e-KTP ownership through mobile services and innovative programs such as DUKCAPIL SIAP (Inclusive Population Administration System and Integrated Services). The level of e-KTP ownership in Purbalingga Regency over the past four years indicates a relatively high level of compliance as well as the effectiveness of population administration services. The following data present the development of e-KTP ownership in Purbalingga Regency during the 2022–2025 period:

Table 1. 3 Number of Residents Required to Have e-ID Cards in Purbalingga

Year	Eligible for E-KTP	E-KTP Ownership	%
2022	776.170	760.919	98,04
2023	789.498	775.488	98,23
2024	786.694	782.800	99,50
2025	805.325	788.877	97,94

Source: Purbalingga Regency Population and Civil Registration Office in 2025

Based on these data, the level of e-KTP ownership in Purbalingga Regency can be considered very high, consistently remaining above 97% during the 2022–2025 period. The highest level was recorded in 2024, reaching 99.50%, which reflects the local government's strong commitment to ensuring that every eligible citizen possesses a valid identity card. However, in 2025, there was a slight decline to 97.94%, which may be attributed to several factors, such as population mobility, data transfers, delays in registration for residents aged 17 years and above, and technical constraints in service implementation.

Purbalingga Regency was selected as the research location based on its demographic characteristics, which indicate a significant need for inclusive services compared to other regions in Central Java. Although the distribution of persons with disabilities and the elderly varies across regencies and cities, Purbalingga demonstrates a relatively high level of urgency in providing services for these vulnerable groups. This condition illustrates that Purbalingga faces complex challenges in fulfilling citizens' rights, particularly for those who require greater support in accessing public services. Therefore, Purbalingga represents a relevant and strategic research setting, as it can provide a comprehensive understanding of how local governments respond to the needs of vulnerable groups through the provision of inclusive population administration services.



Figure 1. 3 DUKCAPIL Ready for Mobile Outreach Services

Source: Purbalingga Regency Population and Civil Registration Office Website 2024

There have been numerous public complaints regarding population administration services in Purbalingga Regency. This is reflected in a statement by the Regent of Purbalingga, who noted that many residents have expressed dissatisfaction with administrative services, particularly related to e-KTP (Jateng, 2020). In addition, the Head of the Population and Civil Registration Office of Purbalingga Regency, Muhammad Faturraohman, stated that vulnerable groups often experience difficulties in accessing services at the civil registration office. In this context, persons with disabilities and the elderly, as part of vulnerable communities, have equal rights to obtain public services that are accessible, efficient, and equitable, similar to other citizens. The physical and administrative barriers they face should not serve as a justification for limiting the fulfillment of their identity rights (Wardhana, 2025).

Challenges related to facilities and infrastructure in population administration services in Purbalingga Regency arise not only from the availability

of physical materials, such as e-KTP forms, but also from accessibility barriers faced by vulnerable groups. While the shortage of forms has disrupted the normal printing process of e-KTP, the DUKCAPIL SIAP program represents a concrete response through outreach-based services. According to an official report from the Population and Civil Registration Office, this program has reached vulnerable residents in Purbalingga Kidul Village, including persons with disabilities and the elderly, by conducting on-site data recording (Cahyo, 2025). Through this outreach approach, DUKCAPIL SIAP helps reduce physical barriers that have previously hindered residents from accessing services at the Dukcapil office, such as distance, limited mobility, and health constraints (Sembada, 2025). This condition indicates that without such initiatives, access to population administration services for vulnerable communities would remain limited, even when issues related to the availability of forms have been addressed.

In an effort to address these challenges and improve the quality of public services, the Population and Civil Registration Office (Dindukcapil) of Purbalingga Regency introduced an program innovation through the DUKCAPIL SIAP (Inclusive Population Administration System and Integrated Services) program. This program was initiated as a manifestation of the local government's commitment to providing more inclusive, adaptive, and equitable population administration services, particularly for vulnerable groups such as persons with disabilities and the elderly.

The positive impact of the DUKCAPIL SIAP program can be seen in its ability to achieve population administration service targets for vulnerable

communities through an outreach approach supported by digital recording devices and mobile service vehicles. This achievement indicates that the quality of services provided not only meets but, in some aspects, exceeds the basic needs of residents who were previously constrained by mobility limitations, distance, and physical conditions. By effectively fulfilling the need for population identity documents, the DUKCAPIL SIAP program also strengthens the government's efforts to deliver inclusive, adaptive, and equitable public services across the Purbalingga Regency.

The achievement of the Population and Civil Registration Office (Dinpendukcapil) of Purbalingga Regency in receiving the 2024 Public Service Delivery Compliance Assessment Award, with a very satisfactory score of 96.13, reflects the high quality of population administration services in the region. This result indicates that the services provided not only meet established public service standards but also exceed community expectations. It demonstrates that the performance of Dinpendukcapil Purbalingga has been responsive, adaptive, and consistent, particularly in addressing the needs of vulnerable groups such as persons with disabilities and the elderly. Furthermore, this achievement highlights a positive service performance, where the quality of services delivered is higher than the level expected by the community, indicating a very satisfactory level of public service provision.

In addition to improving access to services, this program also aims to ensure the fulfillment of legal identity rights for all citizens, as mandated in Law Number 24 of 2013 concerning Population Administration and Law Number 29 of 2018 concerning the protection and fulfillment of the rights of persons with disabilities

and the elderly. Through the DUKCAPIL SIAP program, the Government of Purbalingga Regency strives to ensure that no citizen is left behind in accessing public services. At the same time, the program promotes the creation of public value in the form of justice, inclusiveness, and ease of access for all segments of society (Choerunnisa & Rosinta, 2023).

The operational basis of this program is stipulated in Purbalingga Regent Regulation Number 87 of 2016 concerning the Position, Organizational Structure, Duties and Functions, and Work Procedures of the Population and Civil Registration Office of Purbalingga Regency, which establishes DUKCAPIL SIAP as a public service program targeting vulnerable groups. This program is supported by a clear legal framework, including service Standard Operating Procedures (SOPs) and relevant provisions in regional regulations governing the structure and work procedures of the Dukcapil Office. This regulatory framework ensures that service implementation is carried out in accordance with established standards and supports the realization of inclusive and adaptive population administration services for communities in need.

The communication mechanism between the Population and Civil Registration Office (Dukcapil) of Purbalingga Regency and village offices in implementing the DUKCAPIL SIAP program operates through a complementary two-way coordination pattern. Through a top-down communication approach, Dukcapil delivers instructions, information on outreach service schedules, data collection requirements, and operational standards to village offices as implementing partners at the local level. The village offices then ensure location

readiness, inform target residents, and facilitate administrative needs in the field. Conversely, through a bottom-up communication approach, village offices report on community conditions, provide data on vulnerable groups requiring services, identify technical constraints in the field, and submit activity evaluations to Dukcapil. This two-way communication flow ensures that the implementation of the DUKCAPIL SIAP program is effective, responsive to community needs, and adaptable in adjusting service strategies based on direct input from the closest level of government to the community.

As a vulnerable group targeted by the DUKCAPIL SIAP program, persons with disabilities in Purbalingga Regency require special attention in the fulfillment of their population administration rights. Based on data from the Department of Social Affairs, Population Control, Family Planning, Women's Empowerment, and Child Protection of Purbalingga Regency in 2024, the number of persons with disabilities in the region has shown an increasing trend in recent years. Persons with disabilities in Purbalingga are distributed across all sub-districts and experience various types of limitations, including physical, sensory, mental, and multiple disabilities. The following presents data on the number of persons with disabilities in Purbalingga Regency from 2021 to 2024:

Table 1. 4 Number of Persons with Disabilities in Purbalingga Regency, 2022–2024

Year	Persons with disabilities
2022	6.420 People
2023	6.037 People
2024	5.108 People

Source: Dinsosdaldukkb3a of Purbalingga Regency in 2022

Based on these data, the number of persons with disabilities in Purbalingga Regency shows a declining trend over the past four years. The data indicate a decrease from 6,420 individuals in 2022 to 5,108 in 2024. This decline may be attributed to several factors, including improvements in the Integrated Social Welfare Data (DTKS)-based data collection system, data revalidation conducted by the Social Services Office (Dinsos) and the Population and Civil Registration Office (Dukcapil), as well as increased accuracy in field verification in accordance with the definition of persons with disabilities as stipulated in Law Number 29 of 2018. However, despite the quantitative decrease, this condition does not necessarily indicate a reduced need for services for persons with disabilities.

In addition to persons with disabilities, the elderly are also a primary focus of inclusive population administration services in Purbalingga Regency. Although they play an important role in social life, they often face various challenges in accessing public services due to declining physical conditions, limited mobility, and minimal family support. These conditions make it difficult for some elderly individuals to visit the Population and Civil Registration Office (Dukcapil) for data recording or updates. This highlights the need for public service programs that are not only efficient but also socially just and oriented toward humanitarian values.

Based on data from the Population and Civil Registration Office of Purbalingga Regency, the number of elderly residents aged 60 years and above shows a consistent upward trend each year. This indicates that Purbalingga Regency is entering a phase of population aging, which requires the local government to provide public services that are more accessible and responsive to the needs of the

elderly. The development of the elderly population in Purbalingga Regency over the past four years is presented in the following table:

Table 1. 5 Number of Elderly Population in Purbalingga Regency, 2022–2025

Year	Elderly Population
2022	147.906 Jiwa
2023	145.206 Jiwa
2024	152.969 Jiwa
2025	163.416 Jiwa

Source: Purbalingga Regency Population and Civil Registration Office in 2025

The data indicate that the number of elderly people is projected to increase significantly by 2025, reaching 163,416, or approximately 10.5% higher compared to 2023. This increase suggests that a growing proportion of the population may face challenges in accessing public services, including population administration services. The elderly often experience limitations related to physical conditions, mobility, and access to information, which may result in difficulties in obtaining or updating civil registration documents such as electronic identity cards (e-KTP).

This condition provides a strong basis for the Population and Civil Registration Office (Dindikcapil) of Purbalingga Regency to expand its service coverage through the DUKCAPIL SIAP (Inclusive Population Administration System and Integrated Services) program. Through a proactive approach and direct service delivery to villages and social care facilities, the program facilitates elderly residents in obtaining population documents without the need to visit service offices. In this regard, the program not only enhances the accessibility of public services but also reflects public values such as fairness, empathy, and respect for the dignity of the elderly in Purbalingga Regency.

In this study, vulnerable community groups are limited to persons with disabilities and the elderly. Persons with disabilities refer to individuals with physical, sensory, intellectual, and/or mental limitations who experience barriers in independently accessing population administration services. Meanwhile, the elderly are defined as individuals aged 60 years and above who tend to experience declines in physical condition, health, and mobility, thereby requiring more adaptive services (Choerunnisa & Rosinta, 2023). This limitation is applied because these two groups most frequently encounter barriers in accessing population administration services in Purbalingga Regency and are the primary targets of the DUKCAPIL SIAP program, making them relevant for in-depth analysis in this study.

According to the 2024 performance report of the Population and Civil Registration Office of Purbalingga Regency, the DUKCAPIL SIAP program has been implemented across all sub-districts, with the number of beneficiaries increasing each year. The following presents a summary of the achievements of the DUKCAPIL SIAP program in Purbalingga Regency over the past three years:

Table 1. 6 Achievements of the DUKCAPIL SIAP Service Program

Year	Persons with disabilities	Target	Elderly Population	Target	Total Target
2022	231 People	320 People	321 People	389 People	552 People
2023	256 People	347 People	340 People	400 People	596 People
2024	348 People	367 People	254 People	366 People	602 People
2025	233 People	459 People	236 People	401 People	469 People

Source: Purbalingga Regency Population and Civil Registration Office in 2025

Data from the DUKCAPIL SIAP program indicate that Purbalingga Regency has consistently achieved service coverage close to its targets, both for

persons with disabilities and the elderly. This stable and relatively high performance reflects the local government's strong commitment to expanding the reach of population administration services for vulnerable groups. Although the targets have not been fully achieved, the trend toward near-fulfillment demonstrates concrete efforts to provide inclusive and adaptive services.

Therefore, Purbalingga Regency is considered an appropriate research location, as it reflects the dynamics of inclusive public service implementation, which not only demonstrate achievements but also reveal important challenges that need to be examined in order to improve service quality. In addition to service achievements that nearly meet targets each year, Purbalingga also recorded the highest number of persons with disabilities in 2021 and a relatively high elderly population compared to other regions in Central Java. This condition makes the need for inclusive population administration services increasingly urgent. Thus, Purbalingga represents a relevant and strategic research setting, as it provides a comprehensive overview of how public services are designed and implemented to optimally reach vulnerable groups.

Furthermore, a study conducted by Siti Nurafifah and Abdiana Ilosa (2024), entitled “Innovation of the Pick-Up Program in Optimizing Population Administration Services at the Population and Civil Registration Office of Indragiri Hilir Regency,” found that the outreach-based service program had been implemented relatively effectively and provided tangible benefits to the community. However, the study also identified several challenges, including uneven service coverage, difficulties in engaging communities in the field, and limitations in

supporting facilities and infrastructure. These findings indicate that, despite the implementation of service innovations, their effectiveness remains influenced by both the internal capacity of the organization and the external conditions of the target community (Nurafifah, 2024).

Furthermore, research conducted by Niza Rika Dwi Inka Sari and Meirinawati (2022), entitled “Service Innovation ‘Si Jaran Ijo’ (Jemput Bola Rentan Adminduk Iso Jujuk Omah) at the Population and Civil Registration Office of Blitar Regency,” found that the outreach-based service innovation significantly assisted vulnerable communities in obtaining population documents without the need to visit the office directly. However, the study also identified several challenges, including limited human resources, inadequate facilities and infrastructure, and suboptimal program socialization. These constraints have affected the program’s reach and sustainability (Sari, 2022).

The relevance of this study to previous research lies in their shared focus on population administration service programs for vulnerable communities through an outreach approach. However, the fundamental difference is in the analytical perspective. Previous studies generally evaluate service programs in terms of effectiveness, service quality, or administrative implementation constraints. In contrast, this study analyzes the DUKCAPIL SIAP Program in Purbalingga Regency using the Public Value approach, which has been scarcely applied in the context of population administration services, particularly for vulnerable groups. This study examines how the Public Value of the DUKCAPIL SIAP Program is created and realized through the three dimensions of Mark H. Moore's strategic

triangle: public legitimacy and support, operational capability, and the substantive value generated for people with disabilities and the elderly as target groups. Consequently, this research focuses not only on the administrative performance of the program but also on its ability to generate meaningful, sustainable, and equitable public value for vulnerable communities in Purbalingga Regency.

The Public Value Theory proposed by Mark H. Moore (1995) is considered relevant for this study because it explains how a public service program can be evaluated not only in terms of administrative efficiency but also in terms of the value it creates for the community. Using the strategic triangle framework—comprising public legitimacy and support, operational capacity, and substantive value this theory enables a comprehensive analysis of the implementation of the DUKCAPIL SIAP Program as a population administration service for vulnerable communities in Purbalingga Regency. By applying Public Value Theory, the success of the program can be assessed not only from the internal perspective, such as organizational resources and service mechanisms, but also from the external perspective, such as the tangible benefits experienced by people with disabilities and the elderly as target groups. Based on various challenges and findings from previous studies, this research is entitled "**Public Value of the DUKCAPIL SIAP Service Program (Inclusive Population Administration System and Integrated Services) for Vulnerable Communities in Purbalingga Regency.**"

1.2 Statements Of The Problem

How does the DUKCAPIL SIAP (Inclusive Population Administration System and Integrated Services) Program create public value as a population administration service for vulnerable communities in Purbalingga Regency through the aspects of legitimacy and support, operational capacity, and substantive value?

1.3 Objectives Of The Study

This study aims to examine and analyze how the DUKCAPIL SIAP (Inclusive Population Administration System and Integrated Services) Program creates public value as a population administration service for vulnerable communities in Purbalingga Regency. Specifically, the study focuses on assessing the public value generated through three key aspects: legitimacy and public support, operational capability, and substantive value as directly experienced by vulnerable communities as service recipients.

1.4 Significance Of The Study

1.4.1 For The Community

The results of this study are expected to provide tangible benefits to the community, particularly vulnerable groups such as persons with disabilities and the elderly, by facilitating easier, faster, and more humane access to population administration services. This research is also intended to increase public awareness of the importance of possessing civil registration documents as a fundamental citizen's right, while encouraging active participation in supporting the provision of inclusive public services.

1.4.2 For the Population and Civil Registration Office in Purbalingga Regency

The findings of this study can serve as a basis for discussion, evaluation, and as a tool to assess the success of the Purbalingga Regency Population and Civil Registration Office in implementing the DUKCAPIL SIAP (Inclusive Population Administration System and Integrated Services) Program. It is expected to contribute to improving the quality of population administration services for vulnerable groups, including persons with disabilities and the elderly.

1.4.3 For the Universitas Pembangunan Nasional “Veteran” Jawa Timur

This study is expected to provide an academic contribution to the Public Administration Study Program, particularly for students and faculty members of the Faculty of Social, Cultural, and Political Sciences at UPN “Veteran” East Java. It can serve as a reference for learning and as a theoretical foundation for further research in the field of policy analysis and public service administration.