

**PUBLIC VALUE OF THE DUKCAPIL SIAP SERVICE PROGRAM
(INCLUSIVE POPULATION ADMINISTRATION SYSTEM AND
INTEGRATED SERVICES) FOR VULNERABLE COMMUNITIES IN
PURBALINGGA REGENCY**

Undergraduate Thesis

**Submitted In Partial Fulfillment Of The Requirements For The Bachelor's
Degree Of Public Administration At The Faculty Of Social, Cultural, And
Political Sciences Universitas Pembangunan Nasional “Veteran” Jawa Timur**



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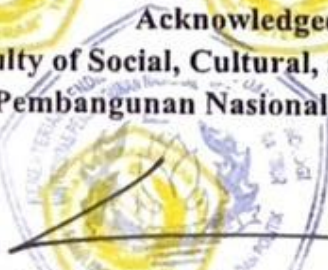
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ABSTRACT

This study aims to analyze the public value of the DUKCAPIL SIAP Program (Inclusive Population Administration System and Integrated Services) as a population administration service for vulnerable communities in Purbalingga Regency, particularly persons with disabilities and the elderly. This study uses a descriptive qualitative method with data collected through interviews, observations, and documentation. Data analysis applies the interactive model of Miles, Huberman, and Saldaña, focusing on Mark H. Moore's public value theory, which includes legitimacy and support, operational capability, and substantive value. The results show that the DUKCAPIL SIAP Program has created considerable public value. In terms of legitimacy and support, the program has a clear legal basis and gains support from the community and local government, although socialization needs improvement. In terms of operational capability, the program is supported by competent human resources, clear task distribution, adequate facilities, and budget support, enabling effective service delivery. In terms of substantive value, the program provides easier access to services, time and cost efficiency, and increases public trust. Therefore, the DUKCAPIL SIAP Program is considered successful in creating public value through inclusive and adaptive services for vulnerable communities.

Keywords: Public Value, DUKCAPIL SIAP, public service, vulnerable communities

ABSTRAK

Penelitian ini bertujuan untuk menganalisis public value dari Program DUKCAPIL SIAP (Sistem Administrasi Kependudukan Inklusif dan Pelayanan Terpadu) sebagai layanan administrasi kependudukan bagi masyarakat rentan di Kabupaten Purbalingga, khususnya penyandang disabilitas dan lanjut usia. Penelitian ini menggunakan metode kualitatif deskriptif dengan teknik pengumpulan data melalui wawancara, observasi, dan dokumentasi. Analisis data menggunakan model interaktif Miles, Huberman, dan Saldaña dengan fokus pada teori public value Mark H. Moore yang meliputi legitimasi dan dukungan, kemampuan operasional, serta nilai substansial. Hasil penelitian menunjukkan bahwa Program DUKCAPIL SIAP telah mampu menciptakan nilai publik yang cukup baik. Pada aspek legitimasi dan dukungan, program memiliki dasar hukum yang jelas serta memperoleh dukungan dari masyarakat dan pemerintah desa, meskipun sosialisasi masih perlu ditingkatkan. Pada aspek kemampuan operasional, program didukung oleh sumber daya manusia yang kompeten, pembagian tugas yang jelas, sarana prasarana yang memadai, serta dukungan anggaran sehingga pelayanan berjalan efektif. Pada aspek nilai substansial, program memberikan kemudahan akses layanan, efisiensi waktu dan biaya, serta meningkatkan kepercayaan masyarakat. Dengan demikian, Program DUKCAPIL SIAP dinilai berhasil menciptakan public value melalui pelayanan yang inklusif dan adaptif bagi masyarakat rentan.

Kata Kunci: Public Value, DUKCAPIL SIAP, pelayanan publik, masyarakat rentan