

CHAPTER V

CONCLUSION AND SUGGESTION

5.2 Conclusion

Based on the results of the research conducted on the Public Value of the DUKCAPIL SIAP service by the Population and Civil Registration Office of Purbalingga Regency, which was analyzed using Mark H. Moore's (1995) Public Value theory, the researcher draws conclusions from a series of data obtained during the study. These conclusions are formulated to address the predetermined research problems, as well as to provide a basis for recommendations to the DUKCAPIL SIAP service providers in Purbalingga Regency in carrying out their service duties to the community. Based on the research findings and discussion, it can be concluded that the Public Value of the DUKCAPIL SIAP service can be described through three main aspects: legitimacy and support, operational capability, and substantial valueable. In detail, these three aspects are explained as follows.

1. Legitimacy and Support

The legitimacy and support for the DUKCAPIL SIAP Program in Purbalingga Regency can be considered quite good, although not yet fully optimal. This program has a clear legal basis through the Population Administration Law and regional regulations concerning the protection of persons with disabilities and the elderly. However, to date, there is no specific regulation that explicitly establishes DUKCAPIL SIAP as a distinct policy, meaning that its formal legitimacy still relies on general regulatory frameworks. Despite this limitation, the program has received positive support from the community, particularly from

vulnerable groups and their families, as it is perceived to significantly facilitate access to population administration services. Support is also evident from village and sub-district governments, which actively contribute to data collection and the submission of service requests. However, limitations in budget allocation have constrained the implementation of outreach and socialization activities, resulting in some segments of the community still lacking a comprehensive understanding of service procedures. Therefore, strengthening outreach efforts and public education is necessary to enhance the legitimacy and support of the DUKCAPIL SIAP Program in a sustainable manner.

2. Operational Capability

The operational capabilities of the DUKCAPIL SIAP Program can be categorized as well-organized and effectively implemented. This is reflected in the clear division of tasks across sectors, the involvement of competent human resources, and strong coordination between the Population and Civil Registration Office and village and sub-district governments. Service delivery is further supported by systematic scheduling and flexible implementation, including exception mechanisms for persons with disabilities and individuals with mental disorders (ODGJ). In terms of facilities and infrastructure, the availability of portable recording devices (mobile enrollment), operational vehicles, and adequate network and electricity support contributes significantly to the smooth delivery of services, even in geographically challenging areas.

Moreover, the program is financially supported by the Purbalingga Regency Regional Budget (APBD), with specific allocations for DUKCAPIL SIAP activities, although the funding remains limited. Overall, the operational capabilities of the program are sufficient to support effective and responsive service delivery. Nevertheless, improvements are still needed, particularly in strengthening assistance strategies and service approaches for individuals with mental disabilities.

3. Substantial Valuable

The DUKCAPIL SIAP Program provides significant substantive value to the community, particularly for vulnerable groups such as people with disabilities and the elderly. This program not only focuses on fulfilling population administration requirements but also delivers adaptive and inclusive services tailored to the specific needs of service recipients. In its implementation, the approach to handling people with disabilities varies depending on the type of disability. For individuals with physical disabilities, services are adjusted to their conditions, including the application of exception mechanisms for limitations in biometric recording. Meanwhile, for individuals with mental disabilities (ODGJ), services are delivered through a more intensive approach involving family members and caregivers. Furthermore, services for the elderly are provided proactively by visiting their homes and ensuring that service delivery is patient, flexible, and responsive to their physical conditions.

From an economic perspective, this program helps the community save both time and costs, as all services are provided free of charge and delivered directly to

beneficiaries' locations. Socially and culturally, the program enhances a sense of justice, recognition, and equality among vulnerable groups, as services are delivered without discrimination. Politically, the program reflects the local government's commitment to fulfilling citizens' identity rights and contributes to increasing public trust in government services. From an educational perspective, the program improves public awareness of the importance of population documents as a prerequisite for accessing various public services. Meanwhile, from an ecological perspective, although it does not have a direct environmental impact, the implementation of mobile services indirectly reduces community mobility to the Civil Registration Office (Dukcapil), thereby contributing to more efficient use of transportation and public service facilities.

Overall, the DUKCAPIL SIAP Program has generated substantial value for the community. However, further efforts are still required, particularly in expanding service coverage and strengthening outreach, to ensure that the benefits of the program are distributed more equitably across all segments of society.

5.2 Suggestions and Recommendations

Based on the findings of this study, the following recommendations are proposed according to each public value indicator:

1. Legitimacy and Support

The Government of Purbalingga Regency, through the Population and Civil Registration Office, needs to strengthen the institutional foundation of the DUKCAPIL SIAP Program by establishing a more specific and operational regulatory framework. The absence of a dedicated legal basis may weaken the

program's position in the long term, particularly in terms of sustainability and resource allocation. In addition, the current socialization strategy, which tends to be conventional, should be reconstructed into a more systematic, segmented, and target-oriented communication approach. Without adaptive and strategic communication, the program risks remaining reactive serving only when requests arise rather than proactively building public awareness and engagement.

2. Operational Capabilities

Strengthening operational capabilities should not be limited to improving human resources and infrastructure but must also focus on system integration and operational efficiency. The local government needs to develop a more integrated data-driven system to accurately identify and map vulnerable populations who have not yet been served. Furthermore, the optimization of technology utilization must be accompanied by improvements in network reliability and technical readiness in the field, considering that outreach-based services heavily depend on mobility and responsiveness. Without systemic improvements, inefficiencies and overreliance on manual processes will continue to hinder service effectiveness in the long term.

3. Substantial Valuable

Enhancing the substantive value of the program should go beyond improving service accessibility and focus on generating long-term impacts on the welfare and social inclusion of vulnerable groups. The DUKCAPIL SIAP Program needs to be integrated with other public services, such as social assistance, healthcare, and social protection programs, so that population documents function effectively as a gateway to accessing fundamental rights. In addition, an impact-

based evaluation mechanism is necessary to assess the extent to which the program contributes to improving the quality of life of vulnerable communities, rather than merely achieving administrative targets. Without a clear impact orientation, the program risks being limited to procedural success without generating sustainable public value.