

EVALUATION OF THE INTEGRATED POPULATION COURT PROGRAM IN COLLABORATION WITH THE DISTRICT COURT (SEDU KOPI) AT THE POPULATION AND CIVIL REGISTRATION SERVICE IN BENER MERIAH

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Received : 25 November 2025

Published : 19 January 2026

Revised : 05 December 2025

DOI : <https://doi.org/10.54443/ijset.v5i1.1587>

Accepted : 30 December 2025

Publish Link : <https://www.ijset.org/index.php/ijset/index>

Abstract

This study aims to evaluate the Integrated Population Court Collaboration with the District Court (SEDU KOPI) Program implemented by the Population and Civil Registration Office of Bener Meriah Regency. This program is a form of public service innovation that aims to facilitate the public in processing population documents that require court decisions, such as name changes, birth certificate corrections, child recognition, and adoption, without having to come directly to the courthouse. This study uses a qualitative method with data collection techniques through interviews, observation, and documentation. Data analysis was conducted using William N. Dunn's public policy evaluation theory, which emphasizes three main indicators, namely effectiveness, efficiency, and equity. The results of the study indicate that the SEDU KOPI program is quite effective in providing convenience to the public because it shortens service time and increases access to population legal services. However, its implementation has not been optimal due to several obstacles, such as a minimal implementation budget, lack of socialization to the public, a low number of incoming applications, and a limited number of assigned judges. This condition resulted in irregular program implementation and even stopped. Based on the evaluation results, it can be concluded that the SEDU KOPI program is a beneficial and relevant innovation in improving the quality of population administration services. However, to ensure the program's sustainability, adequate budget support, improved inter-agency coordination, and intensified community outreach are needed to optimally achieve the program's primary objectives.

Keywords: *Program Evaluation, SEDU KOPI, Population Administration, Collaboration.*

INTRODUCTION

Program evaluation is a systematic assessment process to determine the value, purpose, effectiveness, and suitability of an activity with predetermined criteria and objectives. Decisions in the evaluation are made through careful comparison between observation data and certain established standards. (Arikunto & Abdul Jabar, 2004:14) In order to manage population documents that require court rulings, the Civil Registration Office and the district courts have an important role as regulators and facilitators in providing population services that require legal rulings and district courts. The Civil Registration Office and the district courts strive to meet these needs by collaborating between the Civil Registration Office and the district courts. With the SEDU KOPI program (Integrated Population Court Collaboration with the District Court) as an effort made to facilitate the public in changing population documents that require court rulings.

The Population and Civil Registration Service is a government agency responsible for managing population data and population services. The primary duties of the Population and Civil Registration Service are population registration, population document management, population data maintenance, and population data research and development. Population and civil registration administration services are a vital government function that directly impacts the public interest. Population Administration Services can be understood as efforts to provide public services that focus on managing and organizing population documents and data. The scope of these services includes fulfilling community needs, such as the issuance of Resident Identity Cards (KTP), Family Cards (KK), and civil registration certificates, which include birth certificates, death certificates, and marriage certificates. (Ahlul Fikri, 2022:20) Law Number 24 of 2013 concerning Population Administration emphasizes that population administration services are

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the process of managing population registration that is the responsibility of the government, where each individual is administratively registered as an Indonesian citizen. The responsibility for providing effective services lies not only with the central government but also with regional governments. Supreme Court Regulation Number 1 of 2015 concerning Integrated Services explains that integrated services are a series of activities carried out jointly and coordinated at a specific time and place. The implementation of these services involves the District Court or Religious Court/Sharia Court, the Regency/City Population and Civil Registration Office, and the District Religious Affairs Office, which operates mobile services to provide marriage legalization services. And case other in accordance with authority Court Country Andmarriage confirmation is in accordance with the authority of the Religious Court/Sharia Court And For fulfill the recording marriage and birth registration. According to Law Number 25 of 2009 concerning Public Services . Public services are activities or a series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services, and administrative services provided by public organizers (Law 25 of 2009) . Based on the researcher's initial observations from the mass media, it is known that the Bener Meriah Government through the Population and Civil Registration Service (Disdukcapil) of Bener Meriah Regency in collaboration with the Simpang Tiga Redelong District Court has created a new program, where later people who need a court decision related to population administration documents (adminduk) no longer need to go to the Court to undergo a trial but only need to be carried out at the Disdukcapil Office. (Bener ceria.go.id, September 10, 2024)

Then the researcher conducted an initial interview with Mr. Ricky Fadila, SH, MH as the spokesperson for the Simpang Tiga Redelong Benar District Court. The Integrated Population Court program in collaboration with the District Court (SEDU KOPI) has been running at Dukcapil, the first trial was held on March 14, 2023, handling 3 cases, however, as time went by in January 2024 this program was no longer continued due to the lack of requests or requests from the public regarding the SEDU KOPI program. (Initial interview May 5, 2025) In 2023, in the implementation of the integrated population trial program in collaboration with the district court (SEDU KOPI) at the Bener Meriah Population and Civil Registration Service, there were 7 cases that were tried, along with a table listing the integrated population trial cases in collaboration with the district court (SEDU KOPI). Based on the data , the number of cases being tried is only 7 cases, including 1 (one) application for name change and 7 (seven) birth certificate corrections. From the available data, this program has been implemented by the Population and Civil Registration Service of Bener Regency. The data above provides information that the Integrated Population Hearing program plays a role in facilitating the community's need for population administration services that require more easily accessible laws, but due to the lack of applications, this program is no longer continued by the relevant service. The efforts of the Bener Meriah Regency Population and Civil Registration Service to implement a population document change program that requires a legal decision through the Integrated Population Court in collaboration with the District Court (SEDU KOPI) have been running, but in its implementation it has not been able to run optimally. In the SEDU KOPI program, there are still several obstacles or problems that still occur, which hamper the implementation of the SEDU KOPI program, this can be seen from only 7 cases resolved in 2023. Further evaluation can be carried out to see how the efficiency and effectiveness of this program can be improved so that population services are increasingly optimal.

LITERATURE REVIEW

Research Name	Research result	Research Equation	Research Differences
Syarifah Nur (2022). Analysis of the Jemput Bola Program Population Administration In Banda Aceh City	The results of this study indicate that overall the population administration outreach program has been implemented based on the principles of regional innovation implementation, however there are several principles that have not been optimally fulfilled.	The similarity of this research is that both research the Dukcapil service program which aims to... For increase quality service, speed up service and overcome a number of problems	The difference between these studies lies in the research objectives, namely that this study examines how the JEMPUT BOLA program is implemented, while the researcher is evaluating the SEDU KOPI program.
Novita Sarwani (2022) Effectiveness of the Implementation of Mobile Courts in Marriage Confirmation Cases (Case Study at the Takengon Sharia Court Class Ib)	The results of the study show that based on the explanation of the theory of legal effectiveness, there are several theories that have not been fulfilled, so that the implementation of circuit courts in marriage confirmation cases has not been effective.	The similarity in this study is that both researches are about cooperation between 2 (two) different agencies, namely the Civil Registration Service and the District Court.	The difference in this research is that it only focuses on one service, namely marriage confirmation.
Alfia Husni (2024) Evaluation of the Family Hope Program in Improving the Economy of Poor Communities in Jorong Malus Village, Sangir District, South Solok	The results of the study show that the family hope program in Jorong Malus Village is not evenly distributed because the government does not directly visit the villages to see the suitability of potential aid recipients.	The similarities in this research with what the researcher did are that they both evaluate programs and use the same research methods.	The difference in this research lies in the program studied by previous research and the one the researcher carried out.
A. Khusnul Khatimah (2024) title Evaluation of the Implementation of the Population Administration	Effectiveness, the implementation of the Si LAKU O2T innovation implemented in 2021 until now the quality of service at	The similarity in this study is that both researches the evaluation of a program from the Civil Registration Service.	The difference in this study lies in the program and location studied.

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Service System at the Population and Civil Registration Service of North Kolaka Regency	the North Kolaka Regency Population and Civil Registration Service has been effective and the service quality assessment has received an A-score, which indicates that the quality of service is very good.		
Putri Nafisah (2022). Title: "Evaluation of the Implementation of Birth Certificate Services at the Dumai City Population and Civil Registration Office."	The results of this study show that the implementation of birth certificate services at the Dumai City Civil Registration Office is not good, where the effectiveness indicator is that there is a special waiting room counter, but there is no queue number.	The similarities in this study are the same as those that researchers studied regarding services at the Civil Registration Service.	The difference in previous research lies in the program being studied.

METHOD

This research was conducted at the Bener Meriah Population and Civil Registration Office. The author chose the Bener Meriah Population and Civil Registration Office because it was one of the first agencies to implement an integrated population court program in collaboration with the district court in Aceh, but this program did not run optimally. Because this program is no longer running, the researcher chose this research location with the aim of being able to evaluate the SEDU KOPI program at the Bener Meriah Population and Civil Registration Office. An interesting and unique aspect of this research is the synergy of cooperation between the Population and Civil Registration Office and the District Court, which collaborated to help the public more easily manage population documents, thereby improving the quality of population administration services. This study employed a qualitative descriptive method, in-depth describing the implementation of the SEDU KOPI program in Bener Meriah Regency, including its background, objectives, service mechanisms, and the challenges encountered. Data were obtained through interviews with informants such as the Head of the Civil Registration Office, the District Court Spokesperson, and community service users. In addition, the researchers used direct observation during integrated court sessions and reviewed related documents, such as memorandums of understanding (MoUs) and program implementation reports. Through this approach, researchers do not measure numbers, but rather describe community experiences, the effectiveness, efficiency, and equity of the program, as well as obstacles within it. The research results are then compiled into a narrative description, providing a comprehensive understanding of the extent to which the SEDU KOPI program has improved the quality of population administration services and assisted the community in obtaining legal certainty. Data collection can be conducted in a variety of situations, utilizing various sources and using a variety of methods. In terms of source, data can be obtained from primary and secondary sources (Sugiyono, 2018:115).

RESULTS AND DISCUSSION

The research results show that the Integrated Population Court Trial Program in Collaboration with the District Court (SEDU KOPI) in Bener Meriah Regency has essentially provided tangible benefits to the community. This program is effective in simplifying the processing of population documents that require court orders, such as

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name changes and birth certificate corrections. The implementation of trials directly at the Population and Civil Registration Office (Dukcapil) office can shorten service time, reduce transportation costs, and eliminate the need for the public to travel back and forth between the court and Dukcapil. This indicates that the program's main objective of increasing ease of access to legal services and population administration has been achieved. In terms of efficiency, SEDU KOPI is able to integrate the court process and document issuance in one place, thus optimizing the use of time, energy, and resources. The collaboration between the Civil Registration Agency (Dukcapil) and the District Court, based on a Memorandum of Understanding (MoU), demonstrates a clear division of roles, with the court issuing legal determinations and the Dukcapil following up with the issuance of population documents. However, the program's efficiency has not been supported by sustainable implementation due to limitations in the operational budget and the number of available judges. Consequently, the program cannot be implemented routinely and has even been temporarily suspended. From an equity perspective, the benefits of the SEDU KOPI program have not yet been widely felt by the public. The low number of applications received indicates that program socialization is still suboptimal and tends to be "accidental," meaning it is only known to those in need of the service. This condition results in an uneven distribution of program benefits. Therefore, although SEDU KOPI is an effective and efficient public service innovation, program optimization still requires adequate budget support, strengthened inter-agency coordination, and a more intensive socialization strategy so that program benefits can be felt sustainably and evenly by the community.

CONCLUSION

Based on the results of research and discussion regarding the Evaluation of the Integrated Population Court Program in Collaboration with the District Court (SEDU KOPI) at the Population and Civil Registration Service of Bener Meriah Regency, the following conclusions can be drawn:

1. The SEDU KOPI program is a collaborative, inter-agency public service innovation aimed at simplifying the process of population documents such as name changes, data corrections, and birth certificate issuance. This program has proven to have a positive impact on increasing the effectiveness and efficiency of population administration services in Bener Meriah Regency.
2. The SEDU KOPI program in Bener Meriah Regency has been running quite well, a collaboration between the Population and Civil Registration Office and the Simpang Tiga Redelong District Court. This program simplifies the process for residents to process civil registration documents requiring court orders, such as birth certificate revisions and child legitimization. The program is based on a Memorandum of Understanding (MoU).
3. Supporting factors for the implementation of the SEDU KOPI program include strong inter-agency cooperation and tangible benefits directly felt by residents. Meanwhile, inhibiting factors include the limited number of judges, which leads to irregular court schedules, suboptimal outreach to the community, and budget constraints for activities outside the courthouse. Nevertheless, the program continues to have a positive impact on improving the quality of public services in the field of population administration in Bener Meriah Regency.

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