

IMPLEMENTATION OF THE DISABILITIES AND ELDERLY CARE PROGRAM POLICY AT THE DEPARTMENT OF POPULATION AND CIVIL REGISTRATION OF SIDOARJO REGENCY

Frida Apprilia Pradini ^{a*)}, Muhammad Agus Muljanto ^{a)}

^{a)} *Universitas Pembangunan Nasional "Veteran" Jawa Timur, Surabaya, Indonesia*

^{*)} *Corresponding Author: fridaapprilia@gmail.com*

Article history: received 15 March 2026; revised 01 April 2026; accepted 24 April 2026

DOI: <https://doi.org/10.33751/jhss.v10i1.1>

Abstract. The electronic ID card (KTP-el) is mandatory for every citizen to fulfill citizens' rights to achieve welfare. Easy access to KTP-el recording services is the first step towards this goal. The diverse conditions of the population in Sidoarjo District result in some residents, especially those with disabilities and the elderly, not having KTP-el due to economic and physical limitations. According to this issue, the Department of Population and Civil Registration of Sidoarjo developed an outreach service for KTP-el recording for people with disabilities and the elderly through the Peduli Disabilitas dan Lanjut Usia (Dilan) program. This research aims to describe the implementation and application of the Peduli Dilan program in Sidoarjo District. This research uses a descriptive qualitative method, with data collection techniques including observation, interviews, and documentation. The results of this research show that the implementation of Peduli Dilan program facilitates access to KTP-el recording for people with disabilities and the elderly, creating an administratively compliant environment.

Keywords: Public Policy; Implementation; Disabilities; Eldery; e-KTP.

I. INTRODUCTION

The government has the responsibility and authority to provide public services as part of exercising power and implementing the law in Indonesia. The provision of services needs to be oriented towards the needs of the people, necessitating service innovations that can address factual issues within the community. One form of good public service provision to create community welfare can be achieved by providing equitable population administration services to citizens. This is outlined in Law Number 24 of (2013) on Population Administration, which explains that the government is responsible for a series of population administration activities, including the organization and management of issuing population documents and data through population registration, civil registration, management of population information, and the utilization of the results for the development of public services and other sectors.

However, in reality, people with disabilities and the elderly still find it difficult to reach population service centers, leading to their lack of administrative compliance. Additionally, economic disadvantages and lack of awareness about the importance of population documents among some communities are also reasons why many people remain administratively non-compliant. This results in the inability to fully distribute government-provided services and facilities, such as education, healthcare, and other social assistance,

because these individuals are not registered as legal citizens due to their lack of population identification.

Based on data from the Department of Population and Civil Registration in 2020, the number of residents in Sidoarjo Regency who have an electronic ID card (KTP-el) reached 1,498,409 out of a target of 1,532,096. Research conducted by

[2] identified several issues regarding the possession of population identification in Sidoarjo Regency. The study mentioned that many people still do not have population identification. Population administration services need to be provided with attention to accessibility and reachability [3].

People with limitations in managing population documents have the same rights to utilize various public services provided by the government, such as access to healthcare, education, and social assistance. However, in the provision of public services, the access that must be navigated by those vulnerable in population administration becomes an issue that requires government attention.

The Department of Population and Civil Registration, as the agency responsible for issuing population documents, needs to create an innovation to address problems based on the actual conditions within the community. Essentially, the possession of population documents in the form of an electronic ID card (KTP-el) is the administrative basis for an individual to receive various public services provided by the government, such as access to healthcare, education, and social

assistance. This is in accordance with the Director General of Population and Civil Registration's Instruction Number 471.13/2293/DUKCAPIL regarding the completion of providing population identity by accelerating the ownership of KTP-el for every citizen.

This matter needs the attention of the government, and it is hoped that the government can proactively participate in providing population administration services while considering the accessibility of people with disabilities and the elderly. As a form of fulfilling citizens' rights and achieving welfare for the citizens so they can utilize every service provided by the government, it should start with population services that are easily accessible to all citizens, including those with disabilities and the elderly. Based on the background presented, the author will conduct research with the title "Implementation of The Disabilities and Elderly Care Program Policy at The Departmen of Population and Civil Registration of Sidoarjo Regency"

II. RESEARCH METHOD

The research method is the main approach used by researchers to achieve research objectives and find answers to the issues being studied [4]. In this study, the researcher employs a descriptive qualitative research method. According to Creswell, as cited by [5], qualitative research is conducted through data collection, analysis, and interpretation, typically associated with social and human issues. It is presented comprehensively and complexly, with detailed views from information sources and conducted naturally without researcher intervention.

The focus of this research is to describe the implementation of the Peduli Disabilitas dan Lanjut Usia Program Policy at the Department of Population and Civil Registration of Sidoarjo Regency. This study uses the program implementation theory by David C. Korten [6], which consists of three elements:

1. **Program.** According to Korten, as cited by [7], there needs to be alignment between the program and its beneficiaries. In this research, it is necessary to adjust the program created by the Sidoarjo Regency government to achieve orderly population administration for the residents of Sidoarjo, particularly those who are vulnerable in terms of administrative compliance.
2. **Program Executors.** According to Korten, as cited by [7], there needs to be alignment between the program and the duties and functions of the program executors. In this research, the Department of Population and Civil Registration, as the program executor, must ensure that the implementation of the Dilan Program, created to complete the ownership of electronic ID cards (KTP-E1) for administratively vulnerable communities with economic or access limitations, achieves orderly population administration through proactive services.
3. **Program Targets.** According to Korten, as cited by [7], there must be alignment between the program

targets and the program executors, meaning an alignment between the rules/requirements decided by the organization in program implementation to produce the program's output for the target groups.

Data to support the research consists of primary and secondary data obtained from observations, interviews, and documentation. The subjects in this research were selected using Purposive Sampling, which involves choosing individuals who understand and participate in the implementation of the Peduli Disabilitas dan Lanjut Usia Program, including the requirements, procedures, execution, and issuance process of KTP-el for the program targets at the Department of Population and Civil Registration of Sidoarjo Regency. The data analysis technique used is the Miles and Huberman model, which includes data collection, data reduction, data presentation, and drawing conclusions [8].

III. RESULTS AND DISCUSSION

Based on the research conducted on the implementation of the Peduli Disabilitas dan Lanjut Usia (Dilan) Program policy at the Department of Population and Civil Registration of Sidoarjo Regency, an analysis of the research results can be carried out using David C. Korten's program implementation theory, which consists of three elements of program implementation success: the program, program executors, and program targets. Here is an explanation of each element:

1. Program

To achieve orderly population administration for the disabled and elderly, the Department of Population and Civil Registration of Sidoarjo Regency has developed the Peduli Dilan program. This program aims to facilitate the recording of electronic ID cards (KTP-el) for disabled and elderly individuals who have economic or access limitations to population services. The Peduli Dilan Program simplifies the KTP-el recording process for disabled and elderly individuals by providing proactive services or directly visiting the applicant's location, which is previously submitted through the village office, or via an online service (Plavon) that can be done by the relatives of disabled and elderly individuals who do not yet have and record their KTP-el at no cost. This ease of recording KTP-el for disabled and elderly citizens also facilitates their access to other public services provided by the government, such as health, education, and social assistance. The Sidoarjo Regency Government needs to continuously improve population services while ensuring accessibility for disabled and elderly individuals. This way, the recording and issuance of KTP-el through the Peduli Dilan Program, which has been implemented since 2019, can continue to increase every year. Below are the results of the recording and issuance of KTP-el through the Peduli Dilan Program.

Table 1 E-KTP Recording Data for Disabilities and Eledery 2019-2024

No	Tahun	Hasil Perekaman KTP-el bagi Disabilitas dan Lanjut Usia
1.	2019	33
2.	2020	36
3.	2021	306
4.	2022	540
5.	2023	305
6.	2024	69



Figure 2 Procces Recording of Identity Cards for People with Disabilities

2. Program Executors

The program executors must have the appropriate skills to perform their duties and achieve the program's goals [3]. In implementing Peduli Dilan, the Department of Population and Civil Registration collaborates with various internal divisions, including Data Utilization and Service Innovation (PDIP), Civil Registration, Population Registration, and the Secretariat. Each division has specific roles in the implementation of Peduli Dilan.

The proactive service delivery of Peduli Dilan is facilitated by special vehicles equipped with all the necessary tools and facilities for the on-the-spot KTP-el recording process carried out by the Peduli Dilan team, known as the Rapid Service Unit (ULC). The ULC vehicle contains all the necessary equipment to facilitate KTP-el recording at the homes of residents, including a DSLR camera, fingerprint sensor, digital signature device, iris scanner, and background cloth.

IV. CONCLUSIONS

Based on the research findings and discussion regarding the implementation of the Peduli Disabilitas dan Lanjut Usia Program at the Department of Population and Civil Registration of Sidoarjo Regency, using David C. Korten's Program Implementation Theory (2019), it can be concluded that the program's success consists of the alignment of three elements: the Program, Program Executors, and Program. *First Element: Program.* The program created by the Department of Population and Civil Registration of Sidoarjo Regency addresses the limited access to population services for disabled and elderly residents, which results in their lack of KTP-el. The innovative solution is a proactive service for KTP-el recording specifically designed for disabled and elderly individuals with physical and economic constraints, preventing them from accessing population service centers. This initiative is known as the Peduli Dilan program. *Second Element: Program Executors.* The Department of Population and Civil Registration, responsible for population registration and document issuance, established a Rapid Service Unit (ULC). This unit is tasked with visiting the reported locations under the Peduli Dilan program to conduct KTP-el recording on-site. *Third Element: Program Targets.* The target group for the Peduli Dilan program comprises disabled and elderly residents who will benefit from the KTP-el recording and issuance. These individuals face physical and economic barriers that prevent them from accessing population service centers, such as the Public Service Mall and District Offices.



Figure 1 Peduli Dilan Special Vehicles

3. Program Targets

The Peduli Dilan program is designed to ease the KTP-el recording process for residents of Sidoarjo Regency who are disabled or elderly and face physical and economic barriers to accessing population services. The Department of Population and Civil Registration, as the agency responsible for issuing population documents, created this program to produce beneficial outcomes for disabled and elderly residents who previously did not have a population identity, namely the KTP-el.

REFERENCES

- [1] P. P. Indonesia, "Undang-Undang Nomor 24 Tahun 2013 Tentang Administrasi Kependudukan," 2013
- [2] S. A. Nazihah and K. E. Wahyudi, "Inovasi Pelayanan Program Peduli Dilan Pada Dinas Kependudukan dan Pencatatan Sipil Kabupaten Sidoarjo," *J. Ilmu Pengetah. Sos.*, vol. 10, no. 6, pp. 3087–3095, 2023.
- [3] N. Indarwati and D. Mirani, "Implementasi Kebijakan Jemput Bola Administrasi Perekaman e-KTP bagi Disabilitas di Kota Palembang," *J. Adm. Publik*, vol. 2, pp.

- 35–48, 2021, doi: 10.47753/pjap.v2i1.28.
- [4] Arikunto Suharsimi, “Prosedur Penelitian Suatu Pendekatan Praktik.” Rineka Cipta, 2019.
- [5] M. R. Fadli, “Memahami desain metode penelitian kualitatif,” vol. 21, no. 1, pp. 33–54, 2021, doi: 10.21831/hum.v21i1.
- [6] D. C. Korten and C. Syahrir, *Pembangunan Berdimensi Kerakyatan*. Jakarta: Yayasan Obor Indonesia, 2019.
- [7] S. Bahri, B. Sujanto, and Madhakomala, *Model Implementasi Progam Lembaga Penjaminan Mutu*. 2020.
- [8] Sugiyono, *Metodologi Penelitian Kuantitatif Kualitatif Dan R&D*. Bandung: CV.Alfabeta, 2014.