

IMPLEMENTATION OF *BALAKKA* SERVICES AT THE DEPARTMENT OF POPULATION AND CIVIL REGISTRATION OF SOUTH TAPANULI REGENCY

Widya Alfira Putri 1, Irman Puansah 2, Darman Syah Pulungan 3

Universitas Muhammadiyah Tapanuli Selatan

Email: alfirawidya3@gmail.com

Abstrak

Layanan Balakka merupakan inovasi pelayanan administrasi kependudukan yang dikembangkan oleh Dinas Kependudukan dan Pencatatan Sipil Kabupaten Tapanuli Selatan untuk mempercepat penerbitan dokumen kependudukan pasca kelahiran, yaitu Kartu Keluarga (KK), Kartu Identitas Anak (KIA), dan Akta Kelahiran. Penelitian ini bertujuan untuk mendeskripsikan pelaksanaan Layanan Balakka serta mengidentifikasi hambatan yang dihadapi dalam penyelenggaraannya. Metode penelitian yang digunakan adalah kualitatif deskriptif dengan teknik pengumpulan data melalui wawancara mendalam dengan Sekretaris Dinas Dukcapil, Kepala Bidang Pencatatan Sipil, tenaga administrasi, admin Layanan Balakka, serta masyarakat pengguna layanan. Hasil penelitian menunjukkan bahwa Layanan Balakka dilaksanakan melalui mekanisme kolaboratif antara Dukcapil dan fasilitas kesehatan, menggunakan media koordinasi WhatsApp Group yang terintegrasi dengan Sistem Informasi Administrasi Kependudukan (SIK) Terpusat. Proses pelayanan berlangsung efektif karena mampu menyederhanakan birokrasi, mempercepat penerbitan dokumen, serta memberikan pelayanan gratis tanpa tatap muka. Data tahun 2025 menunjukkan bahwa sebanyak 536 keluarga telah menerima dokumen melalui layanan ini. Meski demikian, beberapa hambatan masih ditemui, seperti rendahnya kesadaran masyarakat dalam memperbarui data kependudukan, ketidaksesuaian data antara fasilitas kesehatan dan sistem Dukcapil, gangguan teknis jaringan, serta kelahiran yang tidak melalui fasilitas kesehatan. Secara keseluruhan, Layanan Balakka dinilai berhasil meningkatkan efisiensi dan aksesibilitas layanan administrasi kependudukan, namun memerlukan penguatan sosialisasi, peningkatan infrastruktur digital, serta optimalisasi koordinasi lintas sektor agar lebih berkelanjutan.

Kata kunci: Layanan Balakka, Administrasi Kependudukan, Inovasi Pelayanan Publik, Dukcapil, SIK Terpusat

Abstract

The Balakka Service is an administrative innovation developed by the Department of Population and Civil Registration (Dukcapil) of South Tapanuli Regency to accelerate the issuance of post-birth civil documents, namely the Family Card (KK), Child Identity Card (KIA), and Birth Certificate. This study aims to describe the implementation of the Balakka Service and identify the obstacles encountered during its execution. A descriptive qualitative method was employed, with data collected through in-depth interviews with the Secretary of Dukcapil, the Head of Civil Registration, administrative staff, Balakka Service administrators, and community users. The findings indicate that the Balakka Service operates through collaborative mechanisms between Dukcapil and health facilities, using a WhatsApp Group as the main coordination platform integrated with the Central Population Administration Information System (SIAC Terpusat). The service is considered effective, as it simplifies bureaucratic procedures, speeds up document issuance, and provides free, non-face-to-face services. In 2025, a total of 536 families received civil documents through this innovation. However, several challenges persist, including low public awareness of updating population data, data inconsistencies between health facilities and the Dukcapil system, network disruptions, and births occurring outside collaborated health facilities. Overall, the Balakka Service successfully enhances efficiency and accessibility of population administration services, but requires strengthened socialization, digital infrastructure improvements, and optimized cross-sectoral coordination to ensure sustainability.

Key words: Balakka Service, Population Administration, Public Service Innovation, Dukcapil, Centralized SIAC System

INTRODUCTION

Indonesia, as an archipelagic country with a large population, continues to face challenges in the implementation of population administration, particularly due to the low public awareness regarding the importance of maintaining orderly population documents. As the population continues to grow, public demand for efficient services also increases, prompting the government to provide faster, easier, and more efficient population administrative services. The Republic of Indonesia Law Number 24 of 2013 stipulates that population administration is an activity of structuring and organizing data through population registration and civil registration, which serve as the basis for the state's recognition of the legal status of its citizens and a prerequisite for accessing various public services. Population documents such as the Family Card (KK), Child Identity Card (KIA), and Birth Certificate are authentic legal proofs that every citizen must possess.

Quality public service is characterized by increasing levels of public satisfaction, as emphasized in Law Number 25 of 2009, which states that public service is a series of activities

aimed at fulfilling citizens' needs for goods, services, and administrative assistance in accordance with established regulations. To improve the effectiveness of population administrative services, the government must implement technology-based innovations capable of reducing bureaucratic procedures and shortening service delivery times. The Department of Population and Civil Registration (Disdukcapil) of South Tapanuli Regency faces several challenges, including low awareness of updating documents following childbirth, difficulty accessing services due to geographical distance, as well as limited infrastructure and human resources, which collectively affect service quality and the accuracy of population data.

As a solution, the Disdukcapil of South Tapanuli Regency developed the Balakka Service based on South Tapanuli Regent Regulation Number 20 of 2023. This innovation enables the issuance of population documents—such as the Family Card, Child Identity Card, and Birth Certificate—immediately following a birth event through collaboration with hospitals, community health centers (puskesmas), and midwives. The service process is conducted digitally through WhatsApp groups and integrated with the Centralized SIAK system, a national digital platform that facilitates online population administration services. With this innovation, each birth event can be reported on the same day, ensuring that population data remain up to date. In 2025, a total of 536 families had received documents through the Balakka Service, demonstrating the program's effectiveness in accelerating access and improving data validity.

The Balakka Service aims to simplify the process of obtaining population documents, increase public awareness of the importance of civil registration, and create public service delivery that is efficient and user-friendly. However, this innovation remains relatively unknown among the wider community, making it necessary to conduct further research to understand its implementation at the Disdukcapil of South Tapanuli Regency. This serves as the foundation for the present study entitled: "Implementation of the Balakka Service at the Department of Population and Civil Registration of South Tapanuli Regency."

METHOD

This study adopts a qualitative research method, particularly a descriptive qualitative design. Through a descriptive–analytical approach, qualitative research seeks to gain a deep comprehension of social phenomena by relying on data expressed through words and observable behaviors. This approach enables the systematic depiction of the conditions being examined and supports the analysis of empirical facts derived from the research findings. (Puansah, 2024, 2025; Puansah et al., n.d., 2022; Puansah, Parapat, et al., 2023; Puansah, Pulungan, et al., 2023, 2024; Puansah, Sukmana, et al., 2024; Puansah & Parapat, n.d.)(Puansya et al., 2024)

RESULTS AND DISCUSSION

Definition of Implementation

Implementation is understood as an activity carried out in a planned, structured, and purposeful manner to realize previously formulated plans or policies in order to achieve

specific objectives. Soekartawi describes implementation as a series of follow-up actions after a program or policy has been established, which includes decision-making, strategic and operational steps, identification of implementers, as well as determining the location, timing, and procedures for execution, so that the policy becomes a reality aligned with its intended goals. Implementation requires a clear mechanism, guiding norms, and the support of communication, resources, disposition (the attitude of the implementers), and an adequate bureaucratic structure, including Standard Operating Procedures (SOPs) as workflow guidelines.

Definition of Public Service

According to Law Number 25 of 2009, public service refers to a series of activities aimed at fulfilling the service needs of citizens in accordance with statutory regulations. Public service represents the bureaucratic effort to assist the community in achieving specific objectives, including those related to population administration. As the service provider, the government is obligated to ensure the delivery of services that are high-quality, equitable, prompt, and reliable. Public satisfaction serves as the principal indicator of service performance. Ministerial Decree of the Ministry for Administrative Reform (MenPAN) Number 63 of 2003 emphasizes that the implementation of public services must consider procedural clarity, requirements, staff competence, service speed, fairness, cost certainty, and scheduling certainty.

Definition of Innovation

Innovation refers to the renewal of ideas, concepts, or practices that are perceived as new and are adopted by individuals or groups to enhance economic or social benefits. In the public sector, innovation is understood as a long and cumulative process, beginning with the discovery of ideas and continuing through their application within service systems. Service innovation may take several forms: (1) product/service innovation, (2) process innovation, (3) service method innovation, (4) policy innovation, and (5) system innovation. Typologies of innovation also include new services, process innovations, administrative innovations, system innovations, conceptual innovations, and even radical shifts in the perspectives of implementers. Innovation is a crucial element of public service because it provides solutions to problems, improves quality, and enhances public satisfaction.

Population Administration and Population Documents

Law Number 24 of 2013 defines population administration as a series of activities involving the structuring and regulation of the issuance of population documents and data through population registration, civil registration, information management, and the utilization of such information for public services and other development sectors. Population documents are official documents issued by the implementing agency and possess legal authority as authentic evidence.

The primary documents associated with the Balakka Service include:

1. Family Card (Kartu Keluarga/KK):
A document containing the identity of a family and its members, serving as the basis for administrative rights and access to public services.
2. Child Identity Card (Kartu Identitas Anak/KIA):
The official identity document for children under 17 years of age who are not married, representing the fulfillment of civil rights and child protection (Minister of Home Affairs Regulation No. 2 of 2016).
3. Birth Certificate (Akta Kelahiran):
The state's official recognition of a child's birth and identity, forming the basis for legal status and acknowledgment as a citizen.

Definition of the Balakka Service

According to South Tapanuli Regent Regulation Number 20 of 2023, the Balakka Service is an innovation in population and civil registration services related to birth events that produces the Family Card (KK), Child Identity Card (KIA), and Birth Certificate in an integrated manner. This innovation aims to accelerate document issuance, facilitate service access, improve the accuracy of infant data, expand the coverage of population document ownership, provide citizen-friendly services, and eliminate the potential for illegal fees during the document processing stage. The Balakka Service is designed to realize excellent service delivery that is easy, fast, free of charge, responsive, transparent, and accountable.

Balakka Service Implementation System

The Balakka Service is implemented through a digital communication and networking system involving the Department of Population and Civil Registration (Dukcapil), the Health Office, hospitals, community health centers (puskesmas), clinics, maternity homes, and village/urban midwives. The service mechanism utilizes the "Dukcapil Balakka" WhatsApp Group, which is integrated with the Centralized SIAK Application. Health officers prepare and submit the required documents (birth notification, old Family Card, and related forms) through the group. The Dukcapil officer then performs data entry, verification, validation, and electronic signing in the Centralized SIAK system, after which the completed documents are sent to the registered email. The health officer subsequently prints and hands over the documents to the newborn's family. This system aims to accelerate birth reporting, update population data in real time, and facilitate access for citizens living far from the Dukcapil office.

Despite these advantages, the implementation of the Balakka Service still faces several obstacles, such as low public awareness of the importance of population documents, inconsistencies between submitted data and existing population records, and various internal and external factors that affect service effectiveness.

The Balakka Service was initiated in 2021 and officially implemented in 2023 following the issuance of South Tapanuli Regent Regulation No. 20 of 2023. The program emerged as a mandatory innovation for regional departments and as a response to the vast geographical area of South Tapanuli, which is divided into three zones, making access to the Dukcapil office time-consuming and costly. Designed as a non-face-to-face service, the Balakka Service facilitates the processing of post-birth documents (KK, Birth Certificate, and KIA) through cross-sector collaboration, especially with the Health Office and health service facilities.

Its implementation is supported by both national and regional legal frameworks, including Law No. 24 of 2013 on Population Administration, Law No. 25 of 2009 on Public Service, Presidential Regulation No. 96 of 2018, Minister of Home Affairs Regulation No. 7 of 2019, and is operationally regulated through South Tapanuli Regent Regulation No. 20 of 2023, official decrees from the Head of the Department, and internal memos from the Health Office. Operationally, the service begins from birth events occurring in hospitals, puskesmas, clinics, maternity homes, or through midwives who are part of the “Dukcapil Balakka” WhatsApp Group. Health workers send the required documents (birth notification, old KK, and related forms) to the group. Dukcapil operators then carry out verification, validation, and data entry via the Centralized SIAK application up to the electronic signature stage. Issued documents are sent to the parents’ email and may be printed independently or with assistance from administrators at health facilities.

Field findings reveal that the Balakka Service primarily targets newborns and their families, particularly those born in partner health facilities. Not all births are automatically served, since births outside partner facilities or those not reported through the Balakka mechanism must be processed manually at the Dukcapil office or through standard procedures. The service may also be used by infants born outside the region as long as their parents reside in South Tapanuli and possess official supporting documents; however, the process tends to be more manual. The roles of Balakka Service administrators and Dukcapil administrative staff are crucial, as they are responsible for receiving, verifying, sending, and printing documents, as well as ensuring smooth technical communication through the WhatsApp Group.

In terms of challenges, the study identifies several significant obstacles. Technically, internet network issues, SIAK application disruptions, large file sizes, or blurred and unreadable documents occasionally occur, requiring resubmission. Administratively and socially, not all births take place in health facilities, resulting in delayed reporting. Additionally, many citizens still do not possess marriage certificates, which leads to unregistered marriages and affects the legal status of the child; in such cases, Dukcapil still issues birth certificates with the note “unregistered marriage” as a form of child protection. Another obstacle is the low public awareness of the need to promptly update population data, which often leads to inconsistencies between reported data and records stored in the Dukcapil system.

On the other hand, public response to the Balakka Service is generally very positive. Information about this service is commonly obtained from midwives, nurses, and health officers at puskesmas or hospitals, as well as through community communication. Citizens perceive the service as fast, convenient, and cost-free, without the need to visit the Dukcapil office. Many families report receiving all documents (updated KK, Birth Certificate, and KIA) within 1–2 working days, and in many cases within a single working day if all documents are complete and no technical issues arise. Administrative records indicate that in 2025, a total of 536 families received documents through the Balakka Service, demonstrating that while the service is increasingly accepted and utilized, its coverage can still be expanded when compared to the total number of actual birth events.

Overall, the study finds that the Balakka Service is an innovative population administration program that has operated effectively, supported by strong legal foundations and utilizing simple yet responsive communication technology (WhatsApp Group) integrated with the Centralized SIAK system. The service has successfully streamlined bureaucratic processes, reduced the need for face-to-face interactions, accelerated document issuance, and expanded access for residents living far from the Dukcapil office. Collaboration among the Dukcapil Office, Health Office, hospitals, puskesmas, clinics, maternity homes, and village midwives has been a key factor in its successful field implementation.

Nonetheless, several aspects still require improvement to achieve optimal effectiveness. Technical challenges such as internet connectivity issues and system disruptions, as well as socio-administrative challenges such as low data-update awareness, unregistered marriages, and births outside partner networks, indicate the need for strengthened outreach, improved education, and expanded collaboration networks. The fact that the number of service recipients is still not proportional to the total number of birth events shows that coverage can be further increased. With enhanced coordination, improved staff capacity, expansion of partner health facilities, and more intensive public outreach, the Balakka Service has strong potential to become a model of excellent and replicable population administration service for other regions.

CONCLUSION

The Balakka Service is an innovative population administration service that simplifies the process for citizens to obtain population documents (Family Card, Child Identity Card, and Birth Certificate) quickly, free of charge, and without the need to visit the Dukcapil office in person. This service is implemented through collaboration between the Department of Population and Civil Registration and the Health Office, hospitals, community health centers, and midwives, utilizing the “Dukcapil Balakka” WhatsApp Group connected to the Centralized SIAK system. In 2025, a total of 536 individuals were recorded as service users. This innovation has proven effective in enhancing service efficiency, particularly in remote areas, while accelerating birth registration and shortening bureaucratic procedures through digitalization and cross-sector coordination.

In practice, however, the Balakka Service still faces several challenges, particularly the

low public awareness of the importance of population documents, which often results in delayed birth reporting and document processing only when urgent needs arise (such as school enrollment or social assistance). In addition, there are technical obstacles, including data discrepancies between health facilities and the Dukcapil system, as well as limitations in human resources and technology infrastructure that remain uneven. Therefore, despite its positive impact, the Balakka Service requires further strengthening in both technical and social dimensions to ensure more optimal and sustainable implementation.

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