

Effectiveness of the Child Identity Card (KIA) Program Implementation at the East Barito Regency Population and Civil Registration Office

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ABSTRACT

Objective: This study examines the effectiveness of implementing the Child Identity Card (Kartu Identitas Anak/KIA) program at the East Barito Regency Population and Civil Registration Office and identifies the factors influencing its performance. **Method:** A qualitative descriptive approach was employed, using observations, in-depth interviews, and documentation. Data were collected through purposive sampling involving 12 informants and analyzed through data reduction, data display, and conclusion drawing, with credibility ensured via triangulation, prolonged observation, and member checks. **Results:** The findings indicate that the KIA program has not been implemented effectively. Key shortcomings include limited and uneven socialization, inadequate facilities and infrastructure, low community participation, and the absence of systematic program evaluation. Program implementation remains focused mainly on school-based children, resulting in low overall KIA ownership and limited public understanding of its broader functions beyond administrative requirements. **Novelty:** This study contributes empirically by providing a comprehensive, indicator-based evaluation of KIA program effectiveness at the local government level, highlighting the critical role of institutional readiness, community engagement, and infrastructure adequacy in determining the success of child civil registration programs, thereby offering practical insights for improving public service delivery in population administration.

INTRODUCTION

Background

In order to provide excellent public service to the community, the government, thru relevant agencies, namely the Department of Population and Civil Registration (Disdukcapil), is striving to achieve national order in population administration. The government's purpose in issuing the Child Identity Card (KIA) is to improve data collection, public protection, and services, as well as to protect and fulfill the constitutional rights of citizens, particularly for children under 17 who are not married and do not have nationally valid and integrated population identification with the Population Information and Administration System (SIAK) [1], [2], [3]. The East Barito Regency Government, thru the local East Barito Regency Population and Civil Registration Office, began implementing the Child Identity Card (KIA) Program in 2019. Based on the results of the initial observation, the author found several indications of problems related to the Child Identity Card (KIA) service: 1. Based on data on KIA ownership from the East Barito District Population and Civil Registration Office, the number of children eligible for KIA increased from 2019 to 2021. However, when looking at the number of children eligible for KIA and KIA ownership data in East Barito District,

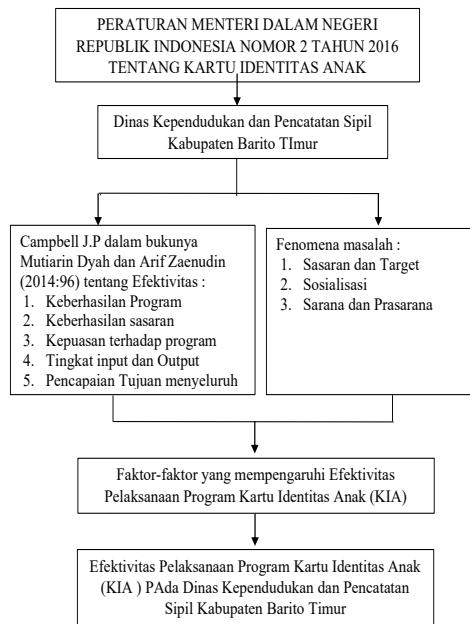
it is still considered low, as the number of children eligible for KIA is still large compared to the number of children who already have a KIA (Source Data: List of KIA Ownership from East Barito District Population and Civil Registration Office). 2. Lack of effort by the East Barito District Population and Civil Registration Office in socializing the Child Identity Card (KIA) program to the public. (Source: Documentation of the first KIA socialization and Minutes of the East Barito District Population and Civil Registration Office's outreach program). 3. Lack of facilities and infrastructure for the KIA program, especially the computer unit, which only has one unit available for printing Child Identity Cards (KIA) by the East Barito District Population and Civil Registration Office (Source Data: List of Office Inventory Items from East Barito District Population and Civil Registration Office). Based on these problems, the author is interested in conducting research with the title "EFFECTIVENESS OF THE IMPLEMENTATION OF THE CHILD IDENTITY CARD (KIA) PROGRAM AT THE EAST BAR

Problem Formulation

1. How effective is the implementation of the Child Identity Card (KIA) Program at the East Barito District Population and Civil Registration Office? 2. What are the factors that influence the effectiveness of the Child Identity Card (KIA) Program implementation at the East Barito Regency Population and Civil Registration Office? B. Research Objectives 1. To determine the effectiveness of the Child Identity Card (KIA) Program implementation at the East Barito Regency Population and Civil Registration Office. 2. To determine the factors that influence the effectiveness of the Child Identity Card (KIA) Program implementation at the East Barito Regency Population and Civil Registration Office. THEORETICAL BASIS A. Theoretical Review 1. Effectiveness According to Beni (2016:69), effectiveness is defined as follows: "Effectiveness is the relationship between output and goals, or it can also be said to be a measure of the extent to which the output, policies, and procedures of an organization are achieved. Effectiveness is also related to the degree of success of an operation in the public sector, so an activity is said to be effective if it has a significant impact on the ability to provide public services, which is a predetermined target." Simply put, effectiveness is something done to achieve a desired goal. 2. Public Service According to Law Number 25 of 2009, public service is an activity or series of activities aimed at fulfilling service needs in accordance with statutory regulations for every citizen and resident regarding goods, services, and/or administrative services provided by public service providers. Public service is any activity carried out by public service providers as an effort to meet the needs of service recipients, in the implementation of statutory provisions. 3. KIA Program The KIA program is the latest population program implemented by the government in 50 regencies and cities in Indonesia in 2016. The KIA program is one of the population services aimed at achieving orderly population administration thru the issuance of population documents as a form of civil registration and recording. Minister of Home Affairs Regulation Number 2 of 2016 Concerning Child Identity Cards (KIA), Article 1 paragraph 7 states that a KIA is the official identity of a child as proof of identity for

children under 17 years of age and unmarried, issued by the District and City Population and Civil Registration Office.

Framework



RESEARCH METHOD

Research Approach

According to Nazir (2014:26), a research approach is a scientific research method that can be said to be a pursuit of truth guided by logical considerations. Meanwhile, according to Sugiyono (2017:2), research methods are scientific ways to obtain data with specific goals and uses. Based on this, there are four keywords that need to be considered: scientific way, data, goals, and uses.

Research Type

In this study, the author uses a descriptive qualitative research type. By using this research type, the author aims to provide a comprehensive and systematic overview of the Effectiveness of the Child Identity Card (KIA) Program Implementation at the East Barito Regency Population and Civil Registration Office.

Data Sources

Qualitative research does not use a population because it starts from a specific case within a particular social situation, and the findings are not applied to the population but are transferred to other locations with similarities to the social situation of the studied case. The data source was selected purposively. Purposive sampling is a technique for collecting data sources based on specific considerations, such as the person being considered the most knowledgeable about what we expect, thus facilitating the research process and the information obtained by the researcher [4], [5], [6], [7].

As for the key information sources obtained thru direct observation in the field and interviews from this study, there are 12 people. D. Data Collection Techniques 1.

Observation 2. Interview 3. Documentation E. Data Analysis Techniques 1. Data Reduction 2. Data Display 3. Conclusion Drawing

RESULTS AND DISCUSSION

Effectiveness of the Child Identity Card (KIA) Program Implementation at the East Barito Regency Population and Civil Registration Office

The effectiveness of the Child Identity Card (KIA) Program implementation at the East Barito Regency Population and Civil Registration Office can be seen from several aspects, including program success, target achievement, community satisfaction, input and output levels, and overall goal attainment. Based on the results of interviews, observations, and documentation, the planning of the Maternal and Child Health Program has essentially been running well, especially in terms of setting targets based on age groups and children's schools. However, the socialization aspect in the planning stage is still not running effectively because it has not been fully implemented to all segments of society [8], [9], [10], [11], [12].

At the implementation stage, the Maternal and Child Health (MCH) Program in East Barito Regency is considered not to be running optimally. This is evident from the results of interviews with both the Civil Registration and Population Agency and the public, which show that program socialization is still not being carried out effectively. As a result, there are still people who are unaware of the benefits and uses of the Child Identity Card, which impacts the low understanding and participation of the community in the program.

From the perspective of target achievement, particularly regarding program implementation, it was found that the data on KIA ownership did not fully reflect the actual conditions in the field. The number of children recorded as having KIA was still lower than the number of children who should have had KIA. Nevertheless, when looking at national target achievements, the KIA Program in East Barito Regency was considered to have met or even exceeded the nationally set targets [13], [14], [15], [16].

From the perspective of satisfaction with the program, the community whose children already have a KIA generally feels quite satisfied with the services provided. However, there are still some members of the community who cannot fully express their satisfaction because they do not fully understand the function of the KIA, other than as an educational administrative requirement. In terms of quality, the KIA Program is considered to have been running quite well, particularly regarding the quality of service provided by the staff, which has impacted the community's satisfaction level with the existence of KIA.

Regarding the input and output aspects, particularly the achievement of program targets, the implementation of the KIA Program is not fully in accordance with the applicable regulations. It was found that the Barito Timur District Civil Registration and Population Agency (Disdukcapil) focused more on KIA ownership for children of kindergarten and elementary school age, whereas according to the Ministry of Home

Affairs Regulation, KIA is mandatory for all children under 17 years of age, including middle and high school-aged children. This condition indicates an inconsistency between local implementation policies and existing regulations. From the perspective of overall goal achievement, the implementation of the Maternal and Child Health (MCH) Program tasks has been carried out in accordance with the procedures of the East Barito Regency Civil Registration and Population Agency. However, supporting facilities and infrastructure are still not fully adequate, as evidenced by complaints from relevant personnel regarding limited working facilities. Additionally, the organization's effectiveness in implementing the KIA Program is also considered less than optimal due to the absence of a program evaluation mechanism, whether conducted by superiors or involving the community as service users. The lack of community participation and uneven socialization are the main factors contributing to the organization's effectiveness in achieving maximum success in the KIA Program not being fully realized [17], [18], [19], [20], [21], [22], [23], [24].

CONCLUSION

Fundamental Findings : This study concludes that the implementation of the Child Identity Card (KIA)-related Maternal and Child Health (MCH) program at the East Barito District Population and Civil Registration Office has not yet achieved optimal effectiveness, as most implementation indicators—including socialization, target coverage, infrastructure adequacy, evaluation mechanisms, and organizational effectiveness—remain weak despite relatively adequate planning and service quality outputs. **Implications :** These findings imply that improving public service effectiveness in population administration requires not only sound program planning but also comprehensive community outreach, equitable target coverage for all children under 17 years, sufficient technological infrastructure, and routine program evaluation to ensure alignment between policy objectives and field implementation. **Limitations :** This study is limited by its qualitative design and relatively small number of informants, which may restrict the generalizability of findings beyond the specific institutional and regional context of East Barito Regency. **Future Research :** Future studies are recommended to adopt mixed-method or quantitative approaches with broader samples, comparative regional analyses, and policy implementation models to more robustly assess determinants of effectiveness and to develop scalable strategies for strengthening child civil registration programs at regional and national levels.

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