



# Citizens Seen, Registered, and Served

Final Report of the Flagship Program for Strengthening  
Civil Registration and Vital Statistics (CRVS) 2015–2021:

## A Seven-year Reflection

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# Foreword National Development Planning Agency (Bappenas)

Strengthening the governance of population administration services (adminduk) in the regions is one of the keys to increasing ownership of population documents, especially for the poor and vulnerable groups who have been experiencing obstacles. Strengthening governance is not limited to strengthening the capacity of administrative implementing agencies in the regions, but also needs to involve villages and civil society organizations. Villages play an important role in bringing administrative services closer and making them accessible and free of charge. Civil society organizations participate in encouraging this service approach to occur and ensure that administrative services are inclusive and target community groups that have been experiencing obstacles. Both distance barriers, costs, and other structural barriers.

The effort to strengthen Adminduk governance will not only have an impact on the service provider and service recipient side, but also have the potential to contribute to broader systemic changes. Strengthening Adminduk governance expands the possibility for the

poor and vulnerable groups to obtain population documents which are then used as access to basic services and social assistance. More access to basic services and social assistance will potentially improve the welfare of the general population.

Even more than just increasing ownership of population documents, strengthening the governance of Adminduk also become the foundation to improve overall data governance. The better the population's access to services, the more complete the population's documents, the better quality of data owned by the government. A better data quality contributes to a better planning quality.

These are important lessons to be learned from KOMPAK's Flagship Program for Strengthening Civil Registration and Vital Statistics Flagship Program (PASH) 2015-2021.



This report will present the chronological journey of PASH Program, the theory of change used, the data collection methodology, and the learnings throughout implementation of the program. The various innovations produced by KOMPAK, as described in this report, need not only to be institutionalized but also to be disseminated to other regions in Indonesia. Institutionalization is not enough to stop at regulation and budgeting, but also to translate them into governance that includes systems and procedures, as well as internalize norms and good practices for for all stakeholders involved.

Bappenas appreciate the work of KOMPAK and PUSKAPA as its strategic partners in strengthening civil registration and vital statistics system and services that have been carried out for the past 7 years in 7 provinces in Indonesia. KOMPAK's work has proven to be beneficial for the poor and vulnerable groups it targets and has succeeded in increasing the capacity of service providers in the regions so that they are more

responsive to the demands of service users. The work results recorded in this report can be a useful reference for central and regional governments in strengthening Adminduk governance which emphasizes the importance of cross-sectoral collaboration, including involving villages and civil society organizations in the process.

Bappenas would like to thank the Government of Australia through DFAT who have supported the Indonesian Government to strengthen the governance of civil registration and vital statistics in Indonesia for the past 7 years. We believe the results of this support will be beneficial for improving governance of administrative services in Indonesia and opening wider access for the poor and vulnerable groups to have population documents and access basic services.

Jakarta, June 2022

**Muhammad Cholifhani**  
Director of Population and Social Security  
Ministry of National Planning and Development/Bappenas

# Glossary

	Bahasa Indonesia	English
AAR	Laporan Pasca Kegiatan	After Activity Report
ADD	Alokasi Dana Desa	Village Fund Allocation
Admuduk	Administrasi kependudukan	Population Administration
Aklamasi Dansa	Akta Kelahiran dan Akta Kematian Terintegrasi Dana Desa	Integration of Birth and Death Certificate with Village Fund
Alib Bata	Anak Lahir Bidan Beri Akta	Midwife Gives Birth Certificate
APATAK	Aksi Penjaringan Anak tanpa Akta Kelahiran	Action for Screening Children without a Birth Certificate
APBD	Pendapatan dan Belanja Daerah	Village Budget
APBDesa	Anggaran Pendapatan dan Belanja Desa	After Activity Report
Asam Sunti	Ayo Semua Masyarakat Sadar untuk Identitas	People Identity Awareness Movement
BAKSO	Bikin Admuduk secara Online	Online Legal Identity Documents Processing
BaKTI	Bursa Pengetahuan Kawasan Timur Indonesia	Eastern Indonesia Knowledge Exchange
BAKVIA	Bikin Akta Kelahiran via WA	Accessing Birth Certificate through Whatsapp
BANGGA	Bangun Generasi dan Keluarga Papua Sejahtera	Building Prosperous Papuan Generation and Family
Bappeda	Badan Perencanaan Pembangunan Daerah	Sub-National Development Planning Agency
Bappenas	Badan Perencanaan Pembangunan Nasional	National Development Planning Agency
BDT	Basis Data Terpadu	Unified Database
Binwas Pemdes	Pembinaan dan pengawasan pemerintah desa	Village government guidance and supervision
BPD	Pembinaan dan pengawasan pemerintah desa	Village Consultative Council
BPJS	Badan Penyelenggara Jaminan Sosial	Social Security Organizing Agency
BSM	Bantuan Siswa Miskin	Poor Student Assistance
DAPODIK	Data Pokok Pendidikan	Basic Education Data
Daring	Dalam jaringan	Online
Dinsos	Dinas Sosial	Social Affairs Office



	Bahasa Indonesia	English
Disdukcapil	Dinas Kependudukan dan Pencatatan Sipil	Civil Registration Office
Ditjen Dukcapil Kemendagri	Direktorat Jenderal Kependudukan dan Pencatatan Sipil Kementerian Dalam Negeri	Directorate General of Civil Registration, Ministry of Home Affairs
DPMD	Dinas Pemberdayaan Masyarakat Desa	Village Community Empowerment Office
DRKA	Dinas Registrasi Kependudukan Aceh	Aceh Civil Registration Office
DTKS	Data Terpadu Kesejahteraan Sosial	Social Welfare Integrated Data
Dukcapil	Kependudukan dan Pencatatan Sipil	Population Administration and Civil Registration
EMIS	Sistem Manajemen Informasi Pendidikan	Education Management Information System
EoBI	Kemudahan Berwarga Negara Indonesia	Ease of Being Indonesian
FAD	Fasilitator adminduk desa	Village Civil Registration Facilitators
Gadis Ayu	Gerakan Indonesia Sadar Adminduk ke Posyandu	Health Post's Civil Registration Awareness Movement
Gampung	Pembagian wilayah setara desa di Aceh	Divisions of area equal to villages
GEDSI	Gender, Disabilitas, dan Inklusi Sosial	Gender, Disability, and Social Inclusion
Gemar Kopi	Gerakan Masyarakat Kolaboratif Peduli Identitas	Legal Identity Collaborative Community Movement
GERTAK	Gerakan Tuntas Administrasi Kependudukan	Completion and Simplification of Civil Registration and Vital Statistics Services
Gertas	Gerakan Tuntas Adminduk	Completion and Simplification of Civil Registration and Vital Statistics Services
HIMPAUDI	Himpunan Pendidik dan Tenaga Kependidikan Anak Usia Dini Indonesia	Association of Indonesian Early Childhood Educators and Education Personnel
IGTKI	Ikatan Guru Taman Kanak-Kanak Indonesia	Indonesian Kindergarten Teachers Association
Jaring Pekat	Penjaringan Akta Kelahiran melalui Pendidikan, Kesehatan, dan Masyarakat	Screening of Birth Certificates Needs through Education, Health, and Community
Jek-Duk	Ojek Kependudukan	Civil Registration Taxibike
K/L	Kementerian/Lembaga	Ministries/Agencies
Kementerian PPN/ Bappenas	Kementerian Perencanaan Pembangunan Nasional Republik Indonesia/Badan Perencanaan Pembangunan Nasional	Republic Indonesia National Development Planning Ministry/National Development Planning Agency
KIA	Kartu Identitas Anak	Children Identity Card
KK	Kartu Keluarga	Family Card
KKN	Kuliah Kerja Nyata	Community Service Program

	Bahasa Indonesia	English
Kominsa	Dinas Komunikasi, Informatika, dan Persandian Aceh	Aceh Communications, Information and Encryption Office
KOMPAK	Kolaborasi Masyarakat dan Pelayanan untuk Kesejahteraan	Governance of Growth: an Australia-Indonesia partnership program who supports the Government of Indonesia's efforts in reducing poverty
Koordukcapil	Koordinator kependudukan dan pencatatan sipil	Civil Registration Coordinators
KPS	Kartu Perlindungan Sosaial	Social Protection Card
KTP	Kartu Tanda Penduduk	Identity Card
KTP-el	Kartu Tanda Penduduk Elektronik	Electronic ID Card
KUA	Kantor Urusan Agama	Office of Religious Affairs
LANDASAN	Program Penguatan Layanan Pendidikan dan Kesehatan	Education and Health Services S trengthening Program
LKSA	Lembaga Kesejahteraan Sosial Anak	Child Welfare Institutions
Luring	Luar jaringan	Offline
MEL	Pemantauan, Evaluasi, dan Pembelajaran	Monitoring, Evaluation, and Learning
Monev	Pemantauan dan evaluasi	Monitoring and Evaluation
Musrena Keren	Musyawarah Rencana Aksi Perempuan, Anak, Penyandang Disabilitas, dan Kelompok Rentan	Deliberation on Action Plans for Women, Children, Persons with Disabilities, and Vulnerable Groups
Musrenbang	Musyawarah Perencanaan Pembangunan	Development Planning Conference
Musrenbangdes	Musyawarah Perencanaan Pembangunan Desa	Village Development Planning Conference
NIK	Nomor Induk Kependudukan	ID number
ODGJ	Orang dengan gangguan jiwa	People with mental disorders
OMS	Organisasi Masyarakat Sipil	Civil Society Organizations
OPD	Organisasi Perangkat Daerah	Regional Apparatus Organization
PAKDE	Pendukung Aplikasi Kependudukan untuk Desa	Civil Registration Application Support for Villages
PAS	Pendamping Administrasi SIAK/Pendamping Aplikasi SIAK	Assistants for the Administration of Civil Registration Administration Application
PASH	Penguatan Adminduk dan Statistik Hayati	Civil Registration and Vital Statistics
PAUD	Pendidikan anak usia dini	Early Childhood Education
Pekka	Program Pemberdayaan Perempuan Kepala Keluarga	Family-Heads Women Empowerment Program

	Bahasa Indonesia	English
Perbup	Peraturan bupati	Regent's Regulations
Permendagri	Peraturan Kementerian Dalam Negeri	Minister of Home Affairs Regulation
PKAD	Peningkatan Kapasitas Aparatur Desa	Integrated Village Apparatus Capacity Development
PKH	Program Keluarga Harapan	Family Hope Program
PMKS	Penyandang Masalah Kesejahteraan Sosial	Persons with Social Welfare Problems
PPKD	Petugas Pencatatan Kependudukan Desa	Village Civil Registration Officers
PPKM	Pemberlakuan Pembatasan Kegiatan Masyarakat	Community Activities Restrictions
PRG/PRK	Petugas registrasi gampong/kampung	Village Registration Officers in Aceh
PRK	Petugas registrasi kampung	Village Registration Officers
PROSPPEK-OTSUS	Program Strategis Peningkatan Pembangunan Kampung-Otonomi Khusus	Strategic Program to Improve Village Development - Special Autonomy
PS2H	Pencatatan sipil dan statistik hayati	Civil Registration and Vital Statistics
PSBB	Pembatasan Sosial Berskala Besar	Large-Scale Social Restrictions
PTPD	Pembina Teknis Pemerintah Desa	Village Government Technical Supervisors
PUSKAPA	Pusat Kajian dan Advokasi Perlindungan dan Kualitas Hidup Anak Universitas Indonesia	Center on Child Protection and Wellbeing
RAD	Rencana Aksi Daerah	Regional Action Plan
RDR	Rekap Data Regulasi	Regulation Data Recap
RKPD	Rencana Pembangunan Jangka Menengah Daerah	Regional Apparatus Workplan
RPJMD	Penjaringan Akta Kelahiran melalui Pendidikan, Kesehatan, dan Masyarakat	Regional Mid-Term Development Plan
SAID	Sistem Administrasi dan Informasi Desa/Sistem Administrasi dan Informasi Distrik	Papua Village/District Information System
SAIK+	Sistem Administrasi dan Informasi Kampung Plus	Papua Barat Village Information System Plus
SDR	Rekap Data Layanan	Service Data Recap
SEPAKAT	Sistem Perencanaan, Penganggaran, Analisis, Pemantauan, dan Evaluasi Kemiskinan Terpadu	Integrated Poverty Planning, Budgeting, Analysis, Monitoring and Evaluation System
SIAK	Sistem Informasi Administrasi Kependudukan	Civil Registration Information System
Sibuba	Sistem Informasi Ibu dan Bayi	Mother and Baby Information System
SID	Sistem informasi desa	Village Information System

	Bahasa Indonesia	English
<b>SIDEKEM</b>	Sistem Informasi Desa dan Kawasan Kabupaten Pemalang	Pemalang Village Information System
<b>SIGAP</b>	Sistem Informasi Gampong	Aceh Village Information System
<b>SIKAB</b>	Sistem Informasi Kabupaten	Pacitan Regency Information System
<b>SIKAB TAJI PRIMA</b>	Sistem Informasi Kabupaten daTA nyawiJI untuk Pelayanan teRIntegrasi MAsyarakat Pacitan	Pacitan Integrated Data and Service Information System
<b>SIKAT</b>	Sistem Informasi Kemiskinan Terpadu	Lumajang Poverty Alleviation Information System
<b>SIKS-NG</b>	Sistem Informasi Kesejahteraan Sosial-Next Generation	Social Welfare Information System-Next Generation
<b>SIMINAKSOPAL</b>	Sistem Informasi Administrasi Kependudukan Secara Online Paket Lengkap	Information System for Complete Package
<b>SIO Papua</b>	Sistem Informasi Orang Papua	Papuan Information System
<b>SIPADAT</b>	Sistem Informasi Pangkalan Data Terintegrasi	Integrated Database Information System
<b>SLRT</b>	Sistem Layanan dan Rujukan Terpadu	Integrated Service and Referral System
<b>SOP</b>	Prosedur Operasi Standar	Standard Operating Procedure
<b>Stranas AKPSH</b>	Strategi Nasional Percepatan Administrasi Kependudukan untuk Pengembangan Statistik Hayati	National Strategy for CRVS Accelerations
<b>SUSENAS</b>	Musyawarah Rencana Aksi Perempuan, Anak, Penyandang Disabilitas, dan Kelompok Rentan	Deliberation on Action Plans for Women, Children, Persons with Disabilities, and Vulnerable Groups
<b>TKSK</b>	Musyawarah Perencanaan Pembangunan	Development Planning Conference
<b>ToT</b>	Musyawarah Perencanaan Pembangunan Desa	Village Development Planning Conference
<b>UMKM</b>	Nomor Induk Kependudukan	ID number
<b>UPT</b>	Orang dengan gangguan jiwa	People with mental disorders
<b>UPTD</b>	Organisasi Masyarakat Sipil	Civil Society Organizations
<b>WNI</b>	Organisasi Perangkat Daerah	Regional Apparatus Organization
<b>Yandu</b>	Pendukung Aplikasi Kependudukan untuk Desa	Civil Registration Application Support for Villages




This report is a synthesis of the currently available documentation on the implementation of the CRVS flagship program and its results. The Center on Child Protection and Wellbeing at Universitas Indonesia (PUSKAPA) compiled this document for Kolaborasi Masyarakat dan Pelayanan untuk Kesejahteraan (KOMPAK) to use as deemed appropriate.

We compiled this documentation using several methods, including desk review, secondary data analysis, and telephone surveys of households. Desk reviews were conducted of 91 program documents that were produced over the implementation period, including study reports, activity reports, technical reports, and data generated during the monitoring and evaluation process. Secondary data analyses were conducted – using 2015–2020 National Socio-Economic Survey (SUSENAS) data as well as data from studies conducted during the CRVS implementation – to provide an overview of the development of the CRVS system in KOMPAK's work areas. In addition, a telephone survey was also conducted involving 1,040 households in ten KOMPAK work areas. The households that participated were study respondents who were involved in the assessment of the CRVS flagship program in 2019.<sup>1</sup> The survey was designed to document changes over the 2019–2021 period.

This document aims to provide a complete picture of the research trajectory, results, and lessons learned from the CRVS program, departing from the start of the study in 2015 and the program design in 2016 through to its gradual implementation from 2016 until December 2021.

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<sup>1</sup> Kusumaningrum, S., et al. (2020). Strong Institutions, Resilient Communities: An Assessment of the Basic Services Governance and Program Outcomes in CRVS, education, and health. PUSKAPA, Bappenas, and KOMPAK

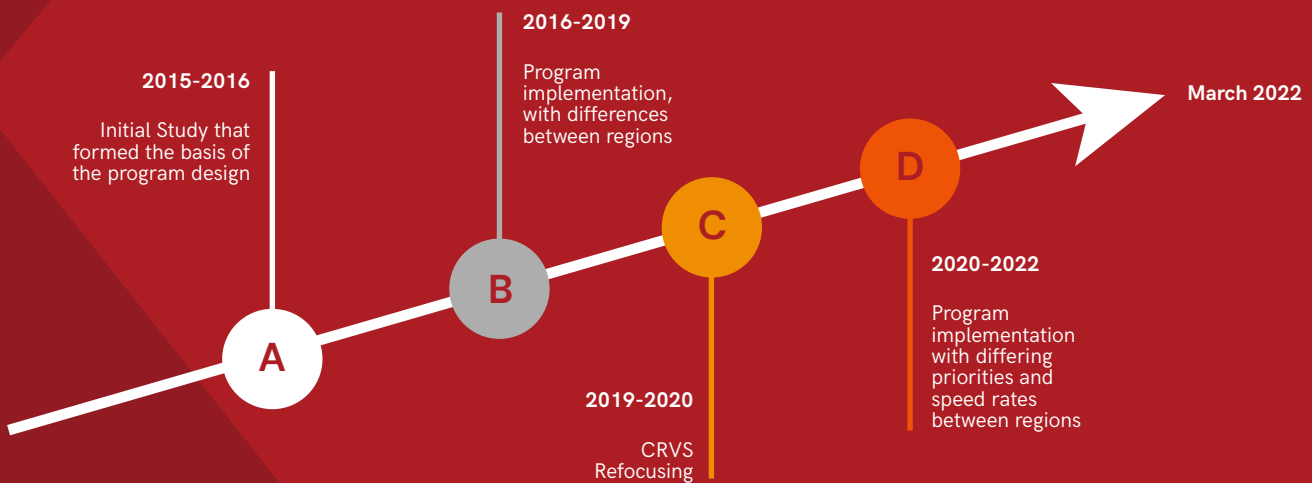
A person is seen from behind, carrying a large, patterned bundle on their back. They are walking through a field, possibly a rice paddy, with other people visible in the background. The scene is slightly blurred, suggesting movement. The overall tone is muted and documentary.

The CRVS program was not designed as an experimental project with a statistically measurable impact. It did not involve a design trial in the intervention area, and it did not strictly control the non-intervention area at random. Instead, the CRVS program consists of a series of evidence-based approaches designed to address obstructions to the implementation of inclusive and accountable civil registration services. We then implemented these approaches at the national level and in KOMPAK's work areas under the leadership of village governments, local governments, central government, and local partners. KOMPAK, in collaboration with PUSKAPA and several partners in the regions, provided various forms of technical assistance.

The information presented in this document is not only useful for central, regional, village, and local governments, but also for donors and other development partners who are concerned with or who want to contribute to strengthening civil registration and vital statistics systems.

# 1 | The CRVS Flagship in Brief

Figure 1. CRVS Road Map



A civil registration (adminduk) system that documents everyone (inclusively) and that manages civil registration data effectively, safely, and ethically (accountably), forms the basis for complete and accurate vital statistics. It is a driver and lever of access to basic services and improves data-driven resource allocation for health, education, social protection, and economic development programs.



The goal of "inclusive and accountable civil registration" was translated into a program that was designed and implemented by KOMPAK as well as its strategic partner, PUSKAPA. The Program began with an initial study in 2015, which subsequently became the main input for the program design in 2016.

For the entire duration of the Program's implementation, from mid-2016 until March 2022, KOMPAK has continuously worked to support the Government of Indonesia in strengthening civil registration and vital statistics for the birth or death of each of its citizens. This Program supports the strengthening of the civil registration system from the

village level to the central level so that it can provide legal identity documents to all citizens – quickly, easily and affordably – and compile timely and complete civil registration data.

This Program evolved into one of KOMPAK's flagship programs, which was named the "Flagship Program for Strengthening Civil Registration and Vital Statistics" in 2019. This name change did not affect the Program's overall design. The CRVS system is still focused on improving the accessibility and quality of civil registration services and on supporting local government and related service units. Through this support, the CRVS system contributes to:

# 1

Reducing the gap in ownership of legal identity documents, especially for the poor and vulnerable

# 2

Simplifying the process of population registration and civil registration so that it is timelier and starts from the level of the village up (central)

# 3

Simplifying the process of population registration and civil registration through the integration of services available in various sectors, especially in health, education, and social protection

# 4

Strengthening the allocation of resources to the CRVS system

# 5

Building the foundation for interoperable civil registration data governance

We provide a review of the mentioned contributions in this document

# 2 | Why CRVS?

The series of studies and analyses that KOMPAK and PUSKAPA conducted throughout the duration of the CRVS program have strengthened our conviction that civil registration is a fundamental element of governance and that it can facilitate the improvement of people's welfare.

First, civil registration provides legal identity documents to citizens. Such documents can help realize equitable access and justice for communities in terms of health services, education, social assistance, legal protection, as well as improve employment and economic opportunities. Civil registration will, in turn, support the improvement of people's welfare. And improving people's welfare will reduce poverty in the long term.

Second, civil registration produces reliable population data, which facilitates planning, budgeting, and monitoring, and improves service delivery. In the long term, data-driven planning and evaluation will improve the accuracy and accountability of public services by addressing and fulfilling basic rights.

These two aspects of civil registration—starting from recording, using civil registration data, and continuously and universally updating data—can only be realized if the whole system works, including upstream in villages and sub-districts. The CRVS Program builds stronger village and sub-district governance in the process.

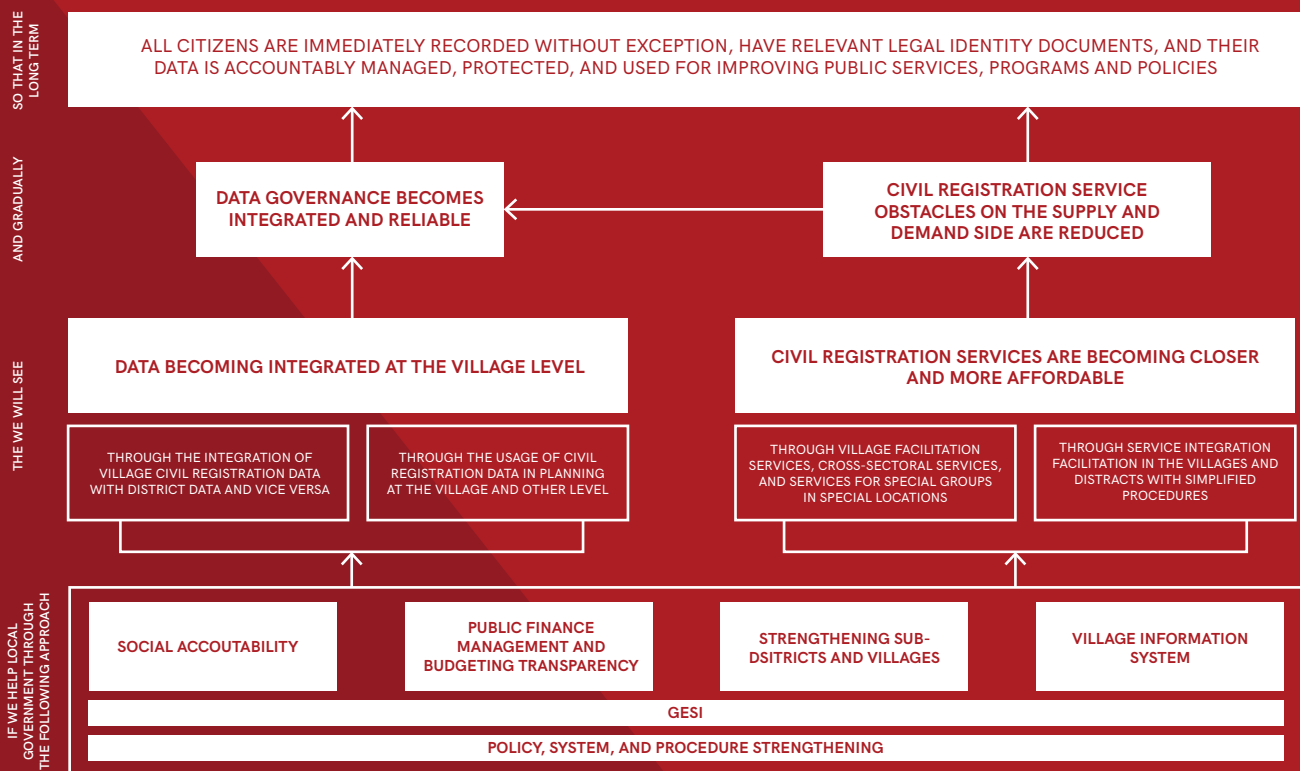
Finally, strengthening civil registration and vital statistics is impossible without considering gender equality and social inclusion. The challenges that various groups in society may face in obtaining legal identity documents must also be considered. Therefore, the CRVS Program reviewed and advocated for mechanisms that not only equalize access for vulnerable groups while remaining sensitive to the risks of civil registration services in harming vulnerable groups, but that also provide means for mitigating such risks.



# 3 | CRVS Change Theory

The CRVS Program formulated the following theory on CRVS change based on the initial study conducted in 2015-2016.<sup>2</sup>

Figure 2. CRVS Theory of Change



<sup>2</sup> Kusumaningrum, S., Bennouna, C., Siagian, C., & Agastya, N. L. P. M. (2016). Back to what counts: Birth and Death in Indonesia. PUSKAPA, Bappenas, & KOMPAK. <https://puskapa.org/publikasi/638/>

This theory of change asserts that if the CRVS system were to assist local governments by 1) strengthening policies, systems, and procedures; 2) being sensitive to gender and social identity; 3) upholding social accountability; 4) strengthening public budget management; and 5) strengthening sub-districts and villages, including the village information system (SID), then village data will be interconnected, and civil registration services will become closer, easier, and more affordable to citizens. Over time, data governance will also become more connected and reliable. Civil registration service bottlenecks will therefore also be reduced. All citizens are immediately recorded without exception and will obtain relevant legal identity documents in the long term. Their data is managed and protected in an accountable manner and used to improve public services, programs, and policies.

While implementing the Program, we realized that -

given the magnitude of the problems we were trying to address - achieving the goals of the CRVS theory of change required efforts beyond KOMPAK's capacity and period of cooperation. Nevertheless, the CRVS Program was successfully implemented by optimizing the sustainability of institutional capacities and practices among the various government and civil society partners supported by this Program.

# 4 | Methodology

This report aims to provide a comprehensive picture and assessment of what happened over the past seven years in the CRVS Program, as well as its implications. It elaborates on the good results and reflects on the lessons learned throughout the entire course of the Program.

The main questions guiding the series of studies are:

- 1** What activities were carried out during the implementation of the 2016-2022 CRVS Program?
- 2** In what ways has the CRVS Program been successful, and what remains to be done?
- 3** What challenges emerged, and what are the lessons learned during the CRVS program?

This report combines three data collection methods, namely 1) literature review, 2) secondary data analysis, and 3) telephone survey. The data collected with these methods were triangulated to complement and confirm the results of the analysis.

The three methods above are directly related to the Monitoring, Evaluation, and Learning system that PUSKAPA has built internally, which was an integral part of the CRVS Program collaboration (see Box 1 for details).

## Box 1 **Monitoring, Evaluation, and Learning (MEL) mechanism in PUSKAPA**

PUSKAPA built a MEL mechanism with the Theory of Change as the main reference underlying its agenda, which included the agenda of the CRVS Program.

For PUSKAPA, monitoring is an activity that focuses on developments that analyze and identify challenges in meeting the objectives of an agenda. Evaluation is not an evaluation that is specifically designed to statistically calculate impact, but rather an activity to review the results and implications of the approaches used. Meanwhile, learning is a continuous process that is conducted to monitor, evaluate, and improve approaches.

For monitoring, PUSKAPA collects activity data through an After Activity Report (AAR) containing information on all ongoing activities, a Service Data Recap (SDR) containing information on services provided by PUSKAPA or its partners, and a Regulation Data Recap (RDR) containing information on policies that PUSKAPA has helped design and institutionalize.

For evaluation, PUSKAPA conducts special studies that analyze relevant secondary data and performs periodic spot checks to confirm progress, regress, or stagnation, which is done in discussion with relevant teams both internally and in partner institutions.

## Desk Review

A literature review was performed on 91 program documents related to the CRVS system that were produced during the implementation by KOMPAK in its work area from 2015 to 2021. The documents reviewed included study reports, activity reports, technical reports, and data generated during the monitoring and evaluation process.

A qualitative coding process was undertaken to analyze the literature review. The coding results were transferred to an analysis matrix that was categorized using themes derived from the guiding questions. Furthermore, a systematic chronological analysis was carried out to trace the various forms of assistance that had been provided as well as the changes that had taken place during program implementation.

Online consultation sessions with program implementers at the subnational level were also conducted to clarify and confirm any ambiguities that were found during the literature review.

## Secondary Data Analysis

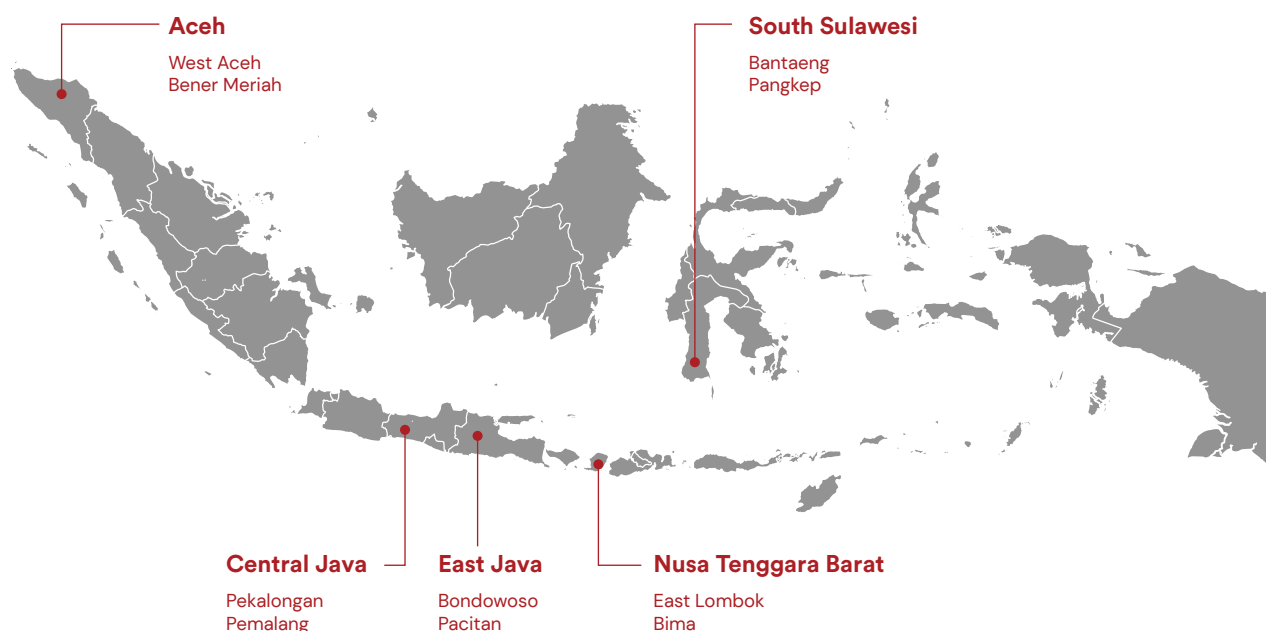
Various secondary data were collected over the course of the CRVS Program implementation—including SUSENAS data, civil registration data from the Civil Registration Office (Disdukcapil), survey data, and KOMPAK program data—were analyzed. Additional information on the scope of ownership of legal identity documents from the local Civil Registration Office were also collected to further strengthen the analysis.

## Telephone Survey

A telephone survey targeting 1,040 households was conducted covering ten KOMPAK work areas. These households were participants in the 2019 “Strong Institutions, Resilient Communities” study, which assessed the progress of the KOMPAK Flagship Program and its implementation since 2016. The ten selected KOMPAK working districts were West Aceh, Bener Meriah, Pematang, Pekalongan, Bondowoso, Pacitan, East Lombok, Bima, Bantaeng, and Pangkep.



**Figure 3.** Phone Survey Areas



These areas were purposively chosen to cover a diversity of socio-economic characteristics, regional policy structures, geography, and inclusion in previous studies, which maximized the potential for knowledge production. Information was collected via telephone survey on changes in the ownership of legal identity documents, lifecycle events among households, as well as the impact of the Covid-19 pandemic on the perception of the role of legal identity documents in 2021.

Data collection was carried out from September 13 to October 23, 2021. Of the 1,040 households contacted, 35 households were not interviewed because 27 had left the enumeration area, four refused to be interviewed, and four households no longer had any living members. In other words, the number of households that were successfully contacted for the telephone survey was 1,005, which represents information obtained from 4,449 individuals.

Based on age, the most prominent group in this survey is adults aged 18–59 years. This group amounts to 56% of the respondents or 2,477 individuals. Additionally, out of the 4,449 respondents, there were 1,378 individuals under 18 years old (31%), 358 people under five years old (8%), and 134 individuals (3%) in the under-one-year-old age group. Elderly or individuals 60 years and older, amount to 594 individuals, or around 13% of the total respondents. When viewed by area of residence, the majority of respondents in this telephone survey live in rural areas (89% or 3,951 individuals), and only about 11% or 498 individuals live in urban areas. By gender, the respondents in this telephone survey consist of 2,286 women (51%) and 2,163 men (49%) (Table 1).

**Table 1.** Demographic characteristics of 2021 telephone survey respondents

Characteristic	Percentage (%)	Total (n)
<b>Age Group</b>		
Under 1 year old	3	134
Under 5 years old	8	358
Under 18 years old	30	1,78
18-59 years old	56	2,477
60 years and older	13	594
<b>Gender</b>		
Female	51	2,286
Male	49	2,163
<b>Regional Status</b>		
Urban	11	498
Rural	89	3,951
<b>Wealth Quintile</b>		
Poorest	15	687
Quintile 2	20	896
Quintile 3	20	902
Quintile 4	23	1,021
Wealthiest	21	943
<b>District</b>		
West Aceh	9	379
Bener Meriah	9	396
Pekalongan	12	513
Pemalang	10	458
Pacitan	10	425
Bondowoso	9	384

Characteristic	Percentage (%)	Total (n)
District		
East Lombok	10	433
Bima	11	478
Pangkep	10	456
Bantaeng	12	527

*Note:*

*The 2021 telephone survey did not collect information that can estimate the wealth quintile. The wealth quintile was estimated using data collected in 2019. As a result, the estimate cannot capture the change in household wealth over the period of 2019-2021.*

# 5 | Bringing Civil Registration Closer, and Making It Easier and More Accessible

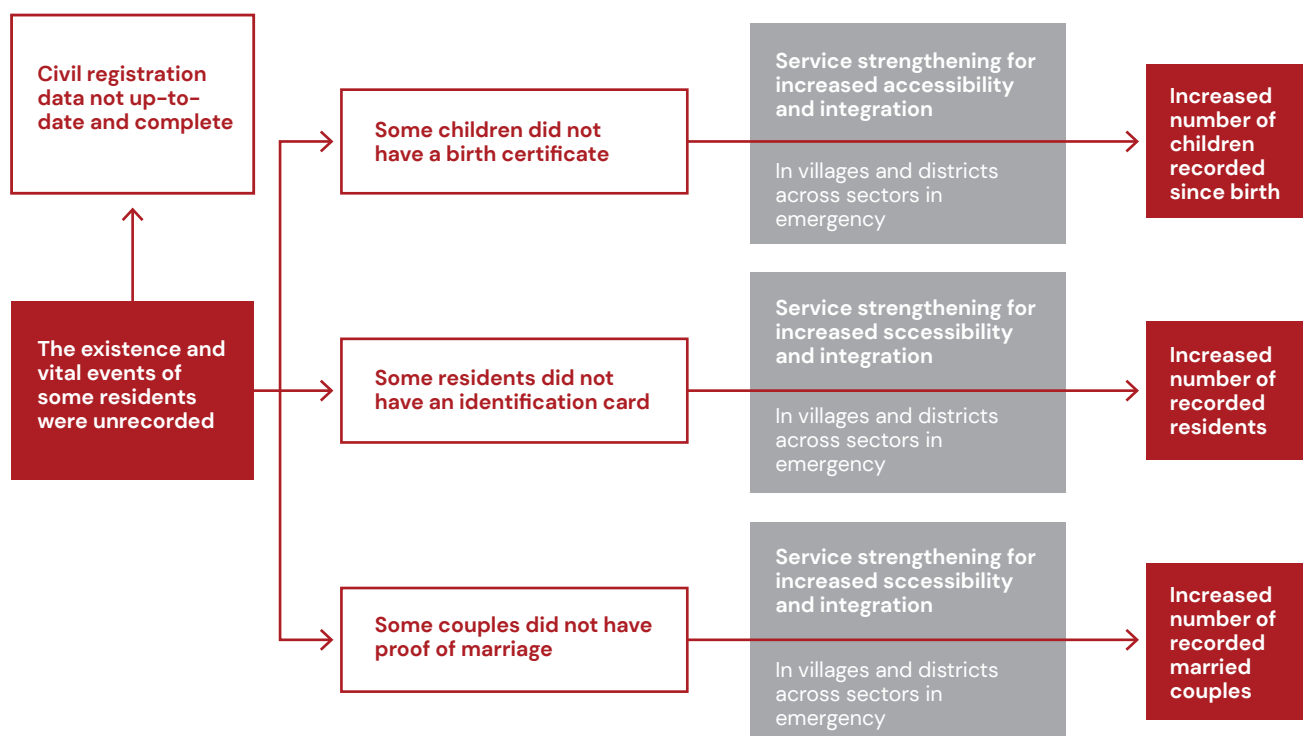
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## 5.1 Initial state, approach, and changes in CRVS

Some citizens in the CRVS work area were unaccounted for and had not had their life events recorded before the Program was implemented. Various studies and consultations conducted at the beginning of the Program found multiple instances of children without birth certificates, residents without an identification card (KTP), and married couples without proof of marriage. The absence of such documents meant that civil registration data were outdated and incomplete.

Given the suboptimal state of the civil registration system, the CRVS Program encouraged the delivery of civil registration services that are more accessible and interconnected with services in other sectors. The Program encouraged the strengthening of civil registration services through village and sub-district level service provision, cross-sectoral collaboration, and, in line with the developing situation, the addition of components to strengthen services during disasters such as the Covid-19 pandemic. The positive changes that were expected as a result from the support provided included an increase in the number of registered citizens as indicated by the ownership of legal identity documents.

**Figure 4.** Situational Diagram – Approach – Changes in CRVS

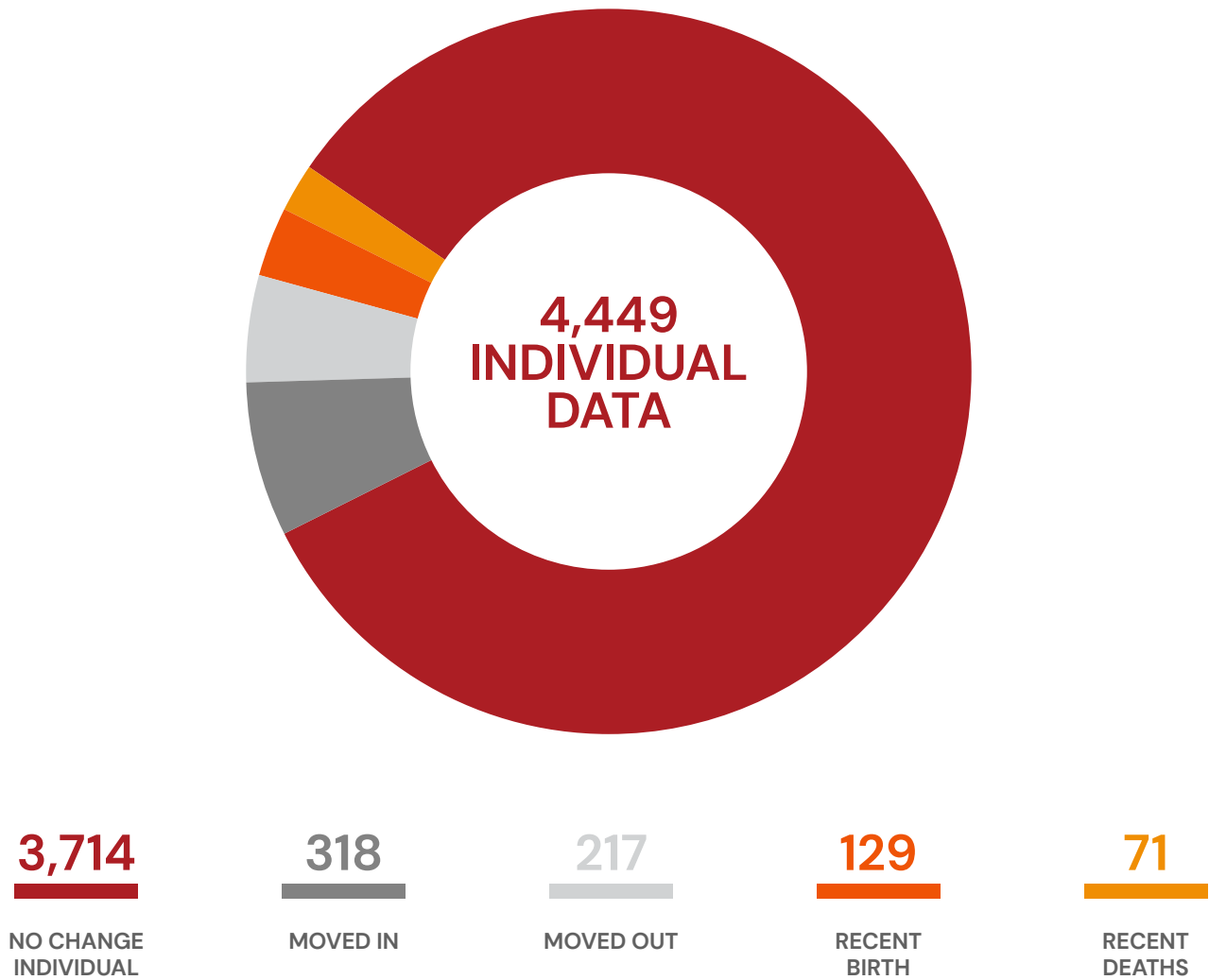


## 5.2 Changes in terms of the coverage of legal identity document ownership

Ownership coverage and up-to-dateness of legal identity documents related to vital events over the 2019-2021 period indicate a positive change. That said, there is room for improvement regarding the recording of deaths.

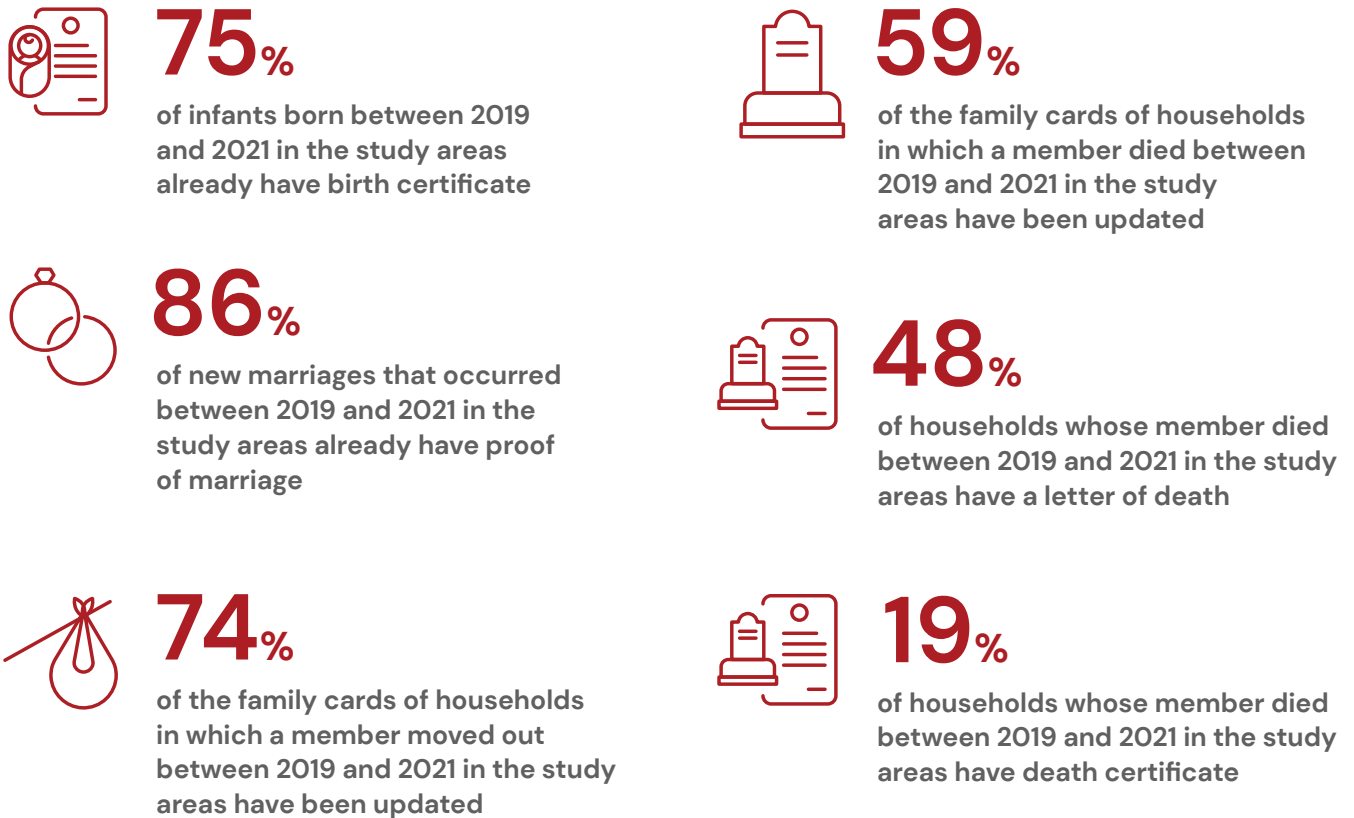
Regarding vital events, as many as 71 (2%) of the 4,449 respondents experienced death-related events, and 129 (3%) individuals were born. In addition, 318 (7%) new individuals became part of households, of which 151 were married. Meanwhile, 217 (5%) individuals had left the households surveyed in 2019 (Figure 5).

**Figure 5.** Changes to the composition of individuals in households based on vital events over the 2019–2021 period



The telephone survey found that approximately 75% of the 129 newborns over 2019-2021 received a birth certificate. Around 90% of the 318 individuals who moved into a household during this period already had a legal identity document in the form of an electronic identification card (e-KTP) or birth certificate. Meanwhile, 86% of married individuals who moved into new households had proof of marriage. Approximately 74% of the family cards (KK) of households in which a member(s) had moved out had been updated (Figure 6).

**Figure 6.** Coverage of legal identity document ownership based on vital events over the 2019–2021 period



However, the ownership coverage of legal identity documents concerning deaths is low. Only 19% of the 71 households in which a member(s) had died owned a death certificate. Around 48% of those households had processed a Death Notification Letter and 59% had their KK updated.

**Positive changes were also noted among respondents who did not have a birth certificate or e-KTP in 2019. Nevertheless, there is still a need to increase the ownership of marriage-related certificates.**

The telephone survey found that approximately 63% of the children under 18 years old who did not have a birth certificate in 2019 had meanwhile obtained a birth certificate. Moreover, 70% of those who previously did not have an e-KTP obtained an e-KTP in the meantime. However, only 33% of married couples who did not have proof of marriage in 2019 managed to obtain proof of marriage (Figure 7).

**Figure 7.** Changes in the state of respondents without legal identity documents in 2019



**63%**

of child respondents who previously did not have a birth certificate in 2019, now do



**70%**

of respondents who previously did not have an e-KTP in 2019, now do



**33%**

of married respondents who previously did not have proof of marriage in 2019, now do

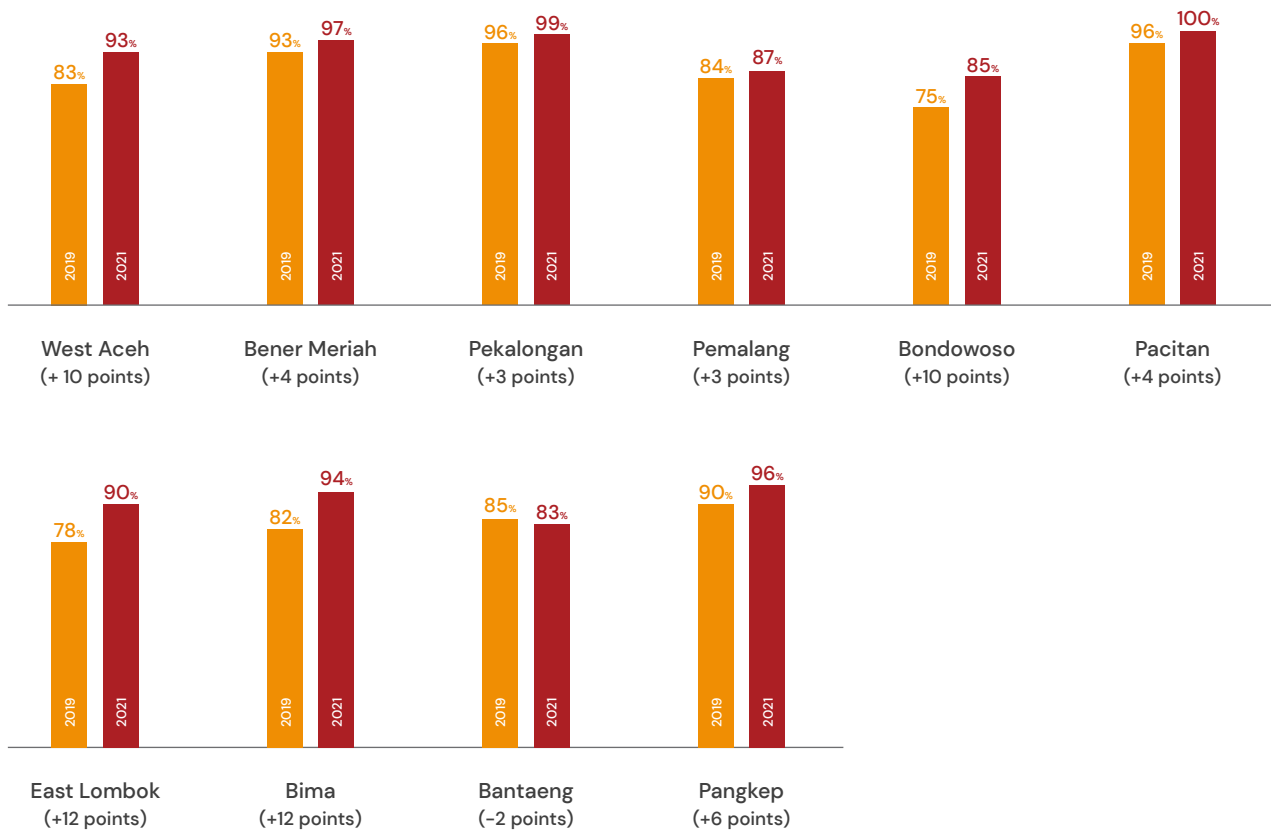
**On average, there was a positive change in the ownership of birth certificates, e-KTP cards, and proof of marriage documents between 2019 and 2021. The increase in percentage points related to the ownership of these documents also appears to be relatively even in terms of gender, place of residence (urban or rural), district, and wealth quintile.**

In the study area, the average coverage of birth certificate ownership among children under 18 years of age increased by approximately 5%, from 87% in 2019 to 92% in 2021. Bima and Lombok have the highest increase in the coverage of birth certificate ownership across the districts studied. Bima’s birth certificate ownership coverage increased by 12%, and East Lombok’s by approximately 12% (Figure 8). When analyzed by wealth quintile, the highest increase in the coverage of birth certificate ownership over the

2019–2021 period is seen among respondents in the lowest and second-lowest wealth quintiles—approximately 9% and 11%, respectively (Annex 1). The increase in the coverage of birth certificate ownership is also slightly higher in rural areas (6%) compared to urban areas (5%). However, there is no difference in the increase in birth certificate ownership coverage by gender. There is an increase of approximately 5% for both men and women.



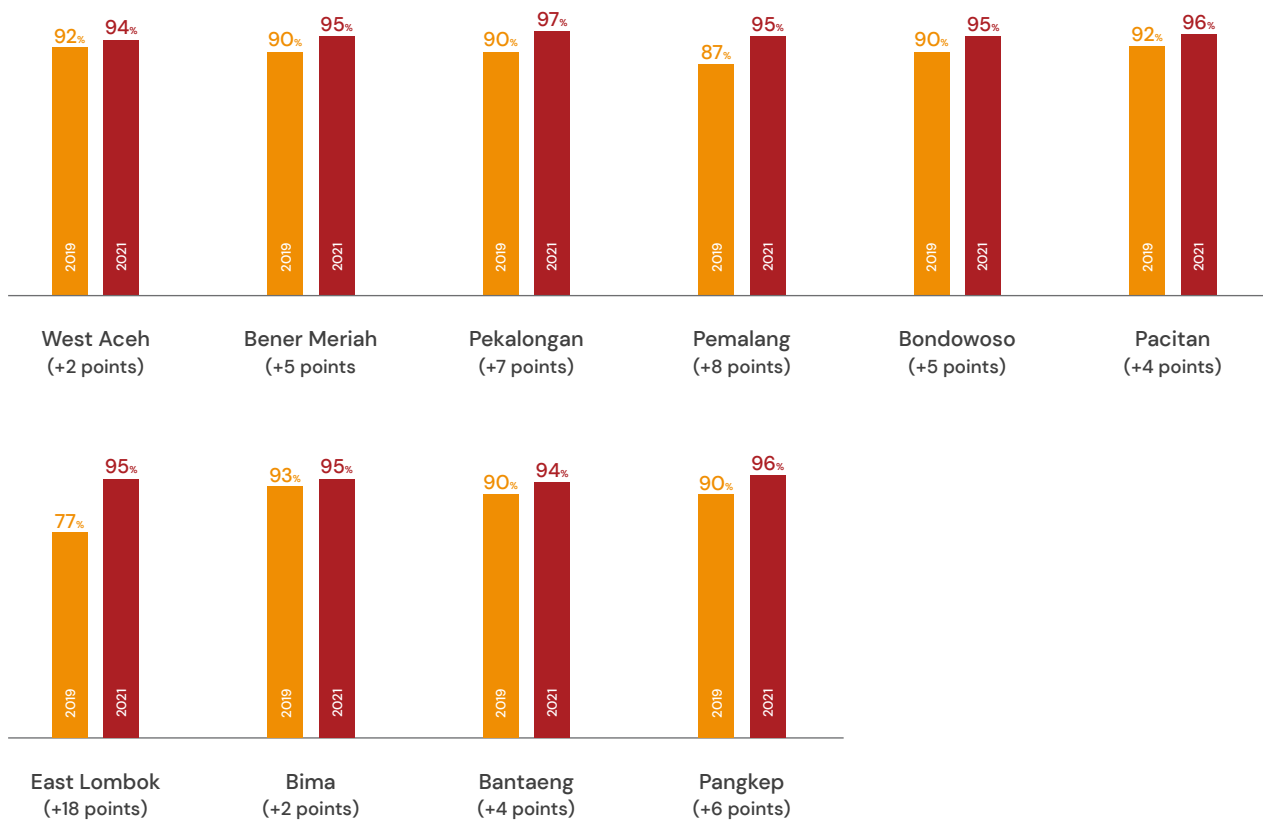
**Figure 8.** Coverage of survey respondents' birth certificate ownership by district



The coverage of e-KTP ownership also increased from approximately 89% in 2019 to 95% in 2021. The highest increase in the coverage of e-KTP ownership was noted in East Lombok, which was approximately 18% (Figure 9). The increase in the coverage of e-KTP ownership is also seen to be higher among respondents in the bottom two wealth quintiles, i.e., approximately 10% for the poorest respondents (Quintile 1) and 7% for the poor (Quintile 2) (Annex 2). The increase in the

coverage of e-KTP ownership was also higher among female respondents, namely 7%, compared to male respondents, which was 5%. By area of residence, the increase in the coverage of e-KTP ownership was slightly higher in urban areas (7%) than in rural areas (6%).

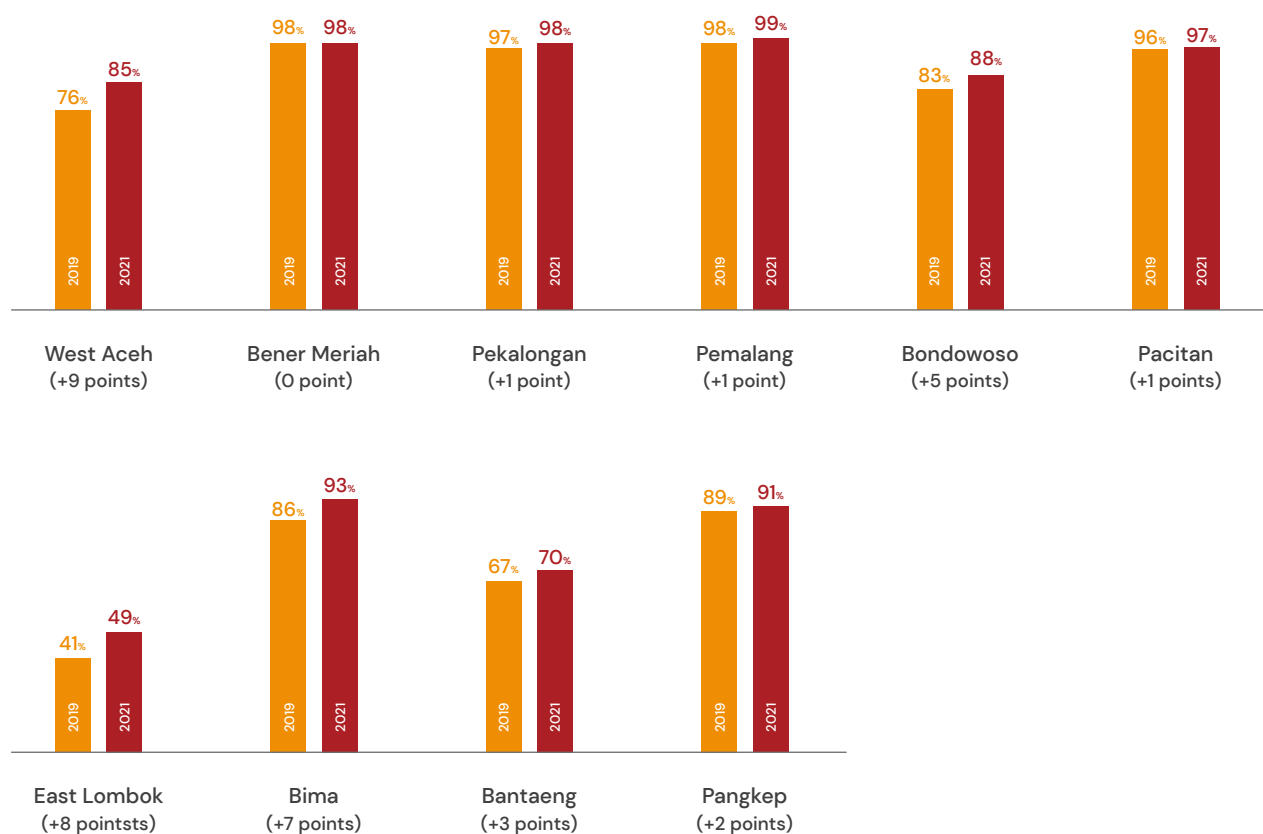
**Figure 9.** Coverage of survey respondents’ electronic identity card ownership by district



The coverage of proof of marriage ownership in the form of a marriage book or marriage certificate also increased on average, from approximately 84% in 2019 to 88% in 2021. West Aceh shows the largest increase— approximately 9% (Figure 10)—in the coverage of proof of marriage ownership among the ten districts studied. The increase in the proportion of

proof of marriage ownership appears to be slightly higher in rural areas (3%) than in urban areas (2%) (Annex 3). There is no significant pattern of difference when analyzed by gender and wealth quintile.

**Figure 10.** Coverage of survey respondents' proof of marriage ownership by district

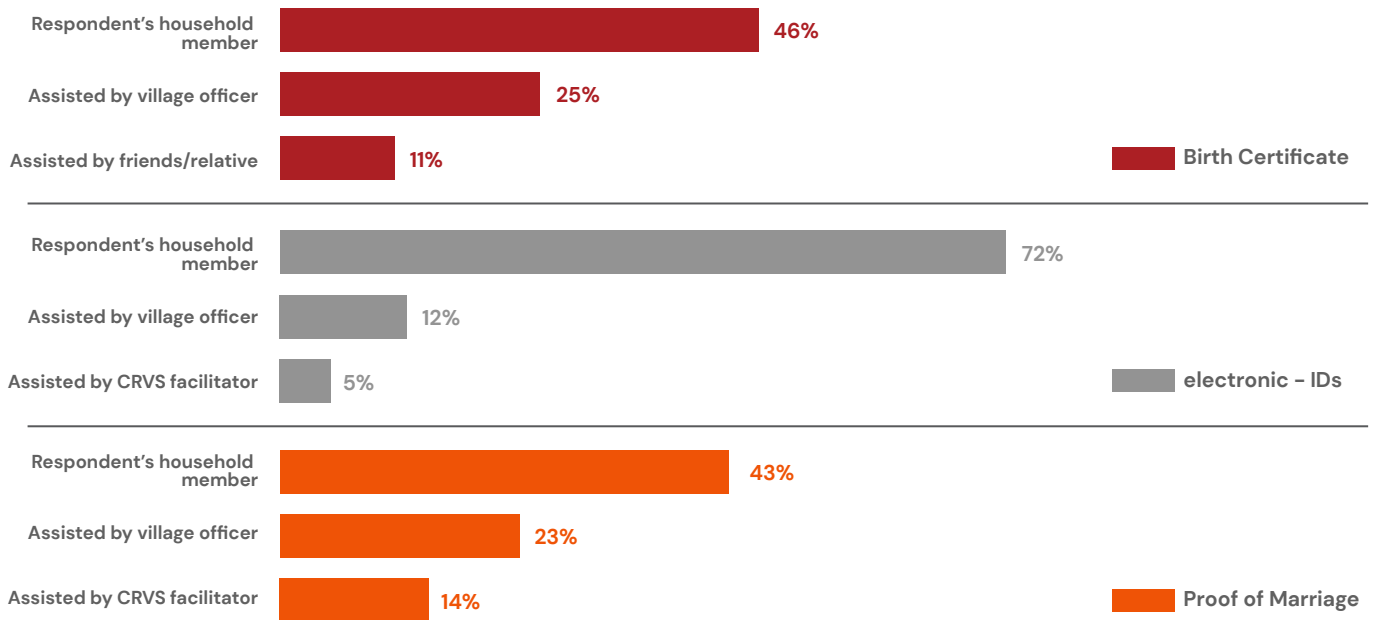


**Surveyed households had been generally unassisted in their acquisition of birth certificates, e-KTP cards, and proof of marriage documents in these last two years. The village apparatus mainly assisted households that experienced difficulties in independently acquiring legal identity documents.**

Of the 199 birth certificates obtained from 2019 to 2021, 46% were obtained without assistance by the household concerned, 25% were obtained with the assistance of village officials, and 11% with the assistance of friends or relatives. Meanwhile, of the 256 e-KTP applications submitted from 2019 to 2021, approximately 72% were made without assistance by the individuals concerned or their respective household members, 12% were made with the assistance of village officials, and 5% with the assistance of CRVS facilitators. Similarly, most of the proof of marriage documents were obtained by households without assistance, which was approximately 43% of the 119 documents. Another 23% of proof of marriage

documents were obtained with the assistance of village officials and 14% with the assistance of CRVS facilitators (Figure 11). That a large proportion of households was able to independently arrange documentation is likely the result of improvements to the legal identity document management systems and procedures in the areas assisted by KOMPAK. In short, people became more accustomed to acquiring legal identity documents on their own. In addition, it should be noted that some respondents were unable to distinguish between village officials and CRVS facilitators, which means that the number of documents processed by CRVS facilitators may have been greater than survey results indicate.

**Figure 11.** Who has taken care of legal identity documents in the last two years?



The survey also found that respondents applied for legal identity documents in various places. Approximately 45% of respondents indicated that they had applied for a birth certificate directly at the Civil Registration Office, while 39% applied for a birth certificate at the village office. Meanwhile, e-KTP applications were generally submitted through the sub-district office (42%) and the civil registration office (38%). Respondents generally applied for proof of marriage documents at the Office of Religious Affairs (73%), 14% went to the village office, and 8% to the sub-district office (Annex 5).

There appears to be a link between poverty and low ownership of birth certificates as well as proof of marriage documents. However, this is not the case for e-KTP ownership. The proportion of respondents without a birth certificate is the largest in the lowest wealth quintile category. Similarly, the proportion of respondents without proof of marriage increases as the wealth quintile decreases. That said, no significant relationship between wealth quintiles and ownership of e-KTP was found (Table 2).

**Although the coverage of legal identity document ownership generally increased in the study areas, a small proportion of the surveyed household members still do not have legal identity documents—these people are mostly found among the poorer groups.**

**Table 2.** Proportion of respondents without legal identity documents based on wealth quintile

Wealth Quintiles	Proportion of respondents without birth certificate (%)	Proportion of respondents without electronic identification card (e-KTP) (%)	Proportion of respondents without proof of marriage (%)
Poorest	53	19	65
Second Quintile	31	22	61
Third Quintile	31	25	57
Fourth Quintile	22	20	52
Wealthiest	21	20	40

Note:

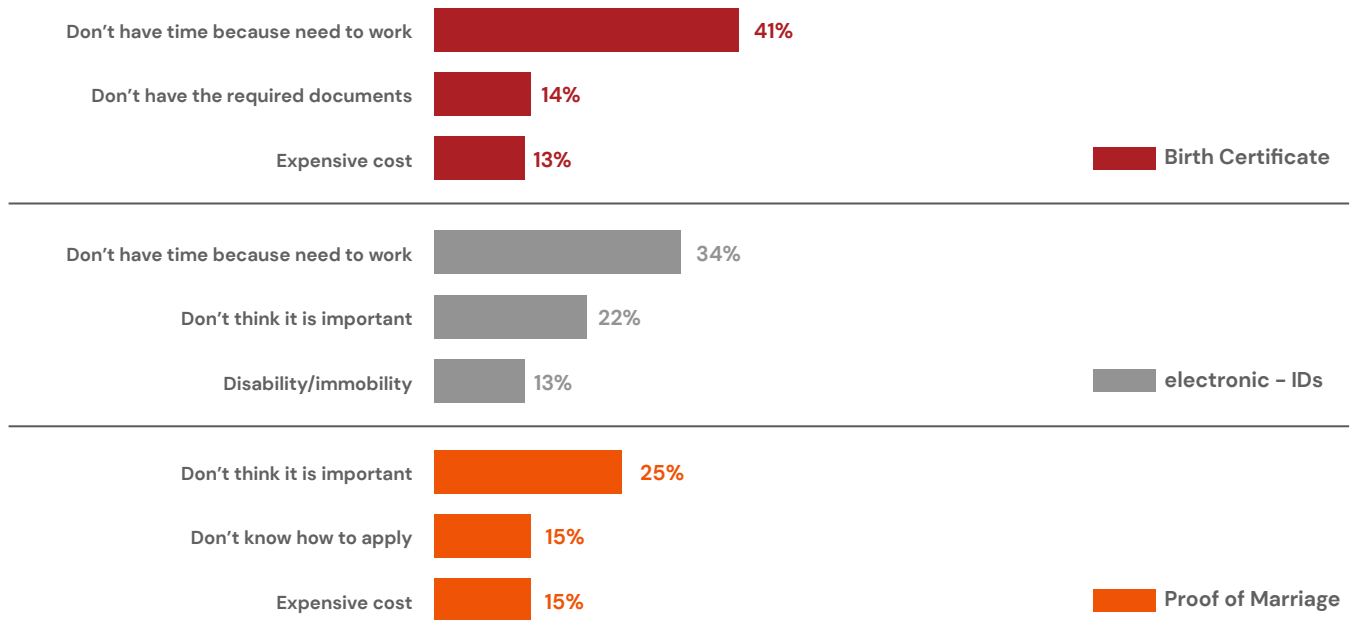
The statistical review conducted using Mann-Whitney U review

There is no significant difference in the proportion of respondents without a birth certificate or e-KTP card in terms of gender, area of residence, and district. However, the absence of e-KTP cards was greater among respondents aged 17 years and the elderly (Annex 8).

Meanwhile, the largest proportion of respondents without proof of marriage was found in East Lombok. The absence of proof of marriage documents also appears to be greater in urban areas, but it should be noted that the sample size of the surveys conducted in urban areas is significantly smaller. However, by gender, no significant difference was found in the absence of proof of marriage documents (Annex 9).

**The risk of losing work hours is the primary reason for not having a birth certificate and e-KTP card. Meanwhile, the lack of understanding of the importance of official documents is the most common reason for not having proof of marriage.**

**Figure 12.** Reasons for not having legal identity documents



Not having time because of a need to work (41%), not having the required documents (14%), and high costs (13%) are the most frequently given reasons for not having a birth certificate among the 110 child-age respondents (Annex 10). A qualitative study found that the perception of high cost is closely related to respondents' assessment of their economic condition and their assumption that they would have to pay more in situations in which it is difficult to obtain legal identity documents.

Meanwhile, of the 136 respondents who did not have an e-KTP card, the three most cited reasons were: not having time because they needed to work (34%), not feeling that an e-KTP card was important (22%), and physical barriers/disability (13%) (Annex 11). Some of the respondents who thought that an e-KTP card was unimportant had just turned 17 years old, and others were elderly. The elderly aged 60 years and over also cited physical barriers/disability as an impeding factor.

In addition, among the 265 respondents who did not have proof of marriage, the most cited reason was that they did not consider proof of marriage important (25%) (Annex 12). Other reasons given were: not knowing how or where to apply this documentation (15%) and high costs (15%). Qualitative information indicates that respondents found it difficult to understand the process of marriage officiation (isbat nikah), which is quite complicated. Some respondents were asked to remarry to obtain proof of marriage.

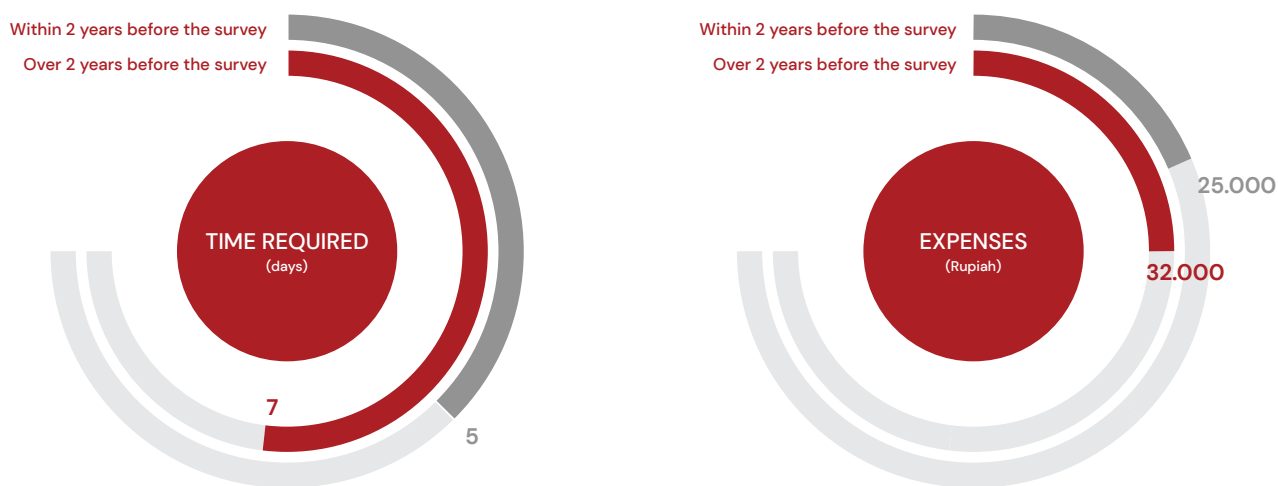
Respondents' reasons for not updating their family card (KK) varied considerably. Of the 241 respondents, 27% indicated that they did not update their KK because of temporary stay, 26% felt they had no time to update their KK due to work obligations, and 17% did not feel that updating their KK was important (Annex 13).

## 5.3 Changes in access to and quality of civil registration services

The median of incurred expenses and time required to process legal identity documents has improved based on the telephone survey.

In the two years before the survey, the median expenses incurred by respondents for processing legal identity documents was Rp. 25,000. In the time before this two-year period, however, the median expenses for processing legal identity documents were approximately Rp. 32,000. In addition, the median time required for processing documents – in the last two years before the survey – was five days, whereas the median processing time before this was seven days (Figure 13).

**Figure 13.** Median expenses and time for processing legal identity documents based on respondents' acknowledgment



Note:

Expenses here refer to any expenses incurred by respondents while obtaining legal identity documents, which (predominantly) involves travel expenses as well as any other expenses because the official fee of civil registration service is zero (free of charge).

By district, Bantaeng has the lowest median expenses, Rp. 11,500 in the last two years before the survey. The highest median expenses, Rp. 50,000, were found in Pekalongan, Pematang, Pacitan, and Bondowoso (Annex 15). The lowest expenses incurred by a household in Pematang was Rp. 7,000, while in other districts, this was Rp. 0 (free of cost). Meanwhile, the highest expenses ever incurred by a household were found in East Lombok at Rp. 600,000.

Among the districts studied, the median processing time for obtaining legal identity documents in the last two years was the highest in Pekalongan (14 days) and the lowest in Bima (one day) (Annex 14). Among all districts studied, the shortest processing time was one day, while the longest processing time was found in Pematang and Bondowoso with 360 days.

**Surveyed households perceived the current civil registration services as easy, cheap, and fast. These perceptions tend to be evenly distributed among the districts studied.**

Approximately 70% of surveyed households consider the processing of legal identity documents easy, 66% consider it cheap, and 60% consider it fast. Furthermore, a qualitative analysis was carried out to better understand the household sentiment toward the process of obtaining legal identity documents.



### Perception of the ease of processing legal identity documents

Respondents generally indicated that document processing was easy because it could be done in the village or sub-district, namely close to their residence. Some of the respondents who had not processed their documents in the village or sub-district said that the option of being able to process legal identity documents in the village or sub-district would have helped to improve access.

Many respondents felt that document processing was easy because village officials were there to help. The village officials mentioned by respondents included gampong registration officers, CRVS coordinators (Koordukcapil), village operators, and other officials such as village heads and hamlet heads. Posyandu (Integrated Service Post) cadres and midwives also helped make legal identity document processing easier.

*"That's easy, ma'am. Because it is taken care of by the gampong officers [registration officer]."*

**Residents of Gunung Pulo Village, West Aceh.**

*"It's so easy. Previously there was no CRVS coordinator, now there is. I say it's easy because the CRVS coordinator visits the people to assist in the process of obtaining KTP ..."*

**Resident of Papanloe Village, Bantaeng.**



Respondents' perceptions of the ease of obtaining documents were also influenced by the speed with which documents were processed. Some respondents experienced the process as easy when the service at the civil registration office was fast and documents could be processed in just a few hours. Although services in villages are closer, these services are usually carried out in bulk, which means that village officials have to wait until several applications have been collected before they can submit these to the civil registration office.

Only a few respondents claimed that the processing of legal identity documents was difficult or quite difficult. Those who found the process difficult gave multiple reasons, such as the remote location of the civil

registration office, queues, and the long time it took to process their documents. A few special cases were also mentioned, such as having difficulties in updating one's domicile, not having fingerprints and being unable to sign, or being asked for a Covid-19 vaccine certificate when requesting legal identity documents at the civil registration office.

Respondents in Pekalongan, Pematang, Pacitan, and Bondowoso experienced the process as easy because applications could be submitted online. However, this option can also be an obstacle for some because they are unable to operate digital devices or do not understand the online procedure for submitting a document application.



## Perception of the speed of civil registration services

Respondents generally stated that the processing of legal identity documents was fast or reasonably fast because of assistance by village officials, and that the process would have taken longer if they had to attempt this unassisted. Nevertheless, some respondents thought that the assistance of village officials would make the process take longer, which is why they opted to submit the application at the civil registration office on their own. There are also some who believe that the process would be even faster if they were to pay for the services, exploit personal connections, or ask an official to expedite the process as an emergency that requires legal identity documents.

Some of the respondents accepted that the processing of documents could take weeks or even months. They therefore considered the lengthy processing period nevertheless fast in light of various factors, such as the process being conducted through a broker or an intermediary with unreliable processing times, the abundance of simultaneous applications/requests, multiple documents being processed at once, long travel times or poor road conditions, or pandemic-related restrictions (PSBB/PPKM).

Although many respondents have a positive perspective on document processing speeds, some nevertheless consider the process too long/long enough for various reasons. Assistance from village officials could also take up time because of bulk processing. In addition, urgency, long travel times or challenging travel routes, multiple simultaneous requests, and having to go back and forth to the civil registration office are several reasons why the process is considered lengthy by some.



## Perception of the affordability of civil registration services

Most respondents said that the costs incurred were affordable, small, or almost non-existent. Some said they did not spend any money at all. Respondents also said that there currently is no administrative fee for processing documents or that the current fee is cheaper than before.

The perception of low cost is relative to the perceived benefits. Some respondents consider the costs of the civil registration process cheap or relatively cheap given the importance of having a legal identity document.

The perception of affordability is also relative to the distance that needs to be travelled to the place where legal identity documents are processed. Respondents who considered the cost cheap or relatively cheap generally felt that they only needed to pay for transportation (fuel, public transportation, or car rental) and photocopying. Respondents generally deem the incurred travel expenses "reasonable" considering the distance they are required to travel and to consider the poor road conditions or lack of public transportation. Some think that the cost is cheap/relatively cheap because they only need to travel a short distance to have their documents processed in the village or sub-district.

Perceptions of the affordability of the process to obtain legal identity documents are also related to the purchasing power of households. Some of the respondents who indicated that the cost was expensive or quite expensive cited exorbitant costs and challenging economic conditions. However, those who consider the process cheap or cheap enough said that economic conditions were improving. Even though some respondents had to spend money on tips and administrative costs or to compensate village or civil registration officials, they still considered the process to be cheap or relatively cheap.

The affordability of obtaining legal identity documents is also relative to opportunity costs. Some respondents considered the processing fee expensive or quite expensive because the costs incurred were high relative to their daily income. For some individuals, the process cost a day's worth of income because they could not work on that day. Several respondents chose to pay for other people's services in processing documents and still considered the process cheap or cheap enough. The main reason for doing this was to avoid the hassle. They also believed that obtaining legal identity documents would be more expensive and take longer if they were to do this on their own. Some preferred to delegate the process to another party to avoid losing working hours and income. Some chose to pay for services because they did not know how to obtain legal identity documents or wanted the documents to be procured quickly.

## 5.4 Achievements in facilitating civil registration in villages that are connected to service units at the district level

**Table 3.** Steps in facilitating civil registration services in villages that are connected to district-level service units

Initial State	Approach	Change
<ul style="list-style-type: none"> <li>● In most CRVS work areas, civil registration services were still centralized in the district, although liaison services were already established in some sub-districts. In addition, residents also required time and money to visit the civil registration office, which was often far from where they lived. This had an impact on public access to civil registration services.</li> <li>● This situation was exacerbated by the uncertain length of processing time, which forced residents to travel back and forth to collect legal identity documents</li> </ul>	<ul style="list-style-type: none"> <li>● The CRVS Program supported villages to assemble CRVS facilitators who could help residents with accessing legal identity documents.</li> <li>● The Program conducted a series of advocacy and training programs at the regional level for village-level CRVS facilitators, SID operators, civil registration officers, and sub-district officials.</li> <li>● To support the provision of civil registration services in villages, the CRVS Program supported the institutionalization of the village facilitator-based approach. Institutionalization was set in motion through regulations at the regional level for facilitating civil registration services in villages and through a series of Standard Operating Procedures (SOPs) to support their implementation.</li> <li>● The CRVS Program also advocated for the allocation of funds to ensure the sustainability of the facilitation of civil registration services in villages.</li> </ul>	<ul style="list-style-type: none"> <li>● From 2017 to 2021, the Program trained approximately 916 CRVS facilitators who were spread across 837 villages in the KOMPAK work area.</li> <li>● Outside of Papua and West Papua, all villages (approximately 244) in KOMPAK's work areas already have CRVS facilitators or trained village officers who can provide civil registration services.</li> <li>● By the end of 2021, 31% of villages in West Papua and 32% in Papua that are assisted by KOMPAK have CRVS facilitators.</li> <li>● Outside of Papua and West Papua, 14 of the 16 districts assisted by KOMPAK have institutionalized ways of facilitating civil registration services in the villages at the district level.</li> <li>● In Papua, Jayapura District instituted ways to facilitate civil registration services in villages.</li> <li>● The KOMPAK survey of June 2021 shows that villages have issued 13,752 birth certificates, 21,883 KKs, and 18,360 KTPs over the past six months.</li> </ul>



## Initial State

**A formative study on civil registration and basic services carried out in 2015 found that distance, processing costs,<sup>3</sup> and complicated procedures prevented residents from obtaining legal identity documents.<sup>4</sup>**

In almost all KOMPAK-assisted areas at the start of the CRVS implementation, civil registration services were only available at the district level, thus impeding access for some communities. Vulnerable people who live far from a city centre must come to the Civil Registration Office, which is generally located in the city centre. In Pekalongan District, for example, residents in the Petungkriyono Sub-district, which is located in a mountainous area, often face landslides during the rainy season. The steep road that leads to the village also hinders residents from accessing the sub-district centre.<sup>5</sup> In addition, the trip from Petungkriyono to the district where the Civil Registration Office is located takes two hours using informal transportation at a cost of Rp. 100,000. In another example, island residents in Pangkep District must use a boat to visit the Civil Registration Office at the centre of the government district.

In Papua and West Papua, access to civil registration services is even more obstructed. Residents of South Manokwari District considered the work pace of the Civil Registration Office very slow and as having an uncertain service term.<sup>6</sup> Residents often had to go back and forth to the Civil Registration Office to check on the progress of their document application, thereby increasing the cost of travel, energy, and time spent. Although there is no administrative fee because all services are free, members of the public still had to pay

Rp. 50,000-100,000 to go to the Civil Registration Office. Likewise, in Asmat District, Papua, the Civil Registration Office is far from residential areas. Long distances often also involve geographical challenges such as islands and mountains.

The Indonesian government has recognized the importance of bringing services closer to the people. In 2010, the Ministry of Home Affairs therefore issued a regulation for the establishment of a Technical Implementation Unit (UPT) in sub-districts. However, in 2015, there were still no UPTs in the study areas of Aceh, Central Java, and South Sulawesi.<sup>7</sup> The CRVS Program strongly believes that increasing the ownership of legal identity documents is heavily dependent on civil registration services that are capable of reaching the community. Therefore, since 2016, the Program had attempted to bring civil registration services closer to the community down to the village level.

<sup>3</sup> Processing costs refer to costs that are not administrative ones that applicants must bear, such as transportation costs, document duplication costs, or other informal services costs.

<sup>4</sup> Kusumaningrum, S., et al. (2016). Back to What Counts: Birth and Death in Indonesia (A Study to Institutionalize Civil Registration and Vital Statistics in Basic Services). Bappenas, KOMPAK, and PUSKAPA. <https://puskapa.org/en/publication/640/>

<sup>5</sup> Ibid.

<sup>6</sup> Rizky, E., et al. (2019). Rapid Assessment Report: Civil Registration and Vital Statistics in West Papua June 2018. [document not published]

<sup>7</sup> Kusumaningrum S. et al. (n.2)



## Developing Ways to Facilitate Civil Registration Services in the Villages

**In addition to utilizing village cadres and officers, the Program initiated the formation of special facilitators at the village level to assist communities in obtaining legal identity documents.**

As of April 2018, seven of the 16 districts had established a village-level civil registration service mechanism through the appointment of a village-level registration officer. This position was later renamed "CRVS facilitator." The CRVS facilitator is tasked with facilitating the application of legal identity documents at the community level and with assisting the process at the district or sub-district level. The Program also provides technical assistance to local governments in carrying out their various functions. Ways to facilitate civil registration services in villages have thus far been institutionalized in the districts of West Aceh, Bireuen, Bener Meriah, Pekalongan, North Lombok, East Lombok, and Sumbawa.

In 2017, the Program supported an initiative at the village level in Trenggalek District called Desa Tuntas Admuduk. Through this initiative, the village appointed a village-level civil registration facilitator who is funded by a budget that is managed by the village government. The facilitator is in charge of entering and validating individual forms into the village information system for civil registration services. This mapping of the needs of the village civil registration facilitator formed the basis for an integrated, proactive service for the Civil Registration Office. The Program also assisted other regions in appointing special officers at the village level. The assistance provided in Aceh Province, for example, resulted in a decree on the appointment of gampong

(PRG) and village (PRK) registration officers in each village.<sup>8,9</sup> The pilot program for PRG officers started in six gampongs in West Aceh, Bener Meriah, and Bireuen.<sup>10</sup> Later on, the KOMPAK Aceh team carried out advocacy at the district level so that the PRG program could be implemented in all villages in these three districts.

In NTB Province, collaboration with village communities began after a decree from the Sumbawa Regent which collectively appointed village CRVS facilitators. As the Program progressed, the position of CRVS facilitator was made official under the name of Village Civil Registration Officer (PPKD). Currently, the PPKD position is a part of the effort to increase birth certificate ownership in the program for improving civil registration services in villages. PPKDs not only help the community to navigate obstacles in the civil registration process and to identify civil registration needs in the community, but they also help deliver application documents to the Civil Registration Office and get these documents back to residents once they have been issued. In 2019, there were 195 PPKD recruits in Sumbawa and 33 in Bima.<sup>11</sup>

**Until April 2018, the Program conducted a series of advocacy and training exercises at the local level for village-level registration officers, CRVS facilitators, SID operators, Civil Registration Offices, and sub-district officials.<sup>12</sup>**

<sup>8</sup> GeRAK Aceh. (12 April 2018). Gampong Paku Formed Gampong Registration Officers: Toward Civil Registration Completed Gampong in Bireuen. <https://www.gerakaceh.id/gampong-paku-bentuk-petugas-registrasi-gampong-menuju-gampong-tuntas-adminduk-di-bireuen/>

<sup>9</sup> GeRAK Aceh. (12 April 2018). Bringing Civil Registration Services Closer to the Village by Appointing Village Registration Officers in the Bener Meriah District. <https://www.gerakaceh.id/mendekatkan-akses-layanan-adminduk-di-tingkat-kampung-melalui-pembentukan-petugas-registrasi-kampung-di-kabupaten-bener-meriah/>

<sup>10</sup> PRG pilot villages in West Aceh (Kubu, Peulanteu, Cot Jurumudi, Seuneubok Teungoh, Simpang Peut, Peuribu), Bener Meriah (Pondok Gajah, Pondok Baru, Sinar Jaya Paya Ringkel, Mutiara, Purwosari, Jadi Sepakat), and Bireuen (Blang Kuta Dua Meunasah, Paku, Keude Tambue, Krueng Meusegob, Ie Rhop Barat, Meunasah Asan).

<sup>11</sup> PUSKAPA. (2019). PUSKAPA-KOMPAK Partner Progress Report June 2019. [document not published]

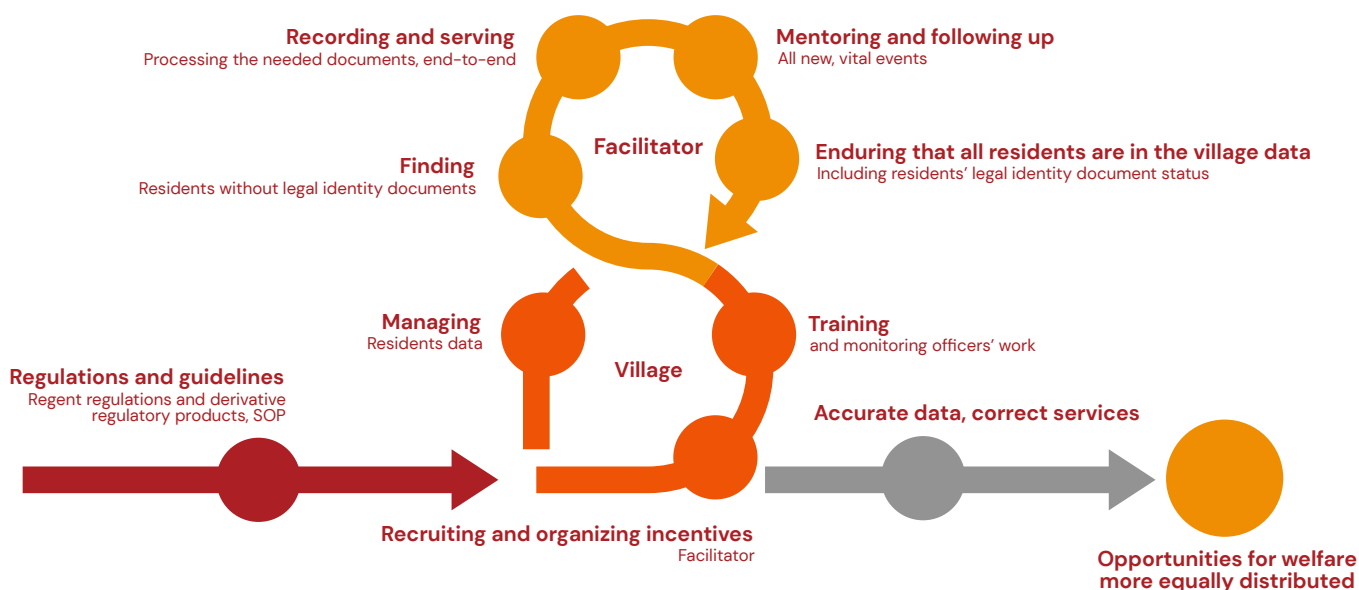
<sup>12</sup> KOMPAK & PUSKAPA. (2017). Collective Actions to Break the Cycle of Invisibility: A Program Report on Institutionalizing Inclusive and Accountable Civil Registration and Vital Statistics (CRVS) Systems (Aug. 1, 2015 - Aug. 31, 2017). KOMPAK & PUSKAPA

In Aceh, the Program trained 434 registration officers at the village level as well as 15 program implementation partners. A CRVS facilitator training was conducted in Central Java for 164 people. In Central Java, NTB, and South Sulawesi, the Program trained as many as 2,091 village and sub-district officials, SID operators, and Civil Registration Office staff members.

The Program also sought to support local governments in navigating the geographic challenges that hinder public access to legal identity documents. One of these efforts emerged through the Civil Registration Completion Movement (GERTAK), which was launched by the Pangkep Regent in 2017. GERTAK is an umbrella term for several forms of civil registration service activities that are aimed at increasing the ownership of legal identity documents as well as bringing services closer to island communities that have difficulties in reaching the district Civil Registration Office because of geographical factors, distance, and high transportation costs. Several aspects of the GERTAK approach are: (1) Civil Registration Island Tour Week, (2) Integrated Civil Registration Services, (3) Civil Registration Night Service in exhibitions and night markets, and (4) The Screening of Children without a Birth Certificate (APATAK).

Because of the GERTAK program, villagers in Pangkep District can access integrated services at the sub-district office more easily and cheaply compared to taking a boat to the mainland. GERTAK is implemented through collaboration between the Civil Registration Office, Religious Courts, non-governmental organizations, village officials, and the sub-district head. Mobile registration is also carried out in community meetings or during certain activities such as Car Free Day. In addition to the provision of mobile services, there is a special, proactive service for vulnerable groups, such as people with disabilities, the elderly, and people with mental disorders (ODGJ). Although these services have succeeded in increasing the ownership of legal identity documents, especially in terms of KTP cards and birth certificates, mobile services in several districts have not yet optimally met the needs of local communities because their services are provided infrequently or generally only on weekdays.

**Figure 14.** The Approach to Facilitating Civil Registration Services in the Villages



### **In 2019, the Program reviewed the good practices and lessons learned over the first three years and formulated an approach to facilitating civil registration services in villages.**

Along the way, the village sector has delivered a consistent contribution to helping villagers in obtaining legal identity documents. This contribution became the basis for developing ways to facilitate civil registration services in villages. The Program encouraged the implementation of this model through capacity building and institutionalization efforts during various collaborations with village governments in KOMPAK-assisted areas. From 2017 to 2018, the Program facilitated various discussions with local governments in KOMPAK-assisted areas to ensure the sustainability of the collaboration between the civil registration sector, the government, and village communities. The Program's support for collaboration between the civil registration sector and village governments produced CRVS facilitators.

### **Implementing the facilitation of civil registration services in villages requires efforts at the district level, the strengthening of village governments, and officers who are able to fulfil the needs of residents.**

This model empowers villages to help residents with obtaining legal identity documents. In addition, the model also encourages villages to have accurate and timely civil registration data. To implement such an approach, each village needs to recruit and train CRVS facilitators and create incentives for them. Villages also play a role in managing civil registration data through local information systems. Villages carry out these roles in tandem with officers who reach out to citizens and facilitate the ownership of legal identity documents.

Villages and their respective CRVS facilitators work under the direction of regulations and guidelines that are set by the district to support the collection of accurate data and to realize optimal service delivery in their respective areas.

### **With support of the Program, districts in KOMPAK-assisted areas issued various policies to reinforce village authorities in facilitating civil registration services.**

The model for facilitating civil registration services in villages in Central<sup>13</sup> and East Java<sup>14</sup> was informed by regent regulations, which cover various regulations regarding the role of village authorities in facilitating the ownership of legal identity documents and in budgeting the cost of managing legal identity documents through the Village Budget (APBDesa). In Aceh, the institutionalization of innovations at the village level began in 2018. The Governor of Aceh also saw the benefits of PRG officers. As a consequence, the Governor issued a governor's instruction to establish PRGs through the Aceh Village Fund Allocation in April 2018.<sup>15</sup> The governor's instruction was further enforced by innovation and institutionalization at the district level. The West Aceh District, for example, instituted multi-sectoral and village-level innovations, such as the Let's be Aware of Legal Identity Campaign (Asam Sunti) and the establishment of Village-Fund-Integrated Birth and Death Certificates (Aklamasi Dansa).<sup>16</sup>

In the Provinces of Papua and West Papua – because of the strengthening of village-level governance that was encouraged through the Education and Health Service Improvement Program (LANDASAN)<sup>17</sup> – the model for facilitating civil registration services in villages had the potential to increase the ownership of legal identity documents in several assisted districts.

<sup>13</sup> Pekalongan District, Brebes District, and Pematang District

<sup>14</sup> Bondowoso District, Lumajang District, and Pacitan District

<sup>15</sup> Sulaksono, Paul. (Nov. 16, 2020). Expanding Civil Registration Service Coverage in Aceh. KOMPAK. <https://kompak.or.id/id/article/mempertuas-jangkauan-layanan-adminduk-di-aceh>

<sup>16</sup> Ministry of State Apparatus Empowerment and Bureaucratic Reforms. (Aug. 6, 2020). Aklamasi Dansa, Birth and Death Certificates Ownership Made Easy. <https://www.menpan.go.id/site/berita-terkini/aklamasi-dansa-permudah-kepemilikan-akta-kelahiran-dan-akta-kematian>

<sup>17</sup> The KOMPAK-LANDASAN II Program started in 2017. It is an attempt to strengthen interunit service cooperation, particularly between Puskesmas and schools as well as village cadres to improve on basic services. By strengthening village governance, which had already begun under LANDASAN II, the Program supported efforts to increase the ownership coverage of legal identity documents in Papua and West Papua through Village-facilitated Civil Registration Services beginning in 2019.

KOMPAK introduced a similar model to stakeholders in the assisted areas of Papua and West Papua in 2019 during a series of meetings and discussions about the technical support that the Program could provide to these areas. The plans for advocacy, assistance and training of village facilitators in the Papua and West Papua regions were carried out in 2020. However, its implementation was hampered by the Covid-19 pandemic and had to be done online. Based on a KOMPAK survey in June 2021, none of the villages in KOMPAK-assisted districts in Papua had thus far implemented the facilitation model. Meanwhile, in West Papua, South Manokwari District implemented ways to facilitate civil registration services in 34 villages (59.65%). Fakfak and Sorong Regencies had not yet implemented such an approach because advocacy had only been carried out in 2019, and the follow-up had been hampered by the pandemic. Capacity building for CRVS facilitators was planned to be carried out by the end of 2021.<sup>18</sup> Efforts to encourage civil registration services at the village level were also in sync with the implementation of the Kampung Plus Administration and Information System (SAIK+) in West Papua and the Papuan Information System (SIO Papua) in Papua more broadly.

### **A series of capacity-building activities were carried in 2019 out to help CRVS facilitators understand their roles, the stages of document ownership facilitation, and the SOPs related to civil registration.**

The main responsibility of the CRVS facilitator is to assist the community in applying for legal identity documents, including identifying the need for legal identity documents, and assisting individuals in collecting the necessary requirements and application documents. The CRVS facilitator then takes and submits the application to the district or sub-district

Civil Registration Office (if available), collects the documents, distributes them, and sends them to the applicant. Based on the training activities that were carried out, the Program developed guidelines for both the local and national levels as well as a “training of trainers” (ToT) package for CRVS facilitators. The Program also finalized the preparation of a training module package, a practical guidebook for the Koordukcapil, an SOP for the Koordukcapil service, and an SOP for the village-level civil registration. These were all adapted to the local context.

### **At the local level, guidelines were also developed to facilitate replication in areas beyond KOMPAK's assistance.**

In Aceh, for example, the Program specifically supported the preparation of technical guidelines for the creation of gampong registration officers. This guide outlines the stages involved in establishing PRGs from coordination meetings to drafting regulations at the district/city level.<sup>19</sup> Beyond the matter of establishment, the Program also developed guidelines for monitoring and evaluating PRGs. These monitoring and evaluation guidelines are useful for evaluating the PRG program in districts/cities, analyzing the results, and for formulating plans and efforts to solve civil registration service problems through the PRG program.<sup>20</sup> The Program also supported replication in other areas by ensuring that every human resource had adequate capacity. To that end, the Program developed a handbook for PRGs,<sup>21</sup> a guide for PRG trainers,<sup>22</sup> and a training guide for PRG trainers.<sup>23</sup>

<sup>18</sup> The result of the program manager's observation.

<sup>19</sup> KOMPAK. (2020). Technical Guide for Appointing Gampong Registration Officers (PRG) in the District/City of Aceh Province.

<sup>20</sup> KOMPAK. (2020). Monitoring and Evaluation Guide for Gampong Registration Officers (PRG) in the District/City of Aceh Province.

<sup>21</sup> KOMPAK. (2020). Handbook for Gampong Registration Officers (PRG).

<sup>22</sup> KOMPAK. (2020). Guide for Gampong Registration Officers Trainers.

<sup>23</sup> KOMPAK. (2020). Guide for the Training of Gampong Registration Officers Trainers or Training-of-PRG Trainers in the Province of Aceh.



**The replication of the model used to facilitate civil registration services in villages (from hereon, this will be referred to as “the model” or “the approach”) in areas beyond those assisted by KOMPAK was initiated in 2019.**

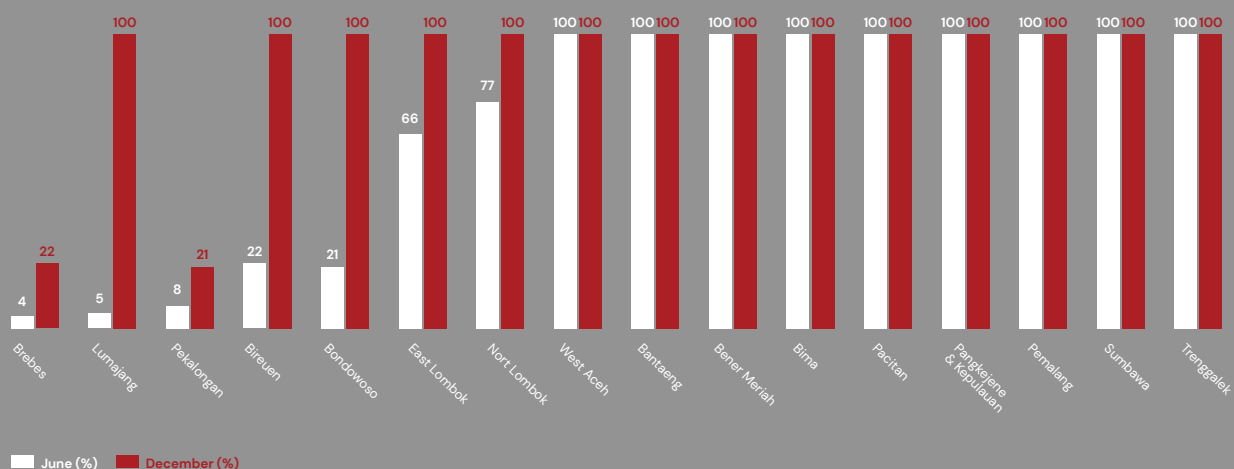
In that same year, the model was implemented as a pilot in all villages in two sub-districts in Pekalongan District (Petungkriyono District and Paninggaran District), Brebes (Paguyangan District and Bantarkawung District), and Pematang (Belik District and Pulosari District). This pilot program sought to increase the ownership of legal identity documents, especially birth certificates, by encouraging the facilitation of civil registration services in villages. The issuance of the Circular Letter of the Pematang Regional Secretariat Number 470/861/Disdukcapil, which supports the facilitation of civil registration services in villages,

further encouraged the expansion of civil registration services across all villages in Pematang. The further expansion of these services beyond the pilot area reached Pekalongan and Brebes in the second semester of 2021.

**The Program also supported replication efforts of the model outside of KOMPAK-assisted villages in East Java.**

By the end of 2021, 23 sub-districts in Bondowoso District had replicated the model in more than 100 villages. In Kabupaten Pacitan, 105 out of 166 villages in all of its sub-districts adopted the model. Lumajang District noted that 20 villages in two sub-districts had implemented the model.<sup>24</sup> At the provincial level, the Program encouraged replication by utilizing a knowledge exchange forum (known as “Forum Inspirasi”) in East Java Province.<sup>25</sup>

## Box 2 Percentage of Village in KOMPAK-assisted districts (except Papua & West Papua) that has adopted the facilitation model (KOMPAK Village Survey, June & December 2021)



<sup>24</sup> Gucialit Sub-district (9 villages: Gucialit, Pakel, Wonokerto, Kenongo, Kertowono, Sombo, Jeruk, Dadapan, Tunjung) and Pasirian Sub-district (11 villages: Pasirian, Gondoruso, Kalibendo, Bades, Bago, Selok Awar-Awar, Selok Anyar, Sememu, Condro, Madurejo, Nguter)

<sup>25</sup> Based on the program manager's observation.

Based on CRVS program data collected until the end of 2021, 90% of the villages in KOMPAK-assisted districts had adopted the model. All of the villages in 14 districts had adopted the model. However, only 22% of the villages in Brebes and 21% in Pekalongan had adopted the model. Nevertheless, the government of each region will continue to replicate the program in 2022 to ensure that all villages will eventually adopt the model.

**In addition to bringing services closer to village communities, the village approach to civil registration facilitation also helped local governments in overcoming problems that were making it difficult for residents to access legal identity documents.<sup>26</sup>**

In Central Java Province, the approach had further developed and become increasingly standardized so that civil registrars were able to anticipate the problem of rent-seeking in civil registration services. The Civil Registration Offices in Pekalongan, Brebes, and Pemasang Regencies established standard service procedures that could be used as guidelines by villages in recruiting facilitators, collecting civil registration data, and managing legal identity documents. These systems and procedures helped the Civil Registration Office anticipate application errors from the start.

### **Box 3 The effectiveness and efficiency of facilitating civil registration in villages (“the model”)\***

#### **1. Effectiveness**

Effectiveness was assessed to check if 1) the model had encouraged cheaper, faster, and easier access to legal identity documents, and 2) the model had increased the number of residents in possession of legal identity documents. The evaluation results show that the model made access to legal identity documents cheaper, but this conclusion is limited by the scope of available data. In terms of the amount of time spent in applying for legal identity documents, the model was found to have helped speed up the processing time. However, due to limited data, it is difficult to assess the impact of the model in terms of the length of the process required to publish legal identity documents. The model also made the processing of legal identity documents easier for the community, but the measurement of this factor is still unstructured. Limited data available also make it difficult to assess whether the model can increase the number of people in possession of legal identity documents.

<sup>26</sup> Central Java Village-facilitated Civil Registration Services Replication Policy Paper

## 2. Efficiency

The efficiency aspect is assessed on the basis of the budget that needs to be allocated to support the model in combination with a calculation of the unit cost per legal identity document facilitated through the model. The efficiency of the budget is evaluated by comparing the model to the employment of civil registration officers, which is mandated by the Civil Registration Law. There is no significant difference between the model of recruiting CRVS facilitators and the model of employing civil servants as civil registration officers based on Civil Registration Law. The model of facilitating civil registration in villages, however, could be cheaper if it were implemented by non-civil-servant recruits, assuming that these recruits are paid regional minimum wage and without receiving additional benefits. In addition, there is no difference in the unit cost per document issued through the model compared to the unit cost per document that residents process and obtain on their own.

### Recommendations for future evaluation of the model

Limited data make it difficult to assess the effectiveness and efficiency of the model. Therefore, it is necessary to obtain data on the number of documents facilitated by the model. This data is vital for district governments that are adopting the model. With adequate data, district governments are better able to assess the effectiveness of the model and to develop necessary improvements for strengthening the model. In addition, there needs to be a mechanism for collecting demographic data and recording people's perceptions, especially those of the poor and vulnerable communities supported by the model. Such a mechanism would be able to reveal whether the model has indeed helped these people.

*\*KOMPAK's independent assessment in 2021.*

## 5.5 Achievements in the strengthening of civil registration services through cross-sectoral collaboration

**Table 4.** Progress on the strengthening of civil registration services through cross-sectoral collaboration

Initial State	Approach	Change
<ul style="list-style-type: none"> <li>● Few civil registration services were integrated with the education and social protection sectors in the CRVS work area.</li> <li>● Other sectors were not involved in civil registration services due to the absence of policies on multi-sectoral collaboration.</li> </ul>	<ul style="list-style-type: none"> <li>● The CRVS Program helped local partners with initiating cross-sectoral collaborations that combine civil registration services with health, education and social protection.</li> <li>● The Program also supported the implementation of integrated services involving the Civil Registration Office, KUA, and the Syar'iyah Court (Religious Court) to organize marriage officiation, produce marriage books, and issue legal identity documents, especially birth certificates for children of couples who received assistance.</li> </ul>	<p>Cross-sectoral cooperation for civil registration services with the health sector was created.</p> <ul style="list-style-type: none"> <li>● Aceh: the Alib Bata Movement (Bener Meriah)</li> <li>● Central Java: the Bangkit Services (Brebek)</li> <li>● East Java: the Civil Registration Completion Movement (Bondowoso)</li> <li>● West Nusa Tenggara (NTB): the Pekat Network (North Lombok District or KLU)</li> <li>● South Sulawesi: the Civil Registration Completion Movement (Pangkep)</li> </ul> <p>Cross-sectoral cooperation for civil registration services with the education sector was created.</p> <ul style="list-style-type: none"> <li>● Aceh: the Asam Sunti Movement (West Aceh)</li> <li>● Central Java: Education Office Collaboration, HIMPAUDI, and IGTKI</li> <li>● East Java: the Civil Registration Completion Movement (Bondowoso)</li> <li>● NTB: the Pekat Network (KLU)</li> <li>● South Sulawesi: the Civil Registration Completion Movement (Pangkep)</li> </ul> <p>Cross-sectoral cooperation for civil registration services with the social sector was created.</p> <ul style="list-style-type: none"> <li>● Aceh: the Asam Sunti Movement (West Aceh)</li> <li>● East Java: the Civil Registration Completion Movement (Bondowoso)</li> <li>● NTB: SLRT (Sumbawa)</li> </ul>

Initial State	Approach	Change
		<p>Integrated services for marriage officiation, marriage recording, and birth recording (Yandu) were implemented in Aceh, Central Java, and NTB.</p> <ul style="list-style-type: none"> <li>● As of June 2017, the Yandu program in Bireuen, West Aceh, and Bener Meriah had successfully reached 173 couples. A similar program also helped 30,000 children obtain birth certificates within 28 days in KLU.</li> </ul> <p>Until the end of 2021, 96% of KOMPAK-assisted districts, other than Papua and West Papua, had involved health and education services for addressing the need of legal identity document, particularly for newborns, mothers, and children.</p>



## Initial State

**The absence of inter-sectoral collaborations that intersect with vital events in the community hampers the functioning of an inclusive and accountable CRVS system.**

Before the Program started in the assisted areas, agencies that had the ability to reach out to unrecorded groups considered civil registration beyond their purview. That is to say, they believed they were not authorized to assist in reaching out to said groups. For example, in the education sector, there had been no

efforts to reach out to students without birth certificates. And in the health sector, there was no structured effort by health facilities or midwives assisting the birth process to directly facilitate birth registration. Although midwives were often willing to help with the birth registration process, healthcare workers were generally reluctant to facilitate birth registration due to their already high workload.

### **The absence of guiding policies also contributed to the non-involvement of other sectors in civil registration services.**

In the Petungkriyono Sub-district of Pekalongan District, health workers, such as Posyandu cadres and traditional birth attendants, were better able to reach out to people in remote areas than midwives. In addition, the local school also stated that it could help

identify students who did not have birth certificates and could coordinate with village and sub-district officials to follow up on this issue. However, the family card is often still considered an alternative document for school registration. The suggestion of mobilizing teachers to help students obtain birth certificates raised concerns among Pekalongan District Education Office officials. They were worried about interfering with the functions and duties of other sectors.<sup>27</sup>



## **Integrated Service and Acceleration**

### **In 2017, KOMPAK, PUSKAPA, and local partners began to provide integrated services (Yandu) to several areas.**

In Aceh Province, the Program supported the implementation of Yandu in the districts of West Aceh, Bireuen, and Bener Meriah. These integrated services involved the Civil Registration Office, KUA, and the Syar'iyah Court (Religious Court) in order to organize marriage officiation, issue marriage books, and provide legal identity documents, especially birth certificates for the children of couples that received assistance. The Program also supported the implementation of Yandu in Central Java and NTB.

### **Through the involvement of various sectors, opportunities arose for the sharing of resources in service delivery to increase the coverage of legal identity document ownership.**

For example, the Religious Courts in all regions in the Province of NTB already had legal aid budgets for circuit courts to legalize marriages for poor people. However, the budget was often insufficient and therefore required alternative funding. The Program successfully supported Bima and East Lombok in raising their budget allocation for the Village Development Planning Deliberation (Musrenbangdes) so that the Village Fund Allocation (ADD) could be used to finance marriage legalization (isbat) services as well as the Civil Registration Office's mobile services.<sup>28</sup>

<sup>27</sup> Kusumaningrum, S., et al. (2016). Back to What Counts: Birth and Death in Indonesia (A Study to Institutionalize Civil Registration and Vital Statistics in Basic Services). KOMPAK & PUSKAPA

<sup>28</sup> Kusumaningrum, S., et al. (2020). Strong Institutions, Resilient Communities: An Assessment of the Basic Services Governance and Program Outcomes in CRVS, education, and health. Jakarta: PUSKAPA, Bappenas, and KOMPAK

**With the support of the Program, various initiatives emerged in the assisted areas that together formed a collective and integrated recording model for increasing the ownership of legal identity documents.**

The CRVS Program has strengthened and developed cross-sectoral collaboration since March 2017, starting with a series of discussions and workshops to map out the various needs and challenges. The Program also promoted CRVS model interventions that are in keeping with regional characteristics and based on available resources. The Program also organized a series of trainings to strengthen the role of sub-districts in the delivery of basic services to ensure that service providers could collaborate and bring civil registration services closer to the community. Said trainings inspired local leaders to innovate further.

In the first half of 2017, KOMPAK and the West Aceh Local Government (Pemda) began discussions to develop a model for increasing the ownership of legal identity documents. These discussions led to the launch of the Asam Sunti cross-sectoral agreement in West Aceh in August 2017. Following up on this agreement, the Local Government of West Aceh issued Regent Regulation No. 51 of 2018 concerning Tiered Services for Birth Certificate Ownership. This tiered service model involves health, education, social, and village communities to increase the coverage of birth certificate ownership.<sup>29</sup> The collaborations involved in this service model were also supported by institutionalized budgeting through the Aklamasi Dansa Regent Regulation<sup>30</sup>, which regulated procedures for obtaining birth and death certificates using Village Fund resources.

Like West Aceh, Bener Meriah also developed an accelerated model - named the Collaborative Community Movement for Identity Awareness (Gemar Kopi) - which was launched in 2017. This model involved the education sector, health sector, and village communities in order to increase the coverage of birth certificate ownership. The Gemar Kopi model was further developed, and subsequently redirected toward accelerating birth certificate ownership through the Midwives for Birth Registration movement (Alib Bata) in 2021.<sup>31</sup> Through said effort, midwives actively facilitated the provision of birth certificates to newborns. In Bireuen, integrated services have been implemented since 2015 with the support of KOMPAK's partner, the Women-Headed Family Empowerment Foundation (Pekka).<sup>32</sup> The Program has continued this effort to reach more families alongside Yandu's efforts toward the same goal in other assisted areas. As of June 2017, the Yandu program in Bireuen, West Aceh, and Bener Meriah had reached 173 couples.

Collective and integrated recording models also emerged in other areas. In Brebes, the program's advocacy process and strategies for increasing the ownership of legal identity documents fostered the issuance of regulations with a broader scope, such as the Regulation of the Regent of Brebes Number 116 Year 2017 on Accelerating the Increase of Birth Certificate and Death Certificate Ownership Coverage. Through this regulation, the Program also promoted the appointment of CRVS facilitators at the village level that covered 285 villages in Brebes District. In three villages that were directly supported by the Program, a community-based group called Selapanan<sup>33</sup> was established to strengthen the role of CRVS facilitators in identifying children without birth certificates, assisting with document processing, and resolving issues with legal identity document.<sup>34</sup>

<sup>29</sup> West Aceh Regent Regulation No. 51 Year 2018 on Tiered Services for Birth Certificate Ownership

<sup>30</sup> West Aceh Regent Regulation No. 26 Year 2017 on Standard Operating Procedures for Processing Birth and Death Certificates using Village Funds in the Gampongs of West Aceh District

<sup>31</sup> Suara Gayo. (May 27, 2021). Bener Meriah Regional Secretary Launched the Alib Bata Innovation, following 'Civil Registration Office Reaching for the Dream'. Suara Gayo. <https://suaragayo.com/sekda-bener-meriah-launching-inovasi-alib-bata-menyusul-disdukcapil-menjemput-impian/>

<sup>32</sup> Mahkamah Agung Syar'iyah Aceh. (Sept. 11, 2015). MS Bireuen Accepts Marriage Officiation Application Integrated Service. Mahkamah Agung Syar'iyah Aceh. <https://ms-aceh.go.id/berita-se-aceh/item/2533-ms-bireuen-menerima-pendaftaran-perkara-isbat-nikah-pelayanan-terpadu-11-9.html>

<sup>33</sup> Selapanan is a group of village women who represent parts of the female population that are otherwise marginalized in terms of thinking about society, voicing opinions, and participating in the economy. The meetings of this group address basic services issues, such as education, health, and civil registration. (Excerpted from the PPA section. <http://dp3kb.brebeskab.go.id/antara-jw-dan-selapanan-saling-melengkapi/>)

<sup>34</sup> KOMPAK-TAF Program Implementation Report

The Program also supported the development of a collective and integrated recording model in East Java in 2018. In addition, the Program encouraged the formation of the Civil Registration Completion Movement (Gertas) in Bondowoso. This movement made efforts to involve the village, the Health Office, the Education Office, the Social Services, and other regional apparatus in accelerating civil registration services. The Gertas team in Bondowoso District consisted of various teams at the district, sub-district, and village levels. The Gertas team provided civil registration services through various lines to expedite service delivery, including 1) village-based services, 2) education-based services, 3) health facility-based services, 4) social welfare-based services, 5) mobile services, and 6) integrated marriage officiation services. As a result of Bondowoso Regent's Regulation Number 31 Year 2018 concerning Instructions for the Implementation of the Civil Registration Completion Movement (Gertas), local governments and village governments were able to budget for cross-sectoral civil registration services through the District Budget (APBD).

In NTB, the model for accelerating Birth Certificate Screening through Education, Health, and Community (Jaring Pekat), which has been implemented since 2016, involved the education and health sectors in North Lombok, Bima, and East Lombok Regencies. In 2017, thanks to school-based registration, 30,000 children received birth certificates within 28 days in North Lombok District.<sup>35</sup> As a follow-up to school-based registration, North Lombok District continued to provide integrated services for legalizing and registering parents' marriages (Yandu).<sup>36</sup> From March 2016 to 2017, 16 Yandu exercises were carried out, reaching 506 couples and issuing 994 birth certificates to children of couples whose marriage was legalized through Yandu services.<sup>37</sup> Jaring Pekat collaborated with institutions in the health sector, such as community health centres and hospitals, to record newborns. This partnership allowed services to be performed online and completed within 30 minutes.<sup>38</sup>

The creation of an accelerated model in North Lombok would not have been possible without the support provided by progressive regional heads. With the support of the regent, each Local Governmental Agency (OPD) played an active role in increasing the ownership of legal identity documents. North Lombok District first tried out the accelerated model at a local general hospital (RSUD) to ensure that every new mother could receive a birth certificate for her newborn. The Regent of North Lombok also set a target, namely of increasing the number of residents with a birth certificate by two percent per month, from a base rate of less than 50% in May 2016 (49,769 children had a birth certificate). As of October 2016, the North Lombok District Government reported that its area had reached 79% birth certificate coverage (63,196 children had a birth certificate).<sup>39</sup>

**The Program supported each KOMPAK-assisted area in developing an acceleration model that was in accordance with locally available opportunities.**

These opportunities do not always start at the district level. In South Sulawesi, innovation first emerged through the Head of North Liukang Tuppabiring Sub-district in the form of a Memorandum of Understanding and Joint Commitment to Mainstreaming Basic Services in Planning and Budgeting. This initiative later became the basis for developing GERTAK services in Pangkep District. GERTAK in Pangkep District encouraged outreach through proactive efforts and the involvement of schools and health workers at the village level to increase the ownership of birth certificate documents.<sup>40</sup>

Another acceleration model in Sumbawa leverages existing initiatives to strengthen efforts toward increasing the ownership of legal identity documents.

<sup>35</sup> PUSKAPA. (2017). CRVS 2015–2017 Program Report.

<sup>36</sup> PUSKAPA. (2017). April–June 2017 Quarterly Report.

<sup>37</sup> Ibid.

<sup>38</sup> KOMPAK. (2017). Report on the Joint Supervision of the KOMPAK Program Implementation in the Regions.

<sup>39</sup> KOMPAK. (2016). Progress Report July–December 2016.

<sup>40</sup> KOMPAK. (Oct. 27, 2021). GERTAK and a Glimmer of New Hope for Jumali and Hasna.



The Sumbawa acceleration model also involves education, health, and community services to increase the ownership of legal identity documents.

However, unlike other districts, Sumbawa District employed an Integrated Service and Referral System (SLRT) to identify the need for legal identity documents. SLRT is a referral system for social protection and poverty alleviation that was initiated by the Ministry of Social Affairs. The SLRT system can be used to identify and signal the need of legal identity documents among people who access SLRT to the Civil Registration Office.<sup>41</sup>

Since October 2016, the Program has also encouraged all sub-districts in Pekalongan District to participate in a civil registration service innovation competition by creating a model for expanding the coverage of birth certificate ownership. The five best innovations were selected and turned into programs to encourage coordination between each sector and the Civil Registration Office. One of these innovations is the Civil Registration Ojek (Jek-Duk) service program in Petungkriyono District, which solved the problem of long distances between residents' place of domicile and the Civil Registration Office. The Jek-Duk innovation won an award at the 2016 sub-district innovation competition, and continues to be developed and promoted by the Program.<sup>42</sup> The implementation of the Jek-Duk program cut down on the time needed to process legal identity documents. Initially, this took 2-4 weeks. Services using the Jek-Duk approach only took approximately 2-4 days. As a result, as many as 1,523 legal identity documents were provided through Jek-Duk services in Pekalongan District. This initiative brought civil registration services closer to communities by asking sub-district officials to play a more active role in collecting requests from communities in their area, which could then be forwarded for further processing at the Civil Registration Office.

### **In the acceleration model, the health sector played a role in identifying the need for legal identity documents at every birth event and during community contact with health services.**

The health sector is better informed about important societal or life events, including births and deaths. Therefore, the collaboration between the Civil Registration Office and the health sector is needed to ensure that vital events are immediately recorded. In Aceh Province, the collaboration between the Civil Registration Office and the health sectors in three districts (West Aceh, Bener Meriah, and Bireuen) was carried out by health workers who facilitated birth certificate applications for newborns and children who did not have a birth certificate. Identification by health services was followed up by collecting the required documents and submitting an application for birth registration to the local Civil Registration Office. In addition, coordination between the health sector and civil registration services took place to facilitate maternity insurance and Social Security Administrator for Health (BPJS) claims. Similar to the implementation in Aceh, the collaboration between the Civil Registration Office and the health sector in East Java was carried out by health workers who were tasked with informing parents and who assisted with filing the required documents for receiving birth certificates for every birth that took place in Bondowoso District.

### **Collaboration with the health sector was carried out at the district and village levels.**

In Lumajang, East Java, KOMPAK supported an innovation proposed by the Lumajang District Government, namely the Indonesia for Civil Registration Awareness to Posyandu Movement (Gadis Ayu).<sup>43</sup>

<sup>41</sup> PUSKAPA. (2017). April-June 2017 PUSKAPA Quarterly Report. [document not published]

<sup>42</sup> Kusumaningrum, S., et al. (2016). Back to What Counts: Birth and Death in Indonesia (A Study to Institutionalize Civil Registration and Vital Statistics in Basic Services). KOMPAK & PUSKAPA

<sup>43</sup> For the record, program names usually come from local governments or partners in their respective regions. PUSKAPA realizes that names often sound strange or even sexist. Local governments usually prioritize names that they think are "interesting" or "funny" so that they are "easy to remember". We note that there is space for improvement here that we strive achieve in future advocacy efforts. Supporting parties, such as PUSKAPA, must be more sensitive and continue to advocate for decency and propriety, including in matters such as the names of programs. All parties have to continue to reflect on their actions and strive for betterment.

This innovation encouraged collaboration between Posyandu services and civil registration services to identify the need of birth certificate registration. In addition, Posyandu cadres also assisted in the identification of the need for other legal identity documents.<sup>44</sup> These identified civil registration needs were later reported to the village head, and led to a thorough follow-up by a civil registration service at the Civil Registration Office.<sup>45</sup>

### **Collaboration between civil registration services and the education sector was conducted to identify students in need of birth certificates.**

In the acceleration model applied in each region, the Education Office and educational institutions were involved in civil registration services. In Aceh Province,

a birth certificate was one of the requirements for admitting new student. In addition, a birth certificate is also a requirement for scholarships for orphans.<sup>46</sup> As in Aceh, the involvement of the education sector in the Bondowoso District was carried out through Gertas. The education sector in Bondowoso identified students who did not have birth certificates by education unit. The education unit then facilitated the filing of requirements at the Civil Registration Office. In 2017, collaborative efforts in Pematang were carried out through a Memorandum of Understanding (MoU) between the Civil Registration Office, the Education Office, the Association of Indonesian Early Childhood Educators and Education Personnel (HIMPAUDI), and the Indonesian Kindergarten Teacher Association (IGTKI) regarding the screening for children without birth certificates in early childhood education institutions (PAUD) and kindergartens.



## **Collaboration with Village Communities**

### **The Program initiated collaboration with village communities through various support activities that were conducted between 2016 and 2018.**

In 2017, the Program began CRVS work by encouraging the facilitation of civil registration services at the village level. By supporting acceleration models, the Program contributed to the involvement of other sectors, such as village governments, in the delivery of civil registration services. The acceleration models that have emerged in each region emphasize cross-sectoral collaboration for

increasing the ownership of legal identity documents. Cross-sectoral collaborations include village-facilitated civil registration services, educational facilities, health facilities, social welfare services, mobile services, and integrated marriage officiation services.

From 2016 to 2018, initiatives at the village level helped communities to access civil registration services through door-to-door services and with the support of village governments and other activists at the village level, such as Posyandu cadres. In Lumajang, the Program supported the Lumajang District Government innovation effort, which was named Gadis Ayu.<sup>47</sup>

<sup>44</sup> Result of consultation with the program manager.

<sup>45</sup> Rahmawati, D. & Fanida, E. (2021). Gadis Ayu Service Innovation (Civil Registration Awareness to Posyandu Movement) in Population and Civil Registration Office of the Lumajang District. *Publika* Vol. 9 No. 2

<sup>46</sup> Based on the program manager's observation.

<sup>47</sup> Result of consultation with the program manager.

This innovation encouraged collaboration between Posyandu and civil registration services in identifying the need for providing birth certificates and other legal identity documents. The identified needs for civil registration documents were reported to the village head for a through follow-up by civil registration services provided through the Civil Registration Office.<sup>48</sup> In Petungkriyono Sub-district, Pekalongan District, village officials, ranging from the community or hamlet head to the civil registration officer in the sub-district,

usually helped with the management of files. Based on observations by the program manager, the hamlet heads in Pekalongan District were more frequently involved than hamlet heads in the other two districts in Central Java. Communal trust in their leaders was the main driver behind the community's request for assistance in addressing their need for legal identity documents.

## 5.6 Achievements in the strengthening of civil registration services in disaster situations and during the Covid-19 pandemic

**Table 5.** Progress in the strengthening of civil registration services in disaster situations and during the Covid-19 pandemic

Initial State	Approach	Change
<ul style="list-style-type: none"> <li>● Data on the identity of disaster-affected residents were inconsistent with SIAK data.</li> <li>● The access of affected communities to assistance could be hindered by discrepancies in data.</li> <li>● During the Covid-19 pandemic, the Integrated Social Welfare Data (Data Terpadu Kesejahteraan Sosial or DTKS) database that is used as a reference in the distribution of assistance was not up to date.</li> </ul>	<ul style="list-style-type: none"> <li>● The CRVS Program conducted a study on the state of civil registration services after the earthquakes in Lombok and Sigi.</li> <li>● The study mapped the challenges and issued recommendations that are relevant to the delivery of civil registration services in a disaster situation.</li> <li>● The Program prepared policy studies on mitigating and preventing the impact of Covid-19 on children and vulnerable individuals.</li> </ul>	<ul style="list-style-type: none"> <li>● Study results were disseminated as part of the capacity building efforts for the National Stranas Team's CRVS working group in order to promote inclusive civil registration service mechanisms.</li> <li>● Based on the results of the study, the Program prepared technical guidelines for civil registration services in disaster situations. The policy review was disseminated and put forward by the Head of Bappenas in September 2020.</li> </ul>

<sup>48</sup> Rahmawati, D. & Fanida, E. (2021). Gadis Ayu Service Innovation (Civil Registration Awareness to Posyandu Movement) in Population and Civil Registration Office of the Lumajang District. *Publika* Vol. 9 No. 2

Initial State	Approach	Change
	<ul style="list-style-type: none"> <li>● The Program supported the distribution of social assistance to vulnerable communities through the CRVS system. The Program increased the capacity of CRVS facilitators for conducting data collection and for reaching out to vulnerable groups.</li> </ul>	<ul style="list-style-type: none"> <li>● Throughout 2020, CRVS facilitators in Aceh, Central Java, East Java, NTB, and South Sulawesi were trained so that they could reach vulnerable groups during the Covid-19 pandemic.</li> </ul>



## Civil Registration Service in Disaster Situations

### The CRVS study in North Lombok noted several obstacles that arose while utilizing CRVS data in disaster situations.

In 2018, the North Lombok Population and Civil Registration Office was severely damaged by an earthquake. Office buildings and facilities became unusable, roofs and walls were destroyed, and many civil registration data recording devices and documents were destroyed or buried. The North Lombok Civil Registration Office found inconsistent data when collecting data on disaster victims. Most of the data only listed nicknames that did not match the names in the Civil Registration Information System (SIK) or in the educational documents used to validate disaster victims.<sup>49</sup> The PUSKAPA study recommended the establishment of SOPs for implementing civil registration services in post-disaster situations. The Program has disseminated the results of this study to the working group on the National Strategy for the Acceleration of Civil Registration for the Development of Vital Statistics (Stranas CRVS).

### Coordination between governments at the national, provincial, and district levels became the starting point for the disaster response in North Lombok.

The NTB Provincial Government identified the need for equipment and coordinated with Telkom and the Directorate General of Civil Registration of the Ministry of Home Affairs (Ditjen Dukcapil Kemendagri) to ensure that the internet network was available post-disaster.<sup>50</sup> In North Lombok District, the Civil Registration Office collaborated with Civil Society Organizations (CSOs) to provide post-disaster civil registration services. In addition, the Civil Registration Office and CSOs also collaborated to collect data on residents, particularly those whose legal identity documents were lost or damaged during the disaster. In the post-earthquake emergency period (August–December 2018), the North Lombok Civil Registration Office issued 2,103 birth certificates, 456 death certificates, and 75 marriage certificates.<sup>51</sup>

<sup>49</sup> PUSKAPA. (2020). Civil Registration Services in Times of Disaster: A Brief Assessment Based on the West Nusa Tenggara and the Central Sulawesi 2018 Earthquakes. [document not published]

<sup>50</sup> PUSKAPA. (2020). Civil Registration Services in Times of Disaster: A Brief Assessment Based on the West Nusa Tenggara and the Central Sulawesi 2018 Earthquakes. [document not published]

<sup>51</sup> KOMPAK. (2019). March 2019 KOMPAK News. [document not published]



## Civil Registration Services in Response to the Covid-19 Pandemic

### **The Program also sought to support the Indonesian Government in strengthening civil registration services in response to the Covid-19 pandemic.**

During the Covid-19 pandemic, the Indonesian Government sought to support vulnerable communities by providing social assistance. However, this aid could not reach the most vulnerable groups in society because the social welfare database that was used as a reference for aid distribution was not up to date. The Program, therefore saw an opportunity to contribute through the CRVS sector.

### **The Program recognized that CRVS facilitators in each KOMPAK-assisted area played an important role in ensuring that civil registration services could reach vulnerable communities during the Covid-19 pandemic.**

CRVS facilitators could identify and record vulnerable communities down to the village level, and act as a liaison between civil registration services and residents in need of legal identity documents. Therefore, the Program supported the capacity building of CRVS facilitators in each region through a series of training sessions. To strengthen the ability of CRVS facilitators to reach out to vulnerable communities, the Program facilitated the training of CRVS facilitators in each district in mid-2020. In addition to the support of the Civil Registration Office and Community and Village Empowerment Service (DPMD) in each region, this training provided CRVS facilitators with knowledge of civil registration services and social assistance distribution mechanisms during a pandemic. The Program also improved the knowledge of CRVS facilitators regarding the definition of vulnerability and the impact of the pandemic on vulnerable

communities. As a result of the special training provided to CRVS facilitators, the model of facilitating civil registration services in villages can support communities in assisted areas with navigating the challenges of the Covid-19 pandemic. The training was successfully implemented in districts in Aceh, Central Java, East Java, NTB, and South Sulawesi throughout 2020.

### **In addition to CRVS facilitators, the available facilities and information technologies could be optimally used to meet the needs in emergency situations.**

In 2020, the use of civil registration data was crucial for supporting the response to the Covid-19 pandemic. In April 2020, the Program therefore discussed strategies for utilizing online-based services in the provision of CRVS services. In June 2020, the Program compiled a joint work plan for the CRVS system and the village strengthening sector to respond to the Covid-19 pandemic. This plan was followed up with a meeting that discussed how online-based services and CRVS facilitators can be used to register vulnerable groups during the pandemic.

# 6 | Initiating Accountable & Interoperable Data Governance

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## 6.1 The state of civil registration data governance

The Ministry of Home Affairs issued Permendagri 102/2019 concerning the Granting of Access Rights and Usage of Civil Registration Data. This regulates the mechanism and scope of civil registration data usage. The regulation was issued as a guideline to further facilitate the use of civil registration data for public services, development planning, and budget allocation. The following are some of the key arrangements stipulated by Permendagri 102/2019.

1. The Minister of Home Affairs is the only authority that can grant user institutions access rights to civil registration data.
2. Permendagri 102/2019 categorizes civil registration data into two types, namely individual/personal data and aggregate data. Aggregate data is open to the public, while personal data can only be accessed by user institutions for the benefit of state security and law enforcement.

In some areas, Permendagri 102/2019 makes it easier for district-level Civil Registration Offices to access civil registration data from SIAK. Before this regulation, the Bantaeng Civil Registration Office had to wait approximately four months after sending an application for approval of access rights to the Ministry of Home Affairs to get a response. After Permendagri 102/2019 was issued, the Bantaeng Civil Registration Office sent another letter of application to the Ministry of Home Affairs. This approval was processed much faster, namely in approximately ten working days.

With the issuance of this new policy, the CRVS Program can more easily accept requests for support in strengthening the use of civil registration data in its work areas. The Program began to take advantage of this opportunity by mapping the interpretation and implementation of Permendagri 102/2019 in each region. In the Bantaeng District, the Civil Registration Office and the DPMD struck a cooperation agreement so that villages could access civil registration data through the DPMD. This meant that village

governments that needed access to civil registration data only had to enter into a cooperation agreement with the DPMD. A different practice was found in North Lombok. Each village wishing to gain access to civil registration data had to make a separate cooperation agreement with the Civil Registration Office.

The CRVS Program also mapped the varying capabilities of each Civil Registration Office in processing civil registration data and producing simple statistics. Some Civil Registration Offices were capable of producing disaggregated statistics, such as the percentage and number of residents with legal identity documents. Other offices could only produce the number of documents issued. That said, there were also offices that were able to provide detailed and disaggregated data on the ownership of legal identity documents according to gender, age, and village. Until the end of 2021, however, some regions were still unable to provide data on the ownership of legal identity documents, such as birth certificates (Table 6).

**Table 6.** Birth certificate ownership among children under the age of 18 years old based on data from Civil Registration Offices in KOMPAK-assisted districts.

District	2015 (%) (0–17 y.o.)	2017 (%) (0–17 y.o.)	2021 (%) (0–17 y.o.)	Notes
West Aceh	66.79	87.90	93.63	Data is available for under-5 and under-1.
Bener Meriah	79.75	84.56	94.63	Data is available for under-5 and under-1.
Bireuen	42.72	72.43	89.61	Data is available for under-5 and under-1.
Pekalongan	60.40	79.27	96.38	The 2021 data is disaggregated by village.
Pemalang	52.39	79.55	87.22	The 2021 data is disaggregated by subdistrict.
Brebes	53.16	79.92	-	The 2021 data categorized age 0-5, 6-10, 11-15, 16-20.
Trenggalek	75.42	86.92	-	The 2021 data categorized age 0-5, 6-10, 11-15, 16-20.
Pacitan	40.91	66.61	-	The 2021 data is not published.
Bondowoso	84.34	95.03	-	The 2021 data is not published.

District	2015 (%) (0–17 y.o.)	2017 (%) (0–17 y.o.)	2021 (%) (0–17 y.o.)	Notes
Lumajang	-	64.89	-	The 2015 & 2021 data is not published.
North Lombok	61.05	87.17	96.28	Data is available for under-5 and under-1.
East Lombok	62.56	75.56	91.95	The 2021 data is not published.
Sumbawa	33.69	77.88	-	The 2021 data is not published.
Bima	45.76	7.32	-	The 2021 data categorized age 0-5, 6-10, 11-15, 16-20.
Bantaeng	-	87.56	99.92	The 2015 data is not published.
Pangkep	-	-	92.12	The 2015 & 2017 data are not published.

## 6.2 Achievements in the management of interconnected, village-based civil registration data

**Table 7.** Progress on the management of interconnected, village-based civil registration data

Initial State	Approach	Change
<ul style="list-style-type: none"> <li>● Villages managed data differently.</li> <li>● Data available at the village level is not always accurate and up to date. In addition, data is not always used for village planning and budgeting.</li> <li>● There was no standardized protocol for data collection and the design of village information systems. Villages also had to manage various information systems in several sectors that were not interconnected.</li> </ul>	<ul style="list-style-type: none"> <li>● The Program built village government capacity in managing and utilizing information systems.</li> <li>● The Program increased the capacity of gampong officers in operating village information systems.</li> <li>● The Program pushed for the harmonization of civil registration data at the district and village levels in order to support outreach and the usage of civil registration data for the implementation of other programs.</li> </ul>	<p>The Village Information System (SID) has been implemented in the majority (93%) of villages in KOMPAK-assisted districts, and in 72% of villages, the system is accessible online. Various village-level information systems have integrated civil registration data, such as in Aceh, Central Java, East Java, NTB, Papua, and West Papua.</p> <ul style="list-style-type: none"> <li>● Aceh: the Gampong Information System (SIGAP)</li> <li>● East Java: the Village Administration and Information System (SAID) (Bondowoso)</li> </ul>



Initial State	Approach	Change
		<ul style="list-style-type: none"> <li>● Central Java: the Kajen One Data (Pekalongan) and the Civil Registration Application Support for Village (PAKDE) (Pemalang)</li> <li>● NTB: the Village Information System (SID)</li> <li>● Papua: the Indigenous People of Papua Information System (SIO Papua)</li> <li>● West Papua: the Kampung Plus Administration and Information System (SAIK+)</li> </ul> <p>District-level and province-level regulations have been issued to support the interconnectivity of civil registration data with other information systems for the usage and sharing of data. Such regulations can be found in the Pekalongan District, Pacitan, and Aceh Province.</p> <p>The Program noted an increase in the number of villages using SID data to support outreach services and DTKS verification:</p> <ul style="list-style-type: none"> <li>● Aceh: from 45% (2020) to 72% (2021)</li> <li>● Central Java: from 36% (2020) to 97% (2021)</li> <li>● East Java: from 24% (2020) to 93% (2021)</li> <li>● NTB: from 16% (2020) to 95% (2021)</li> <li>● South Sulawesi: from 18% (2020) to 94% (2021)</li> </ul>



## Initial State

**The CRVS program saw the suboptimal village-based civil registration management system as an opportunity for improving the quality of interconnected civil registration data.**

As mandated by Law no. 6 of 2014 concerning Villages, almost all villages in KOMPAK-assisted areas had an information system for managing village civil registration data. However, the types of data and the information systems that were used differed from one village to another. Some villages also had difficulties in managing the various types of information systems used in each different sector. Civil registration data at the village level was not yet entirely accurate and often used for development planning. In light of this situation, the Program recognized the importance of strengthening the collection of civil data collection starting at the village level.



## Strengthening the Village Information System (SID)

**Although SID is one of the flagships of the collaboration between the Government of Indonesia and KOMPAK, the CRVS Program saw opportunities for synergy and encouraged the improvement of civil registration data starting at the village level. SID supported the capacity building of village governments for managing and utilizing their information systems in order to produce more accurate data. Meanwhile, the CRVS Program strengthened SID through an inclusive recording mechanism.**

In the Brebes District, the SID system used for civil registration was called "SIAM Civil Registration Assistant" (PAS). PAS facilitated online applications for legal identity documents, such as KTP cards, KK, move-in/move-out notices, statement letters, and others.<sup>52</sup> The Brebes District has consistently been implementing SID since 2019, and the result is that villages are better able to take advantage of civil registration data. Since the issuance of Brebes Regent Regulation Number 25 Year 2017 concerning Guidelines for the Development of Village Information Systems in the Brebes District, every village has begun to use SID. One of the forms used in this system is the PAS application form. Various services in villages can make use of the civil registration data that is connected to the Civil Registration Office database through the PAS application process.

<sup>52</sup> Based on the results of the program manager's observation.

In the Pekalongan District, villages had to manage multiple SIDs containing civil registration data. As a result, the Pekalongan District pushed for the implementation of *Kajen Satu Data*, which pertains to civil registration data, poverty data, education data, and health data. The application involves three data dashboards for the district, sub-district, and village.<sup>53</sup> Similar to Pekalongan District, villages in the Pemalang District had to manage multiple SIDs. However, the Program has not been very involved in implementing SID at the village level in Pemalang. The Program did support the development of the Pemalang District Regional and Village Information System (SIDEKEM) application system for delivering basic services based on civil registration data in all villages in the Pemalang District since 2019.<sup>54</sup> SIDEKEM is a website that contains databases and offers services from various sectors, such as education, health, village profile data, poverty data, population data, and other data.<sup>55</sup>

Efforts to improve civil registration data at the village level in East Java can be seen in Lumajang. This district developed the Integrated Poverty Information System (SIKAT), which is a system that contains data on various basic services, including civil registration. In 2021, SIKAT was still in its pilot phase in 20 villages in the Gucialit and Pasirian sub-districts. In the future, SIKAT will be applied to all sub-districts and villages in the Lumajang District.<sup>56</sup>

In the Pemalang District, internet infrastructure and internet access are already very good. All villages already have internet access. All applications managed by the village can therefore be internet-based or online. Ideally, SIDEKEM would be able to share data with SIAK, but the civil registration database that is accessible through the SIAK Application Companion can only be used to access aggregated data. Villages only had access to aggregated data because of the data protection policy, which means that civil registration data was not linked in real-time with other information

systems, including the SIDEKEM application. The Pemalang Civil Registration Office created a Civil Registration Application Support for Villages (PAKDE) application, which is a platform for villages to access civil registration data (by name or by address) and to issue documents that are needed by residents, such as domicile letters, move-in/move-out notices, cover letters, and other paperwork.<sup>57</sup>

In May 2019, the Program developed SID guidelines in Pekalongan, Pemalang, and Brebes Districts. The developments in Brebes District, in particular were supported by the findings of the evaluation of the SID implementation processes in Paguyangan and Belik Sub-districts, which were carried out in the same month, that is, April 2019.

In Aceh, based on a village survey conducted by KOMPAK in June 2021, all KOMPAK-assisted districts in Aceh Province already had a SID.<sup>58</sup> SID had been comprehensively implemented in villages as well as sub-districts in KOMPAK-assisted districts in Aceh. From 2021 to 2022, all KOMPAK-assisted districts in Aceh sought to implement the data-based civil registration Gampong Information System (SIGAP) in all villages. Data from the SIGAP system would be integrated with other data, such as village development data and poverty data.<sup>59</sup>

<sup>53</sup> Based on the results of the program manager's observation and the Central Java Annual Workplan Status document [KOMPAK, June 21, 2021, document not published]

<sup>54</sup> Based on the results of the program manager's observation.

<sup>55</sup> Pemalang District's Puspindes & Dinpermasdes. (2021). Village Information System SIDEKEM. <https://sidekem.pemalangkab.go.id>

<sup>56</sup> Based on the results of the program manager's observation

<sup>57</sup> Based on the results of the program manager's observation.

<sup>58</sup> Refers to various information systems, such as the Electronic Disposition Letter Information System (Sipede), e-Human Development Worker (eHDW), Sustainable Development Goals (SDGs), Online Monitoring of the State Treasury and Budget System (Om-Span), Ministry of Villages (Kemendesa) SID, Village Financial System (Siskeudes), Village and Kelurahan Profile (Prodeskel), Monitoring and Evaluation of Village Funds (Monev-DD), Village Asset Management System (Sipades), and others systems both offline and online.

<sup>59</sup> Based on the results of the program manager's observation.

### **The work of the CRVS Program in villages in East Java Province also involved an online information system that was developed in parallel with CRVS efforts.**

The Village Administration and Information System (SAID) in Bondowoso District, which had been set up earlier, became one of the means for increasing the ownership of legal identity documents. Since 2017, Bondowoso District has developed SAID as a data and information management system that is managed by the village government. SAID contains data on villages (profiles, finances, and village development activities), civil registration data, general government, and on the activities of the Village Consultative Body (BPD) and other social institutions. In December 2019, Ambulu Village Government in Bondowoso District launched an online village-facilitated civil registration service, which was integrated into SAID. As of 2020, all of the villages (209) in Bondowoso District have further developed and used SAID. Through this online service, residents can submit the required documents for applying for legal identity documents at the village office. Legal identity documents can be printed at the village office. As of June 2020, Ambulu Village's online civil registration service had issued 15 KK cards, 24 KTP cards, and 12 birth certificates.

As of 2021, village-facilitated civil registration services that employ an online information system have been implemented in Bondowoso, Pacitan, and Trenggalek Districts. To ensure that each village has the necessary instructions for issuing legal identity documents, the Program supported the preparation of several Standard Operating Procedures (SOP). To date, the Program has created SOPs for issuing birth certificates, death certificates, family cards (KK), child identity cards (KIA), and electronic identity cards (KTP). The Program has also supported the development of SOPs for the online issuance of move-in/move-out notices. As a consequence of the SOPs that have been developed with the Program's support, officers can issue legal identity documents at the village level. The Program recorded that around 50,000 legal identity documents have been facilitated through online village-facilitated civil registration services in Pacitan and Trenggalek. In addition to designing ways to facilitate civil registration

services in villages, the Program has also been involved in conducting trials and workshops on the results of the model's monitoring and evaluation instruments in Bondowoso and Pacitan Districts in 2021.

### **In Aceh, the Program also promoted capacity building to increase the ability of gampong officers to operate village information systems.**

By mid-2021, 15 SIGAP trainers had trained ten operators in each of the nine sub-districts (a total of 90 gampong operators were trained) of West Aceh. KOMPAK also pushed for the creation of a gampong cooperative regent regulation (Perbup) that would provide the basis for training SIGAP operators.<sup>60</sup> In May 2019, the Program developed SID guidelines for Pekalongan, Pematang, and Brebes Districts.

### **Development efforts at the district level benefitted from the strengthening of civil registration data management systems at the village level.**

In Pacitan District, the Program noted in October 2019 that the implementation of the local poverty reduction program, Grindulu Mapan, was suboptimal due to the absence of accurate data on the identity and whereabouts of poor families. In early 2016, the local Regent decreed that related sectors – including the Regional Development Planning Agency (Bappeda) as well as the education, health, social, CRVS, and sub-district sectors – need to work together and support villages in running village governance and in integrating data and information systems to ensure that data are accurate and up to date. The Regent assigned a Camat (sub-district head) to provide facilitation through the Village Government Technical Guide (PTPD) to villages, and expanded the Camat's role to supervising and monitoring the implementation of the Grindulu Mapan program.

<sup>60</sup> Ibid

Villages could take advantage of digital civil registration data, and were supported in their efforts to accelerate and provide access to legal identity services, thanks to the existence of integrated data at the district level. Pacitan District could take advantage of synergies, and successfully integrated various poverty reduction programs in different sectors and villages using synchronized and validated data.

### **As in other assisted areas, NTB district also used and managed civil registration data at the village level.**

At the beginning of the Program, the use of civil registration data in NTB Province was only common in East Lombok District. In 2017, residents of South Rarang village in East Lombok District used SID to update civil registration data.<sup>61</sup> South Rarang Village compared data from SIAK with SID for verification and validation of data in the village. South Rarang Village then conveyed their data needs to the East Lombok Civil Registration Office so that residents could obtain legal identity documents. These verification and validation efforts also supported the process of updating Integrated Social Welfare Data (DTKS) through the Next Generation Social Welfare Information System (SIKS-NG).<sup>62</sup> South Rarang Village Government has been able to verify and validate SIAK and DTKS data more easily because of SID support since 2019.

### **In East Lombok, improvements to village civil registration services were strongly influenced by efforts to strengthen SID.**

Initially, online civil registration services were provided through the WhatsApp application. This form of service is known as Obtaining a Birth Certificate via WhatsApp (BAKVIA). The Program gradually supported the use of

SID in applying for legal identity document through a process called Doing Civil Registration Online (BAKSO). In addition, the Program also sought to strengthen the implementation of SID through the SID Regent Regulation in all KOMPAK-assisted districts in NTB. Furthermore, the Program drafted guidelines for using the SID application for operators from village governments. The Program also supported capacity building exercises for teams in villages and sub-districts in North Lombok District to verify, validate, and integrate civil registration data and social welfare data into SID.<sup>63</sup> As of June 2021, a plan already existed – by the District Governments of Sumbawa and Bima (supported by KOMPAK) – to revitalize and strengthen the capacity of SID operators in managing SID.<sup>64</sup>

### **Since 2015, SID has been implemented in Papua and West Papua Provinces, and particularly in villages.**

KOMPAK has continued to provide support for the development of SID. Currently, the SIDs that are being pushed for are SAIK+ in West Papua and SIO Papua in Papua.<sup>65</sup> SAIK is a web-based system that contains demographic, social, and economic data on each villager. This system can operate offline so that it can be used in remote areas that do not have telecommunications infrastructure. Both SAIK and the District Administration and Information System are appropriate solutions because these systems are simple and empower the use of local resources. The procedure for entering data into the system is so easy so that cadres can do it as well. The important role of SAIK and the District Administration and Information System cannot be separated from the role of cadres in each village. As of 2019, the KOMPAK-LANDASAN II program<sup>66</sup> has trained 443 cadres, which includes 112 women from 225 villages in the provinces of Papua and West Papua.<sup>67</sup>

<sup>61</sup> KOMPAK News August 2020 and program manager's observation results

<sup>62</sup> Ibid

<sup>63</sup> Ibid

<sup>64</sup> Ibid

<sup>65</sup> Ibid.

<sup>66</sup> The KOMPAK-LANDASAN II Program started in 2017. It is an attempt to strengthen interunit service cooperation, particularly between Puskesmas, schools, and village cadres in order to improve basic services. By strengthening village governance, which is something that had already begun under LANDASAN II, the Program sought to further increase the ownership of legal identity documents in Papua and West Papua by facilitating civil registration services in villages beginning in 2019.

<sup>67</sup> KOMPAK. (2019). KOMPAK March 2019 News. KOMPAK

In 2019, the SAIK+ application<sup>68</sup> that had been developed through KOMPAK's self-management activity was ready to be released online.<sup>69</sup> This application was meant to replace the previous version of SAIK, which was being used in many villages in the LANDASAN II area. This new version was expected to overcome the various weaknesses of the previous version. The new version of the application can also be connected to various other systems that make use of civil registration data that are being used in the district, provincial, and even national governments. The ToT program for the implementation of SAIK+ involved 16 district staff members from four target districts in West Papua as well as ten field staff members of the LANDASAN II program.

Throughout April–June 2020, the Program succeeded in organizing ToT sessions and SIO Papua training sessions for village cadres and officials.<sup>70</sup> Through virtual meetings, the ToT program trained ten district coordinators (Korkab) and sub-district coordinators (Kordis). Participants in the ToT program later trained cadres, through mentoring and small cluster meetings, in the collection of data for SIO Papua in 21 villages and in the operation of SIO Papua in 18 villages (out of a total of 57 assisted villages). By the end of June, trained cadres had succeeded in registering and updating 795 KKs from an estimated total of 7,133 KKs in the assisted areas in the Papua Province. A total of 132 KKs have been registered in the Papua SIO system.

LANDASAN II (sub-)district coordinators trained village cadres to operate SAIK+.<sup>71</sup> This method was successful for training cadres in the collection of SAIK+ data in 42 villages and in the operation the SAIK+ system in seven villages (out of a total of 88 assisted villages). By the end of June, trained cadres had succeeded in registering and updating 4,870 KKs, out of an estimated 9,209 KKs, in the assisted areas of West Papua Province. A total of 11 KKs had been registered in the SAIK+ system.

**Both management and usage of civil registration data at the village level were also supported by the strengthening of SID implementation and the integration of data for planning purposes in each region.**

In Central Java, the implementation of SID in sub-districts increased from 5% in 2019 to 100% in 2021. This achievement was supported by regulations governing SID management, data usage, and data sharing, which eventually led to the emergence of the One Pekalongan Data policy. This policy also supported village, sub-district, and district governments with technical and supporting OPDs for updating and linking civil registration data with integrated services, which allowed these to become the basis for planning in Pekalongan District. However, some villages still did not have internet access. In these cases, the application was managed offline.

**In addition, available information technologies and facilities could be used in emergency situations.**

In June 2020, the Program prepared a joint work plan involving the CRVS system and the village strengthening sector to respond to the Covid-19 pandemic in Central Java. The Program held follow-up meetings on using online-based services and instructed CRVS facilitators on registering vulnerable groups during the pandemic.

<sup>68</sup> The SAIK+ application collects data of villages and urban villages in the entire region of West Papua. This application increases the quality of data and strengthens basic information management in villages. The goal is that this application will eventually support governance, aid with development planning, lead to basic service improvements, and contribute to village economy development activities. Explanation taken from <https://saikplus.papubaratprov.go.id>.

<sup>69</sup> KOMPAK & BaKTI. (2020). Quarterly Report: LANDASAN II Program January–March 2020 Period. [document not published]

<sup>70</sup> KOMPAK & BaKTI. (2020). Quarterly Report: LANDASAN II Periode April–June 2020 Period. [document not published]

<sup>71</sup> Ibid

**Although the use of civil registration data at the village level had been widely done, several villages still need to manage SID offline due to geographical challenges and inadequate internet infrastructures. Thus, it was difficult for some villages to get real-time data updates.**

Consequently, the ability to utilize civil registration data was dependent on access to the PAS application system, which could only be used to compare data. The only data that could be accessed in this manner was aggregated data, and not the detailed data (by name, by address) through which service verification might be optimized. Although the use of civil registration data was still constrained by various rules concerning data sharing and usage, the PAS application nevertheless has features that can assist in managing legal identity documents in villages, such as move-in/move-out notices, statement letters, applications for KTP or KK, and other documents.

## 6.3 Achievements in the usage of civil registration data for service planning and monitoring

**Table 8.** Progress in the usage of civil registration data for service planning and monitoring

Initial State	Approach	Change
<ul style="list-style-type: none"> <li>● Before the Program started, civil registration data had not yet been linked with other sectors.</li> <li>● Civil registration data had not yet become a reference for planning and budgeting in other sectors.</li> <li>● Civil registration data and legal identity documents also did not facilitate access to basic services among communities.</li> <li>● The usage of civil registration data was also constrained by the uneven infrastructures of civil registration service providers.</li> </ul>	<ul style="list-style-type: none"> <li>● The Program supported local governments in reaching out to vulnerable groups through the use of civil registration data.</li> <li>● The program pushed for the use of civil registration data in information systems and databases at the district level.</li> </ul>	<ul style="list-style-type: none"> <li>● In total, the Program observed that 357 of the 491 KOMPAK-assisted districts had used SID for service outreach or DTKS verification by 2022.</li> <li>● Civil registration data is now also being used for planning through various information systems at the district and village levels. <ul style="list-style-type: none"> <li>● Bondowoso: the Village Administration and Information System (SAID)</li> <li>● Trenggalek: the Online Full-Package Civil Registration Information System (SIMI-NAKSOPAL)</li> <li>● Lumajang: the Integrated Poverty Information System (SIKAT)</li> <li>● Pacitan: the District Information System (SIKAB)</li> <li>● East Lombok: the Integrated Database Information System (SIPADAT)</li> <li>● Aceh: the Gampong Information System (SIGAP)</li> </ul> </li> <li>● Civil registration data also plays a role in complementing education data. Civil registration data can be used during school registration and has the potential to provide a more comprehensive profile of out-of-school children.</li> </ul>





## Initial State

**The civil registration data system, which had not yet been connected with the data provided by other sectors, hindered the functioning of the civil registration and vital statistics system.**

In 2015, the Ministry of Home Affairs began opening access to the civil registration database used in other sectors, such as health and social welfare. However, access was still limited to the verification of the National Identification Number of insurance participants in the Social Security Administrator for Health (BPJS) system—some of BPJS' civil registration data was invalid.<sup>72</sup> **The suboptimal connectivity of inter-sectoral data systems with up-to-date civil registration data systems prevented the use of data for planning and budgeting.** Although discussions were held on efforts to harmonize data between sectors, there were still differences between the supply and demand side. This issue together with the issue of data relevance were obstacles in the harmonization effort.

**Furthermore, legal identity documents were not being used to improve the provision of services and access to the community.**

Birth certificates were rarely required for access to basic services, and almost no services or incentives were associated with having a death certificate. A birth certificate was not required to receive benefits from social assistance programs, such as the Family Hope Program (PKH), the conditional cash transfer program, or the Poor Student Assistance (BSM) program. Instead,

individuals were required to be registered in the Unified Database (BDT) as belonging to the poorest 40% of citizens in the country and required to be immediately verified as poor by either the sub-district Social Welfare Personnel or PKH facilitators. Until now, they also needed a school recommendation to receive support from BSM. In Central Java Province, verification to receive BSM was based on the possession of a Social Protection Card (KPS).

**Technical problems, due to lack of infrastructure and geographical challenges, affected the service length for obtaining legal identity documents, especially in the Papua and West Papua regions.**

The Civil Registration Office of South Manokwari in West Papua claimed to experience electricity blackouts almost every day. When the power goes out, civil registration services have to temporarily be halted because the server has to be shut down. The Sorong Civil Registration Office experienced similar issues. It decided not to use their backup generator when a blackout occurred because the power generated was unstable and could cause damage to the server. In addition, problems with electricity and telecommunications networks were also found in Asmat.<sup>73</sup>

<sup>72</sup> Fauzia, M. (17 Maret 2021). BPJS Health CEO: 1.6 Million PBI Data Invalid. Kompas.com. <https://money.kompas.com/read/2021/03/17/193020326/dirut-bpjs-kesehatan-16-juta-data-pbi-tak-valid>

<sup>73</sup> KOMPAK. (2018). DFAT-Bappenas Joint Monitoring Field Visit Report: Progress of KOMPAK Program Implementation in the Asmat District, Papua, Sept. 20–24, 2018. [document not published]

## The Program considers the National Identification Number (NIK) as the key to linking data from various sectors.

Legal identity documents are often required in the identification process for the delivery of basic services. Efforts should be made to connect civil registration data with other databases, and these should be used to ensure that communities have legal identity documents

and can access basic services. In Aceh Province, the Program contributed to the strengthening of information systems in order to support local planning and budgeting. In 2020, the KOMPAK program, PUSKAPA, and local partners supported the integration of civil registration data, village planning and budgeting data, and poverty data into the SIGAP application. Data integration in SIGAP would also play a role in supporting the One Data program in Aceh.



## Strengthening the Usage of Civil Registration Data for Planning

### The Program supported local governments in reaching out to vulnerable groups through the use of civil registration data.

In Central Java, individual identification was a central element in data collection on Persons with Social Welfare Problems (PMKS) by the Social Service through the District Social Welfare Personnel (TKSK). Because of this data collection, PMKS were able to obtain a NIK and thus be included in the civil registry. Central Java has built an online database containing 23 categories of PMKS that is connected across districts. This database also includes a NIK column that has been verified through SIAK. The most vulnerable community groups can therefore be identified and facilitated in the process of obtaining basic legal identity documents. In addition, the Office of Manpower, Transmigration, and Population in Central Java Province established an online communication platform together with the Regional Office of the Ministry of Religion of Central Java to verify civil registration data and to record marriages.

To strengthen the use of civil registration data, the Program also provided advocacy and technical assistance to local governments and village governments in using SID to collect and update (verify and validate) data on vulnerable groups and DTKS. The Program also provided capacity building by training 230 SLRT assistants who collaborated in the facilitation of civil registration services that were offered to vulnerable groups in all districts and cities in NTB Province.<sup>74</sup>

### Each region had different opportunities to use civil registration data at the district and village levels.

The Program supported the use of civil registration data in East Java Province by developing the SAID information system in Bondowoso, SIMINAKSOPAL in Trenggalek District, SIKAT in Lumajang District, and SIKAB in Pacitan District. SAID served as an integrated database for DTKS referrals as well as civil registration, and village budget planning. In 2021, the Program piloted the SAID civil registration system, which was based on the Android operating system, in Bondowoso District.

<sup>74</sup> Assessment of Work Performance KOMPAK June 2021

In that same year, the Program also supported the integration of Sepakat Desa with SAID Bondowoso. This support led to a more harmonized usage of data from Sepakat Desa and SAID Bondowoso. Civil registration data in Bondowoso was also used by the Mother and Baby Information System (Sibuba). Through Sibuba, the Civil Registration Office could identify the need for birth certificates.<sup>75</sup>

### **In other areas, civil registration data was developed and used for the purpose of poverty alleviation.**

Pacitan District developed the SIKAB system for public services and development in order to accelerate poverty reduction in this District.<sup>76</sup> The Program advocated for key actors, such as the Local Planning and Development Body (Bappeda), to push service providers, including the Civil Registration Office, toward developing an online civil registration submission service (SIKAB).<sup>77</sup> In 2021, the Pacitan District Government used SIKAB for online civil registration services, education planning, and facilitating micro, small, and medium enterprises. The Government also committed to setting a budget for the two implementing operators and their servers. The Program, furthermore, supported the preparation of a regional regulation that would institutionalize the administration and usage of civil registration data through SIKAB.<sup>78</sup> At the village level, 142 out of 171 villages had used SIKAB by 2021. In addition, the Pacitan Regional Government, with the support of KOMPAK and PUSKAPA, created the nyawiJI data District Information System for Integrated Services (SIKAB TAJI PRIMA), which is a public information portal about basic services. This portal will include information on vulnerable individuals from the DTKS database as well as information about maternal and child health, education, and civil registration.

The Program has also strengthened efforts to use civil registration data in Pacitan District by supporting the preparation of the Pacitan Regent's Regulation on the Usage of District Information Systems in Pacitan District. In 2021, the regulation was issued under Pacitan Regent Regulation Number 116 Year 2021 concerning the Usage of District Information Systems in Pacitan District. This regulation aims to build a database and information system that can be used for integrated regional development.

Like in Bondowoso and Pacitan, the Program supported Trenggalek local government's initiative in developing SIMINAKSOPAL. SIMINAKSOPAL is a smartphone application that aims to make it easier for the public to access online civil registration services. The application went online in January 2021.<sup>79</sup> The Program supported this effort by preparing an SOP for the delivery of online civil registration services through SIMINAKSOPAL.<sup>80</sup>

### **The Program also supported the use of civil registration data in NTB.**

The Program particularly encouraged multi-stakeholder cooperation. In 2019, the Civil Registration Office and the Sumbawa District Social Service signed a cooperation agreement for using NIK numbers, civil registration data, e-KTP cards, and birth certificates in social services.<sup>81</sup> This collaboration was carried out to optimize both the database and the application developed by the Sumbawa Social Service office. In addition, legal identity documents and data were used for the validation and verification of people in the social service process. In September 2019, the Program facilitated a cross-sectoral collaboration workshop on using civil registration data and vital statistics (PS2H) in Sumbawa and Bima.

<sup>75</sup> KOMPAK. (Sept. 14, 2021). SIBUBA Ensures Pregnant Mothers Are Appropriately Served.

<sup>76</sup> Regent Regulation on SIKAB Draft

<sup>77</sup> Based on the results of the program manager's observation.

<sup>78</sup> Based on the results of the program manager's observation.

<sup>79</sup> Lindawati, Dwi. (5 Mei 2021). Making Services Easier for the People, the Civil Registration Office of Trenggalek Produced the "Siminaksopal" Innovation. "Siminaksopal". Tuguatim.id. <https://tuguatim.id/mudahkan-pelayanan-untuk-warga-disdukcapil-trenggalek-bikin-inovasi-siminaksopal/>

<sup>80</sup> Based on the results of the program manager's observation.

<sup>81</sup> Cooperation Agreement between the Civil Registration Office of the Sumbawa District and the Social Services of the Sumbawa District No. 474/230.1/Dukcapil/2019 and No. 466.1/253/Disos/2019 on the Usage of National Identification Number, Civil Registration Data, e-KTP, and Birth Certificate under the Sumbawa District Social Services Office.

In October of the same year, the Program facilitated several focus group discussions on developing cross-sectoral collaboration for the usage of CRVS data at the provincial level in Mataram. Initially, efforts to use data through information systems were carried out in all assisted districts. However, in 2020, the Program decided to focus on Sumbawa and East Lombok, taking into account the commitment of each local Government to realize the integration of district data.<sup>82</sup>

### **In East Lombok, civil registration data at the village level was used through the SID system.**

SID supported the expansion of service coverage and increased the number of civil registration service recipients. In 2020, the Civil Registration Office of East Lombok District, together with the SID Forum, integrated the Civil Registration Unified Database (BDT) that is owned by the Civil Registration Office with the SID system. This collaboration resulted in the creation of the BAKSO application.<sup>83</sup> The Program also supported villages in East Lombok in their efforts to synchronize Civil Registration Office data with village civil registration data through Civil Registration Themed Real Work Lectures (KKN). KOMPAK has been developing KKNs with nine universities in NTB Province since June 2018.<sup>84</sup>

Through said efforts, villages in East Lombok District managed to identify 1,415 children who did not have a child identity card (KIA), 65 people who did not have a birth certificate/KK/KTP card, and 61 deaths that had not been recorded on a death certificate.<sup>85</sup> The village apparatus subsequently decided to prioritize the processing of legal identity documents for the most vulnerable group, which consisted of 1,460 out of 1,667 people.<sup>86</sup> At the district level, East Lombok District Government already had an integrated database, called SIPADAT, since 2018. SIPADAT collected sectoral data in one information system that

served as a reference for further development at the district level. In mid-2021, the Program was involved in discussions about the efforts to integrate the SIAK data connectivity model with SID data, DTKS, and other sectoral data.

### **Civil registration data has been used in the education sector since 2018.**

Legal identity documents are often used to register children with educational institutions or to verify graduation certificates. In addition, civil registration data also has the potential to provide a more comprehensive profile on out-of-school children, and to help identify, classify, and ensure effective and efficient policy responses. The number of out-of-school children cannot be known if we only rely on data from the education sector. The Basic Education Data system (DAPODIK) and the Education Management Information System (EMIS) do not record children who are not attending school. Collaboration between sectors is an important opportunity for determining the number of out-of-school children because relevant information about this can be found in other sectors, such as in civil registration data about school-age children.<sup>87</sup>

### **The usage of civil registration data is particularly important during pandemics.**

The Covid-19 pandemic prompted the Civil Registration Office to manage applications for legal identity documents online. This effort was based on Permendagri 7/2019. Currently, the Program supports the integration of online civil registration services with SIGAP.<sup>88</sup>

<sup>82</sup> Based on the result of the program manager's observation.

<sup>83</sup> Village Office and the Civil Registration Office of NTB, and KOMPAK. (2020). Guide for Facilitating Civil Registration Themed Real Work Lectures. Jakarta Pusat: KOMPAK

<sup>84</sup> The universities referred to are Mataram University, Hamzanwadi University, Gunung Rinjani University, Sumbawa Technological University, Samawa University, STKIP Paracendekia, NW Sumbawa University, Sumbawa Art and Culture Institute, and STKIP Taman Siswa Bima.

<sup>85</sup> Village Office and the Civil Registration Office of NTB, and KOMPAK. (2020). Guide for Facilitating Civil Registration Themed Real Work Lectures. Central Jakarta: KOMPAK

<sup>86</sup> Ibid.

<sup>87</sup> Desiwijaya, A., et al. (penyunting). (2020). Guide for Implementing the Kudu Sekolah movement (Support Schools Again) Pekalongan District 2020. KOMPAK

<sup>88</sup> Ibid.

In 2021, the online civil registration service application developed by the Aceh Civil Registration Service (DRKA) and the Aceh Communications, Information and Encryption Service (Kominsa) entered its trial phase. In West Aceh, the completion of data entry in SIGAP was going to be piloted in 16 gampongs.<sup>89</sup> In 2021, the Program supported the use of civil registration data in SIGAP by testing the connection between SIGAP and the Integrated Poverty Planning, Budgeting, Analysis, Monitoring and Evaluation System (SEPAKAT) managed by Bappenas. The districts of Bireuen and Bener Meriah used analyses based on SEPAKAT to prepare their Regional Work Plan (RKPD), Regional Action Plan (RAD), and to create a regional poverty profile.

Since July 2017, the Program has offered trainings for CRVS facilitators and local partners on civil registration, and instructed how this system can provide civil registration data that can be used as an information base for the planning and compilation of various programs. The number of strategies for using civil registration data has been growing since 2019 when efforts to increase the ownership of birth certificates really took off in the field.

# 7 | Strengthening Policy, Program, and Services Ecosystems for CRVS

## 7.1 Achievements in strengthening the CRVS system

**Table 9.** Progress achieved in strengthening the CRVS system

Initial State	Approach	Change
<ul style="list-style-type: none"> <li>Indonesia did not have a comprehensive national strategy for guiding CRVS.</li> <li>A technical team at the central level for managing an accountable and inclusive CRVS system did not exist.</li> </ul>	<ul style="list-style-type: none"> <li>The Program conducted studies to map the various challenges hindering the implementation of CRVS in Indonesia.</li> <li>The Program conducted a series of advocacies to push for the formulation of a National CRVS Strategy.</li> <li>The Program provided various forms of technical assistance to support the implementation of a National CRVS Strategy.</li> </ul>	<ul style="list-style-type: none"> <li>The National CRVS Strategy was officiated by the President through Presidential Regulation (Perpres) 62/2019.</li> <li>The National CRVS Strategy Team was formulated and assigned to five working groups that corresponded with the objectives of the National Strategy.</li> <li>The National CRVS Strategy Team periodically held activities to achieve its objectives.</li> </ul>

**When KOMPAK first started its collaboration with the Government of Indonesia, the country still did not have a national regulation to guide all relevant ministries and agencies in developing a comprehensive civil registration and vital statistics system.**

In early 2016, the Government of Indonesia - through the Ministry of National Development Planning (Bappenas), the Executive Office of the President (KSP), the Ministry of Home Affairs, and other relevant ministries and institutions - asserted that a national strategy for promoting an accurate, complete, and timely civil registration system was needed. The formulation of said national strategy was based on national, regional, and global commitments to creating a civil registration system that records all residents without exception.

**Throughout 2016 and 2017, the CRVS Program supported various activities toward formulating a national CRVS strategy.**

In 2016, the Program supported the Government of Indonesia in identifying the challenges, goals, and strategies for increasing the ownership of birth certificates. The Program also held a national workshop on birth and death registration. As part of formulating a plan for strengthening civil registration and basic services, the study "Finding, Recording, Serving: Births and Deaths in Indonesia" provided an overview of the civil registration and vital statistics system in three districts: West Aceh, Pekalongan, and Pangkep. This study was initiated in July 2016. From November 2016 to January 2017, the Program facilitated various meetings that produced several draft versions of the national CRVS strategy as well as the draft of a presidential regulation that would serve as a legal basis for this strategy. Meetings on technical matters were held throughout March 2017 to discuss various initial measurements and supporting data as well as to sharpen targets and intended achievements.

**In 2019, after a long process, the national CRVS strategy was ratified through Presidential Regulation 62/2019 concerning the Acceleration of Civil Registration for the Development of Vital Statistics.**

This Presidential Regulation 62/2019 is hereinafter referred to as Stranas CRVS. Stranas CRVS has five main targets. Strategy 1 focuses on expanding civil registration recording and civil registration services for all Indonesians, including Indonesian citizens (WNI) abroad. Strategy 2 focuses on increasing people's awareness of civil registration and on showing diligence in recording vital events. Strategy 3 focuses on increasing the ownership of legal identity documents among CRVS vulnerable populations and various other special groups. Strategy 4 focuses on developing accurate, complete, and timely vital statistics. Strategy 5 focuses on strengthening the coordination, collaboration, and synchronization of civil registration services and on the development of vital statistics through collaboration between ministries and agencies.

**To follow up on Presidential Decree 62/2019, a National CRVS Team was formed to achieve the targets set by the Stranas CRVS.**

Launched in 2021, the national team consists of various relevant ministries and institutions that are divided into five working groups based on the five main targets of the Stranas CRVS. Coordination efforts between and follow-up meetings with each working group were held throughout 2021. During the implementation of Stranas CRVS, the CRVS Program supported the capacity-building activities of the various working groups of the National CRVS Team, particularly regarding issues concerning civil registration services for vulnerable groups, civil registration services during disaster situations, and civil registration services in villages.

## Box 4 Ease of Being Indonesian (EoBI)

While drafting the National CRVS Strategy (Stranas CRVS), the Government of Indonesia recognized the need of measuring the ease with which citizens can access and use civil registration and basic services.

Such a measurement is useful for the Government of Indonesia to monitor the implementation of Stranas CRVS. To this end, the Government of Indonesia developed the concept of "Ease of Being Indonesian" (EoBI). EoBI was expected to provide the central government with information on the "ease" of being a citizen of Indonesia and of obtaining civil registration documents and accessing basic services.

**The CRVS Program supported a series of conceptualization exercises and trials for the development of the EoBI index.**

In 2019, a series of focus group discussions was held to define and formulate the concept of "ease of citizenship." Having citizenship was defined as having affordable, timely, and non-discriminatory access to legal identity documents so that one can access basic services. At the end of 2019, the CRVS Program also assisted in a pilot survey conducted by Bappenas and the SurveyMeter institution. In 2021, Bappenas continued the development of EoBI by conducting trials to collect information on the demand side through the collection of quantitative and qualitative data. Qualitative data was collected in one of the KOMPAK-assisted areas, namely North Lombok, to gain insights on the perceptions of communities that were affected by an earthquake on accessing legal identity documents.



## 7.2 Achievements in strengthening sensitivity to Gender, Disability, and Social Inclusion (GEDSI) in civil registration services

**Table 10.** Progress in strengthening sensitivity to Gender, Disability, and Social Inclusion (GEDSI) in civil registration services

Initial State	Approach	Change
<ul style="list-style-type: none"> <li>● Vulnerable groups faced challenges in accessing civil registration services. Multiple layers of vulnerability made accessing legal identity documents a complex matter for vulnerable individuals.</li> <li>● People with disabilities had difficulty navigating services, one of the main reasons being the absence of assistance.</li> <li>● Individuals living outside of conventional households were at risk of experiencing more difficulties in accessing civil registration services.</li> </ul>	<ul style="list-style-type: none"> <li>● The program conducted a study to map vulnerable groups that are at risk of being unrecorded or prevented from accessing legal identity documents.</li> <li>● The Program also supported the training of officers for the Civil Registration Office who are in charge of reaching vulnerable groups.</li> <li>● The Program empowered the Civil Registration Office in collaborating with the social sector to identify the needs of vulnerable groups concerning legal identity documents.</li> <li>● The Program also pushed for the usage of NIK as a reference in the verification of DTKS.</li> <li>● The Program worked on increasing the involvement of vulnerable groups in planning activities at the village-level.</li> </ul>	<ul style="list-style-type: none"> <li>● The study results that mapped vulnerable groups were used for increasing the capacity of Stranas CRVS working groups in pushing for an inclusive civil registration mechanism.</li> <li>● At the start of 2022, 57% of villages have conducted special outreach activities to help people with disabilities in obtaining legal identity documents (birth certificates, family cards, and NIK).</li> <li>● In total, the Program has helped 3,266 elderly and 585 persons with disabilities in obtaining legal identity documents.</li> </ul>



## Initial State

### The Program acknowledges that the most vulnerable groups face greater challenges in accessing civil registration services.

The social exclusion framework identifies three main reasons why people have difficulties in accessing civil registration services because of vulnerability:<sup>90</sup> 1) vulnerability due to limited access; 2) vulnerability due to unresponsive services and systems; and 3) vulnerability due to social identity. In addition to the issue of distance, vulnerable individuals also find it difficult to access civil registration services due to their specific situation. For example, people with disabilities

often find it difficult to have their legal identity documents processed because additional assistance systems are not always available.<sup>91</sup> Moreover, individuals who live outside of conventional households, such as in orphanages or correctional facilities, are also at risk of not being served by civil registration services.<sup>92</sup> Therefore, the Program encouraged the Civil Registration Office to collaborate with the social sector through various acceleration models. With the participation of the social sector, the Civil Registration Office could better reach vulnerable groups and record their need for legal identity document, which are necessary to gain access to social services.



## Strengthening Gender, Disability, and Social Inclusion (GEDSI)

### The program sought to ensure that civil registration service providers and related sectors would be more sensitive to the needs of vulnerable groups.

Efforts to increase the ownership of legal identity documents in Aceh Province, involving the social sector as well as governmental and non-governmental organizations, focused on socialization and the collection of data on the need for legal identity documents. Social institutions in West Aceh<sup>93</sup> and Bireuen<sup>94</sup> were expected to conduct outreach to and

data collection on children at the Child Welfare Institution (LKSA) and on people with other social welfare problems who did not have a birth certificate. In Bener Meriah, the Program supported collaboration between the Civil Registration Office and District Social Welfare Personnel (TKSK) in order to increase the ownership of legal identity documents among people with social welfare problems (PMKS). In addition, the social sector was also involved in other integrated recording models, such as Gertas in the Bondowoso District, by identifying PMKS that did not have legal identity documents.

<sup>90</sup> PUSKAPA, KOMPAK, and Bappenas. (2020). Bridging Inclusion: Understanding Vulnerability in Indonesia's CRVS System.

<sup>91</sup> Ibid.

<sup>92</sup> Ibid.

<sup>93</sup> West Aceh Regent Regulation Number 51 Year 2018 on Tiered Services for the Ownership of Birth and Death Certificates, and Other Legal Identity Documents

<sup>94</sup> Bireuen Regent Decree Number 14 Year 2018 tentang Tiered Services for the Expansion of the Ownership of Birth and Death Certificates, and Other Legal Identity Documents

In Pacitan, East Java, DTKS verification and validation approaches were also parts of the CRVS program's efforts. Pacitan Bappeda together with the Pacitan Social Service used NIK as a reference for verifying and validating DTKS. CRVS facilitators also supported the improvement of civil registration data, which could be used as a reference for verifying and validating DTKS with NIK.

**In addition to empowering the involvement of the social sector, the Program also ensured that civil registration services (down to the village level) could improve access to legal identity documents for vulnerable communities.**

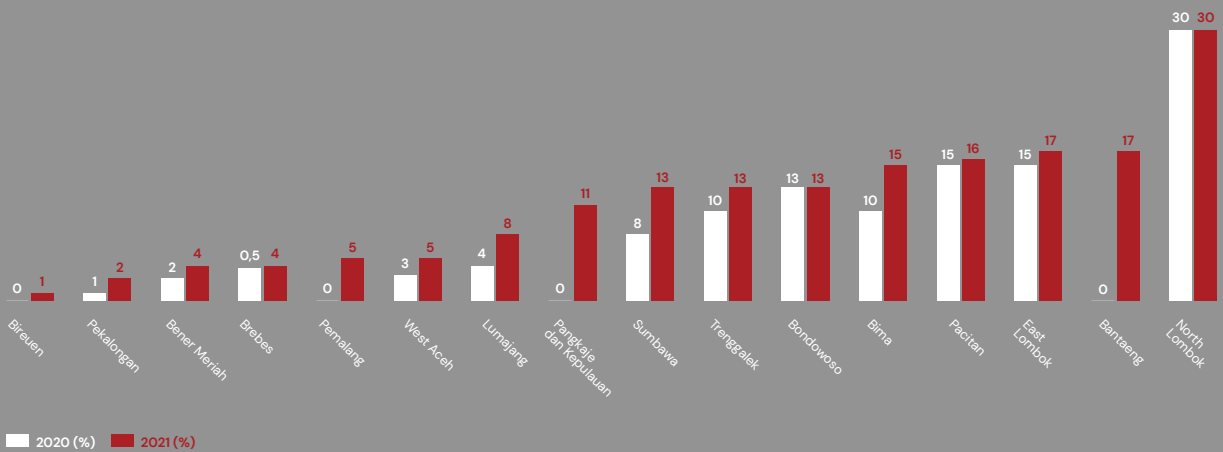
In West Aceh, the program supported the institutionalization of this effort through two regulations. First, the program supported the formulation of West Aceh District Regent Regulation Number 7 Year 2017 concerning Procedures for Implementing Special Development Planning Deliberations for Women, Children, and People with Disabilities. Through said regulation, village communities were encouraged to incorporate the interests of vulnerable groups in efforts toward providing access to legal identity documents. Second, the Program also supported the formulation of West Aceh District Regent Regulation Number 26 Year 2017 concerning the Management of Birth and Death Certificates through Village Funds in Gampong, West Aceh District. The Regent Regulation became the basis that allowed gampongs (villages) in West Aceh to channel resources toward helping their residents in obtaining legal identity documents.

In 2020, the LANDASAN II program in Papua and West Papua sought to encourage the involvement of women and people with disabilities in village planning. This effort was carried out in between other activities that sought to foster program-planning synergy between villages and service units.<sup>95</sup> In addition, this program also specifically encouraged participants in these activities to pay attention to the needs of women and persons with disabilities. LANDASAN II always ensured the involvement of women in its activities, such as in cadre training, counselling, and advocacy.<sup>96</sup> In addition, the Program also developed village database systems (SAIK+ and SIO Papua) and provided gender-disaggregated data that also included information on economic conditions.

<sup>95</sup> KOMPAK & BaKTI. (2020). Quarterly Report: LANDASAN II Program Januari-March 2020. [document not published]

<sup>96</sup> KOMPAK & BaKTI. (2020). Quarterly Report: LANDASAN II Program Januari-March 2020. [document not published]

### Box 5 Percentage of villages using SID to provide poor and vulnerable groups with CRVS services (KOMPAK Village Survey, 2020 & 2021)



Data from KOMPAK’s survey shows that several villages in its assisted districts had used SID to provide vulnerable groups with CRVS and DTKS verification services. Of all the assisted districts (other than Papua and West Papua), North Lombok has the highest percentage of villages (13 out of 43 villages, or approximately 30%) that used the SID to reach the poor and vulnerable.

## 7.3 Achievements in strengthening the social accountability of improvements in civil registration services

**Table 11.** Progress in strengthening the social accountability of improvement civil registration services

Initial State	Approach	Change
<ul style="list-style-type: none"> <li>● Residents, especially those belonging to vulnerable groups, were not much involved in the development of their village.</li> <li>● Many residents were reluctant to obtain legal identity documents because they did not feel that this was necessary.</li> </ul>	<ul style="list-style-type: none"> <li>● To strengthen the social accountability of improvements in civil registration services, the Program supported the strengthening of BPDs by encouraging greater involvement of residents in the organization of planning deliberations at the village level.</li> <li>● The Program encouraged the involvement of vulnerable groups in village-level deliberations.</li> <li>● The Program encouraged the dissemination of information and the education of village residents on the importance of owning legal identity documents.</li> </ul>	<ul style="list-style-type: none"> <li>● Planning deliberations in KOMPAK-assisted villages in Aceh, East Java, and NTB have already involved vulnerable groups.</li> <li>● Planning deliberations in East Lombok and Bima districts successfully supported the implementation of marriage officiation services and pick-up services provided by the Civil Registration Office.</li> <li>● The ownership of legal identity documents among telephone survey respondents is already high. Almost all respondents consider legal identity documents important.</li> </ul>

### The Program attempted to increase resident participation by strengthening social accountability in order to ensure that the implementation of civil registration services can better respond to the needs of residents.

The Program improved social accountability by strengthening regulations and supporting the design and implementation of initiatives in each assisted region. In Aceh Province, the Program supported the formulation of West Aceh Regent Regulation Number 7 Year 2017 concerning Procedures for the Implementation of Special Development Planning Deliberations for Women, Children, and Persons with

Disabilities. Through this Regent Regulation, village residents are encouraged to take into account the needs of vulnerable groups in getting access to legal identity documents.

The Program also strengthened the participation of vulnerable groups in East Java Province. The Program encouraged women, children, people with disabilities, and other vulnerable groups to share their opinions and provide input during the Musrenbang through the Deliberation on Action Plans for Women, Children, Persons with Disabilities, and Vulnerable Groups (Musrena Keren). In Trenggalek, 152 villages, five kelurahan (urban villages), and 14 sub-districts have implemented the Musrena Keren.

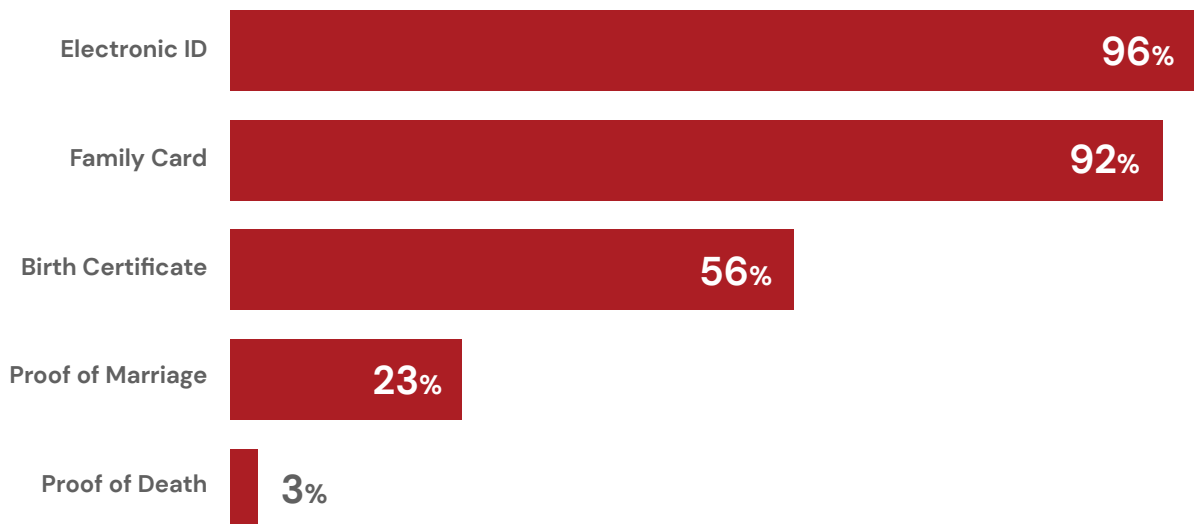
**The Program’s support for social accountability has succeeded in meeting the needs of residents with civil registration services.**

In NTB Province, outreach at the provincial level was done through mobile services and marriage officiations. Religious Courts in all the regions of NTB Province already had legal aid budgets that allow circuit courts to legalize marriages for the poor. However, these budgets were often insufficient and therefore required alternative funding. The districts of Bima and East Lombok successfully raised this issue in the Musrenbangdes. They obtained support for the provision of ADD to finance marriage officiation services and for the pick-up services offered by the Civil Registration Office.<sup>37</sup>

**The telephone survey found that the use of legal identity documents was quite high for the types of documents that most residents typically owned, such as e-KTP and KK.**

Approximately 96% of households admitted utilizing an e-KTP card, 92% a family card, and 56% a birth certificate, in the last two years. Only 23% used a proof of marriage, and 3% used a death certificate or death notice (Figure 13). In addition, economic status was found to be related to the usage of legal identity documents. In the last two years, the poorest households or those in the lowest wealth quintile made the least use of legal identity documents. In contrast, the wealthiest households used legal identity documents the most (Annex 16).

**Figure 15.** Usage of legal identity documents based on type in the past two years



<sup>37</sup> Kusumaningrum, S., et al. (2020). Strong Institutions, Resilient Communities: An Assessment of the Basic Services Governance and Program Outcomes in CRVS, education, and health. Jakarta: PUSKAPA, Bappenas, dan KOMPAK

**Legal identity documents, such as birth certificates and e-KTP or KK cards, were typically used for obtaining basic services.**

Birth certificates were the most widely used documents by surveyed households to access education services such as schools (84%). In addition, birth certificates were also used to obtain other important documents (14%) and to access social services (8%) (Annex 21).

Surveyed households used e-KTP cards mostly to access social services (60%), education services (27%), and general health services (26%). In addition, the e-KTP card was also widely used to access banking and financial services (25%). With the Covid-19 pandemic, respondents also mentioned that the e-KTP card was widely used to obtain the Covid-19 vaccine (19%) (Annex 22).

The KK card was also widely used for accessing social services (57%) and education services (46%). In addition, the KK card was used to obtain other legal identity documents (21%) and to access health services (19%) (Annex 23).

**Legal identity documents with a lower usage level, namely proof of marriage and death certificates/notices, were mainly used to obtain other legal identity documents.**

Surveyed households revealed that proof of marriage was most often used to obtain other legal identity documents (53%). In addition, approximately 21% of households used proof of marriage to access banking and financial services. Around 10% used this to access education services (Annex 24).

Approximately 49% of households used a death certificate/notice to obtain other legal identity documents. Meanwhile, 11% used it to access banking or financial services, and another 11% used it to process marriage/divorce (Annex 25).

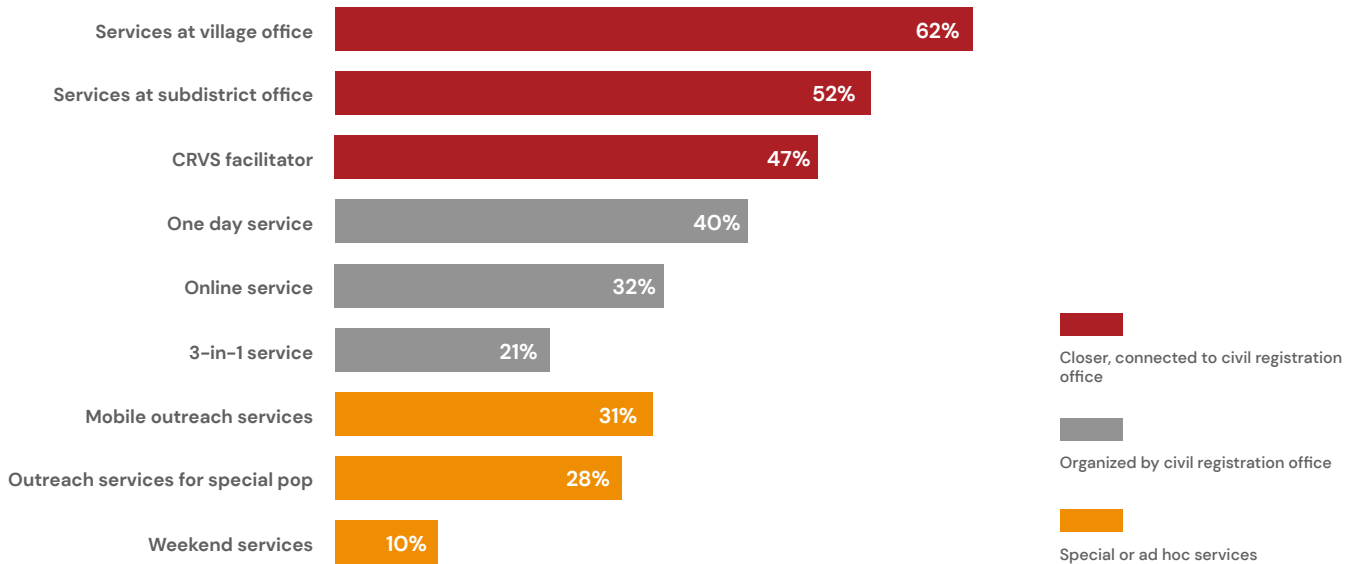
**Household perceptions of the benefits of civil registration services as well as their level of knowledge about these services underline the importance of strengthening the civil registration system, especially at the village level, in order to increase access to basic go services.**

When asked about the benefits of having a legal identity document, 55% of the households surveyed considered such a document important for accessing social services, 48% found it useful for obtaining education services, and 34% for obtaining health services (Annex 26). Approximately 28% of households considered legal identity documents important as a proof of identity while travelling, and 24% as proof of identity in accessing banking and financial services.

Most households (93%) also had plans to use legal identity documents within the next year (Annex 27). Approximately 38% would use these documents to access educational services, 37% to access social services, and 19% to buy a vehicle (Annex 28).

When asked about the various types of civil registration services in their area, respondents were more familiar with services that were close to their area of residence. Approximately 62% of respondents knew about the civil registration services provided in their village, 52% knew about the civil registration services provided in their sub-district, and 47% knew of the existence of CRVS facilitators (Figure 14). These three types of services are generally found close to residents.

**Figure 16.** Civil registration services known to respondents



## 7.4 Achievements in strengthening the management of public finances for improving civil registration services

**Table 12.** Progress on strengthening the management of public finance for improving civil registration

Initial State	Approach	Change
<ul style="list-style-type: none"> <li>Local governments did not have sufficient budgeting capacity in the civil registration sector. This limited the resources of the Civil Registration Office for providing optimal civil registration services.</li> </ul>	<ul style="list-style-type: none"> <li>The Program sought to strengthen public finance management for CRVS by institutionalizing village authorities.</li> <li>The Program ensured that the various ways of facilitating civil registration services in the villages became part of the local government's mid-term planning.</li> </ul>	<ul style="list-style-type: none"> <li>Fifteen of the 22 KOMPAK-assisted districts have issued policies on ways to facilitate civil registration services in villages.</li> <li>The model to facilitate civil registration services in villages is part of the Regional Medium Term Development Plan (RPJMD) document in Bondowoso and Pacitan districts.</li> </ul>



Initial State	Approach	Change
		<ul style="list-style-type: none"> <li>● By 2022, all KOMPAK-supported districts have budgets to improve basic services, including ways to facilitate civil registration services in villages.</li> </ul>

### **A lack in budgeting capacity was one of the main obstacles in the civil registration for providing optimal services.**

The lessons learned from the Program show that budget allocations for civil registration were quite low in local budgets and often limited to regular services.<sup>98</sup> As a result, the district-level office did not have sufficient resources to provide mobile services, procure necessary equipment, employ sufficient and appropriate staff, or use information and communication technology.

### **Village authorities were institutionalized to strengthen the management of public finances for CRVS in East Java Province.**

Regent regulations supported by the Program emphasized the authority of villages to serve the needs of their residents for legal identity documents. This allowed villages to budget for said needs. Bondowoso District allocated a budget for civil registration services from its Village Funds because the Bondowoso regent regulation on Gertas granted villages the authority to fund civil registration services in this manner. Village budgeting for civil registration services also took place in Lumajang, in 2018, through the issuance of a circular letter from the DPMD regarding the use of APBDesa/Village Budget for basic services, including

civil registration.<sup>99</sup> This regulation contains a classification for village expenditures, including population administration and civil registration. Through village budgeting, villages could appoint officers to facilitate the civil registration needs of their

### **The Program also paid attention to budgeting sustainability by ensuring that the approach to facilitating civil registration services in villages would become part of medium-term planning.**

In 2021, the Program held a meeting to discuss its model's financing model. The goal of this meeting was to incorporate the model found in the RPJMD document issued by Bondowoso and Pacitan districts.

<sup>98</sup> KOMPAK. (2021). Public Finance Management Challenges: Lessons Learned from the Budget Constraint Analysis in 15 Districts. Jakarta: Governance for Growth (KOMPAK) Australia-Indonesia Partnership

<sup>99</sup> Lumajang Regent Regulation Number 59 Year 2018 on the Guidelines for Village Financial Management

## Box 6 Total budget for the KOMPAK-supported Model for Improving Public Services in 2022 (KOMPAK Village Survey, January 2022)



Data obtained from KOMPAK’s survey on the central governments and districts in its assisted areas, per January 2022, show the total amount of budget allocated for supporting KOMPAK-recommended models, i.e., Rp. 44,960,314,908. The Central Government’s and districts’ CRVS budgets were used to finance: civil registration services in villages, CRVS facilitators, cross-sectoral cooperation, socio-economic registration, and an awareness campaign on civil registration services during the pandemic.

## 7.5 Achievements in strengthening sub-districts and villages for improving civil registration services

**Table 13.** Progress on strengthening sub-districts and villages for improving civil registration services

Initial State	Approach	Change
<ul style="list-style-type: none"> <li>Human resources at the sub-district and village level did not have the capacity to support the provision of civil registration services.</li> </ul>	<ul style="list-style-type: none"> <li>The Program supported the strengthening of civil registration services at the sub-district level by increasing the comprehension of village administrators on matters concerning civil registration.</li> <li>The Program trained PTPD to support the training of village CRVS facilitators (FAD). The Program also became a partner of village governments in discussing village regulations, including regulations on ways to facilitate civil registration services in villages.</li> </ul>	<ul style="list-style-type: none"> <li>By 2022, almost all KOMPAK-assisted villages in Aceh, Central Java, East Java, South Sulawesi, and NTB have received PTPD assistance. In particular, 35 of the 41 sub-districts provide assistance in civil registration services at least once a year. Twelve sub-districts provide monthly civil registration services assistance to their villages.</li> <li>In East Java, the Program supported Village Apparatus Capacity Building (PKAD) for thematic learning, such as SID and Village-facilitated Civil Registration Services. As a result of this training, sub-districts were expected to improve their knowledge about civil registration, which could help them to further support village planning, budgeting, and assistance.</li> </ul>

**The Program's initial study identified challenges in the availability and quality of the human resources that provide civil registration services.**

For example, the initial study found that West Aceh District had only one civil registration operator to process all the applications for legal identity document.<sup>100</sup> Civil registration officers also had different levels of capacity in providing services. Several officers at the sub-district level, who were experienced in verifying and validating civil registration processes, were regularly transferred to other regions.

<sup>100</sup> Ibid.

Because of such transfers, residents could only be served by health volunteers, such as Posyandu cadres or midwives. These volunteers did not, however, have civil registration training.

Regulations at the national level to ensure that civil registration services are brought closer to the sub-district residents already existed. These regulations mandated the establishment of Civil Registration Office Service Units (UPTD) in sub-districts. Nevertheless, such an effort had not been made in the provinces of Papua and West Papua. The Sorong District only had one Civil Registration Office at the district level, which was located in a government complex far from residential areas. A similar problem was identified in Asmat District, Papua. To reach the district's centre of governance, residents from several sub-districts had to travel for up to five hours by fast boat.<sup>101</sup>

**In addition to providing a series of trainings to village CRVS facilitators,<sup>102</sup> the Program also strengthened the sub-district administrators' understanding of civil registration. The sub-districts were involved to ensure that they could adequately support and assist their villages.**

In 2021, Brebes District institutionalized PTPD in all its sub-districts. Sub-district PTPD does not directly provide civil registration services, but it is tasked with supporting FAD trainings and with being a partner to village governments for discussing village regulations, including regulations on the facilitation of civil registration services in villages. In 2020, the Program supported PKAD training in East Java's sub-districts.<sup>103</sup> Capacity building of apparatus at the village and

sub-district levels facilitated thematic learning, such as SID and Village-facilitated Civil Registration Services. The involvement of the sub-district apparatus is expected to increase the amount of available information regarding civil registration, especially in terms of planning and budgeting.<sup>104</sup> The budget allocation for PKAD was not explicitly stated in the District APBD, but instead attached to the tasks and functions of the OPD for improving and monitoring quality. The Village Government's Binwas Team (SK Regent) performs these tasks.

In East Java, formal delegation of a part of the regent's authority to the sub-district heads of the 38 districts in East Java began in early 2020. Most districts (30 out of 38) already have a regent regulation or decree that delegates a part of the district head's authority to the sub-district head, including civil registration-related authority.

<sup>101</sup> PUSKAPA. (2019). The BANGGA Papua Reflection Report PUSKAPA-KOMPAK. [document not published]

<sup>102</sup> Assessment of Work Performance KOMPAK June 2021

<sup>103</sup> Community and Village Empowerment Service (DPMD) East Java and KOMPAK. (2020). Technical Guide for the Formation and Management of the Learning Center for the Building the Capacity of East Java's Apparatus.

<sup>104</sup> Based on the results of the observation conducted with the program manager.

## 7.6 Achievements in strengthening civil registration services in regions with special autonomy governance

**Table 14.** Progress on strengthening civil registration services in regions with special autonomy governance

Initial State	Approach	Change
<ul style="list-style-type: none"> <li>Residents in Papua and West Papua struggled to access civil registration services because such services were provided in remote government centres. Papua and West Papua, as regions with special autonomy, had programs for solving problems in their locales.</li> </ul>	<ul style="list-style-type: none"> <li>The Program supported several approaches that emerged in Papua and West Papua for strengthening civil registration in program implementation.</li> <li>The BANGGA Papua program involved the Civil Registration Office in recording potential beneficiaries.</li> <li>By implementing the KOMPAK-LANDASAN II program, the Program supported the improvement of civil registration services at the village level by strengthening SAIK.</li> </ul>	<ul style="list-style-type: none"> <li>The BANGGA Papua Program succeeded in increasing the ownership of NIK among Indigenous Papuans.</li> <li>Civil registration, village education, and health data in SAIK+ have all become a reference for the West Papua Provincial government in planning their development programs, including those pertaining to the provision of basic services.</li> </ul>

### The Program's efforts to strengthen civil registration services in the Provinces of Papua and West Papua went hand in hand with other programs.

In 2018, the Governor of Papua Regulation (Pergub) Number 23 Year 2018 concerning the Prosperous Papuan Generation and Family Development Program (BANGGA) was ratified along with the first distribution of assistance for this Program.<sup>105</sup> BANGGA Papua provides cash assistance of Rp200,000 per month to Indigenous Papuan children aged four years and under. This program also instructs parents about the importance of nutrition for their children's development.

Since the start of the Program's implementation, the governments of these three districts have involved the local population and civil registration sectors to oversee the recording of prospective beneficiaries. The BANGGA Papua Secretariat of Asmat District involved the local Civil Registration Office from the very beginning, and employed a form with data elements that were in accordance with SIAK requirements for issuing a NIK number. The form expedited the process of issuing NIK numbers to prospective beneficiaries.<sup>106</sup>

<sup>105</sup> BANGGA Papua Official Website: <https://info.bangga.papua.go.id/infografis>

<sup>106</sup> PUSKAPA. (2019). BANGGA Papua Reflection Report PUSKAPA-KOMPAK. [document not published]

In early 2019, the program team monitored the disbursement of BANGGA Papua funds in order to collect information on the use of civil registration data. The results provided a number of lessons learned as well as recommendations for the implementation of CRVS and SAIK adoption strategies in Papua and West Papua.

The BANGGA Papua distribution stages are closely related to the stages found in the civil registration process.<sup>107</sup> In the initial registration stage, prospective beneficiaries who did not yet have legal identity documents, especially NIK, were directed to the Civil Registration Office for obtaining such documents. In the data collection stage, the data of potential beneficiaries were verified using district SIAK data. Next, the data of potential beneficiaries was verified through the BANGGA Papua information system. In the disbursement stage, beneficiaries who had not previously received assistance had to verify the completeness of their data by presenting their legal identity documents and by opening a bank account at a designated place.

Based on evaluation results, the BANGGA Papua program is considered successful particularly in targeting groups that are most in need, namely children and women, because it empowers them and increases their income.<sup>108</sup> The BANGGA Papua program also increased the ownership of NIK among Indigenous Papuans. In addition, the BANGGA Papua program provided important lessons for the Government of Indonesia in terms of organizing poverty alleviation efforts, particularly concerning infrastructure and distribution, but also in terms of improving the experiences of beneficiaries of the direct assistance program.<sup>109</sup>

### **In addition to the BANGGA Papua program, efforts to strengthen civil registration services were also made through the KOMPAK-LANDASAN II program.**

In 2017, KOMPAK-LANDASAN II assistance began to be offered in 28 sub-districts spread over ten districts in Papua and West Papua. The selected districts in West Papua Province are Kaimana District, South Manokwari, Sorong, and Fakfak. The selected districts in Papua Province are Jayapura, Asmat, Nabire, Boven Digoel, Waropen, and Lanny Jaya. The LANDASAN II program built on the initiatives that were started under LANDASAN I, including cooperation between service units, such health centres and schools as well as village cadres, to improve basic services. In addition, LANDASAN II also supported the use of community-based data that was managed through SAIK.<sup>110</sup>

In line with the support provided through LANDASAN,<sup>111</sup> a rapid assessment in 2018 found several strong cross-sectoral collaboration modalities in Sorong and South Manokwari districts. In the health sector, for example, front-line officers recorded events such as births, infant deaths, deaths that occur in health facilities, and similar data that could help update civil registration data. Although not yet optimal, several villages have begun using SAIK.

As of April 2018, approximately 199 villages had implemented SAIK, and as many as 403 village cadres had been trained to manage and use SAIK data.<sup>112</sup> Several community healthcare centres (Puskesmas) and primary schools had also changed their activity planning and improved their service quality with the support of village development fund allocations. The District Administration and Information System (SAID) was also piloted in the East Sentani Sub-district in Jayapura District.

<sup>107</sup> Sharing session on the implementation of BANGGA Papua with the Province Government of West Papua and the Joint Secretariat of the Papua Province's BANGGA Papua, Nov. 26, 2020. <https://info.bangga.papua.go.id/sharing-session-bangga-papua/>

<sup>108</sup> Karishma Huda & Heracles Lang's Presentation on "The Result of BANGGA Papua Program Evaluation" in the BANGGA Papua Webinar: Cash Assistance Reaching Remote Places, Nov. 16, 2020.

<sup>109</sup> Presentation of Vivi Yulaswati, an Expert Staff of the Minister of Women Empowerment and Child Protection regarding "Lessons Learned from BANGGA Papua" in the BANGGA Papua Webinar: Cash Assistance Reaching Remote Places, Nov. 16, 2020. <https://info.bangga.papua.go.id/webinar-bangga-papua/>

<sup>110</sup> KOMPAK. (2018). LANDASAN: Strengthening Basic Services in Papua and West Papua through Community-based Village Data. <https://kompak.or.id/en/article/landasan-program>

<sup>111</sup> AKATIGA. (2015). A Portrait on Public Service Governance (Education and Health) on Tanah Cendrawasih: Initial Study on the Landasan Papua Initiative. AIPD-AKATIGA. <https://www.akatiga.org/language/id/research/potret-tata-kelola-pelayanan-publik-pendidikan-dan-kesehatan-di-tanah-cendrawasih-laporan-studi-dasar-landasan-papua-initiative/>

<sup>112</sup> KOMPAK. (2018). LANDASAN: Strengthening Basic Services in Papua and West Papua through Community-based Village Data. <https://kompak.or.id/en/article/landasan-program>

From December 10-18, 2020,<sup>113</sup> the Provincial Government of West Papua, with support from KOMPAK and the Eastern Indonesia Knowledge Exchange (BaKTI), held a training session for village cadres in the Strategic Program for Increasing Special Autonomy Village Development (PROSPPEK-OTSUS).<sup>114</sup> The training was attended by village cadres from Sorong City, Sorong District, South Sorong, Tambrauw, Maybrat, Raja Ampat, Manokwari, Bintuni Bay, and the Arfak Mountains. Because of the Covid-19 pandemic, the training was conducted online and was attended by 984 village cadres. The training aimed to prepare village cadres for carrying out their duties in collecting civil registration data and in operating the Kampung Plus Administration and Information System (SAIK+) application.<sup>115</sup> Since 2017, the Provincial Government of West Papua has replicated SAIK+ for use in all villages in West Papua Province to support PROSPPEK-OTSUS.

In the 2020 budget year, the Provincial Government of West Papua allocated Rp. 250 million per village in the PROSPPEK-OTSUS funds for 1,742 villages.<sup>116</sup> The funds were used, among other things, to strengthen the capacity of villages in providing basic services and to build synergy among service units, especially schools and health centres. The West Papua Provincial Government has used the data on civil registration, village, education, and health that is found in SAIK+ for planning development programs, including those pertaining to the provision of basic services.

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<sup>113</sup> KOMPAK. (2021). KOMPAK News April 2021. KOMPAK

<sup>114</sup> The Strategic Program for Increasing Special Autonomy Village Development (PROSPPEK - OTSUS), which is funded through the Special Autonomy Fund, aims to improve governance and increase development in villages, kelurahan, and districts in terms of economy activity and basic services, especially for Indigenous Papuans (OAP).

<sup>115</sup> SAIK+ is an update of its predecessor SAIK. The main differences between these versions are in the features offered. In short, SAIK+ is a much more complete application than SAIK.

<sup>116</sup> KOMPAK. (2021). KOMPAK News April 2021. KOMPAK

# 8 | Reflection: Where Are We Now?

This section presents an estimation of birth certificate and NIK ownership using data from 2015–2021 SUSENAS. This estimation does not measure the impact of the CRVS program, but instead provides an overview of developments in the ownership of legal identity document both in Indonesia in general and in each region specifically.



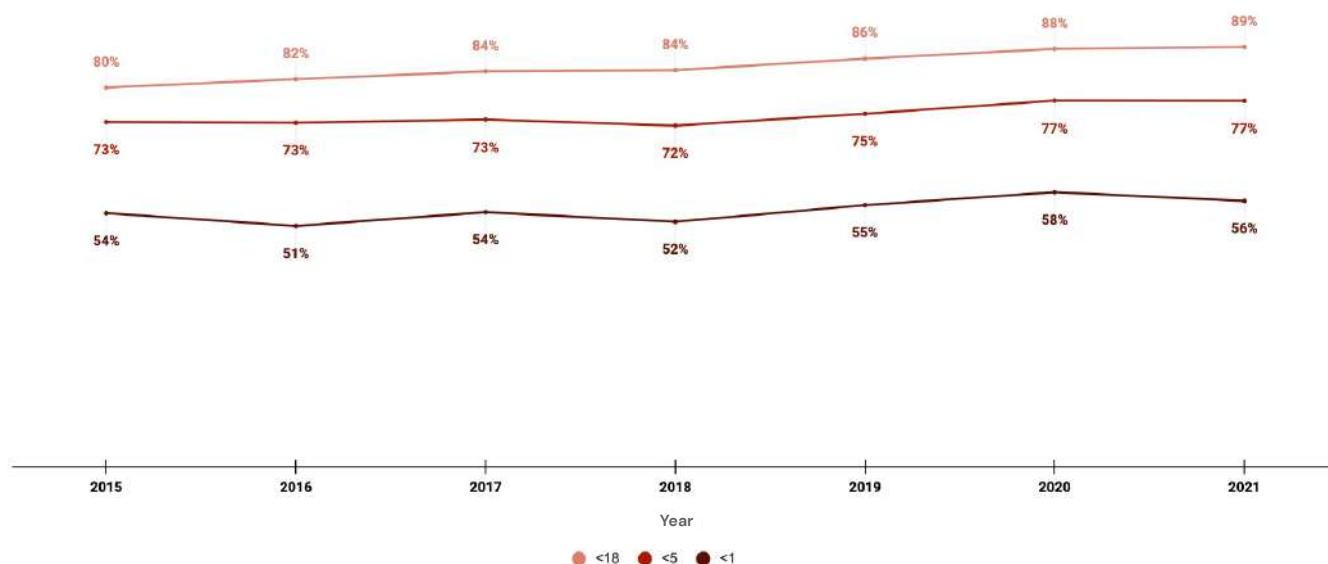


## The overall situation of birth certificate and Indonesian NIK ownership

Indonesia's birth registration numbers tend to show improvement with a general increase in coverage of birth certificate ownership from 2015 to 2021.

The results of the SUSENAS estimation show that the coverage of birth certificate ownership among children under 18 years of age increased by 9% from around 80% in 2015 to 89% in 2021. However, the increase among children aged five years and one year was lower, at approximately 4% and 2%, respectively (Figure 17).

**Figure 17.** Estimated coverage of birth certificate ownership among children by age group based on 2015–2021 SUSENAS



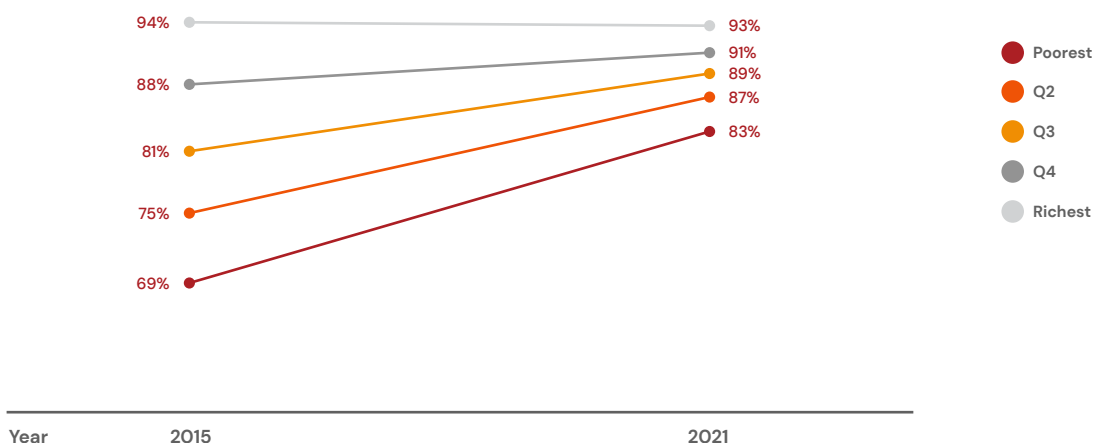
A similar pattern can also be seen in NIK ownership, which decreases by age group. The SUSENAS estimation for 2021 shows that the coverage of NIK ownership is around 98% for adults (18 years and over),

93% for children under 18 years, 82% for children under five years, and 58% for children under one year. Not much has changed since 2015 (Appendix 29).

**The increase in birth certificate ownership is highest among the poorest groups of people in the lowest wealth quintile.**

The SUSENAS estimates that, over the period of 2015-2021, the coverage of birth certificate ownership among children under 18 years of age in the poorest households increased by approximately 14%. Data from the wealthiest households show a 1% decrease over the same period (Figure 18). Meanwhile, there is no distinguishable pattern of increase in NIK ownership coverage by wealth quintile.

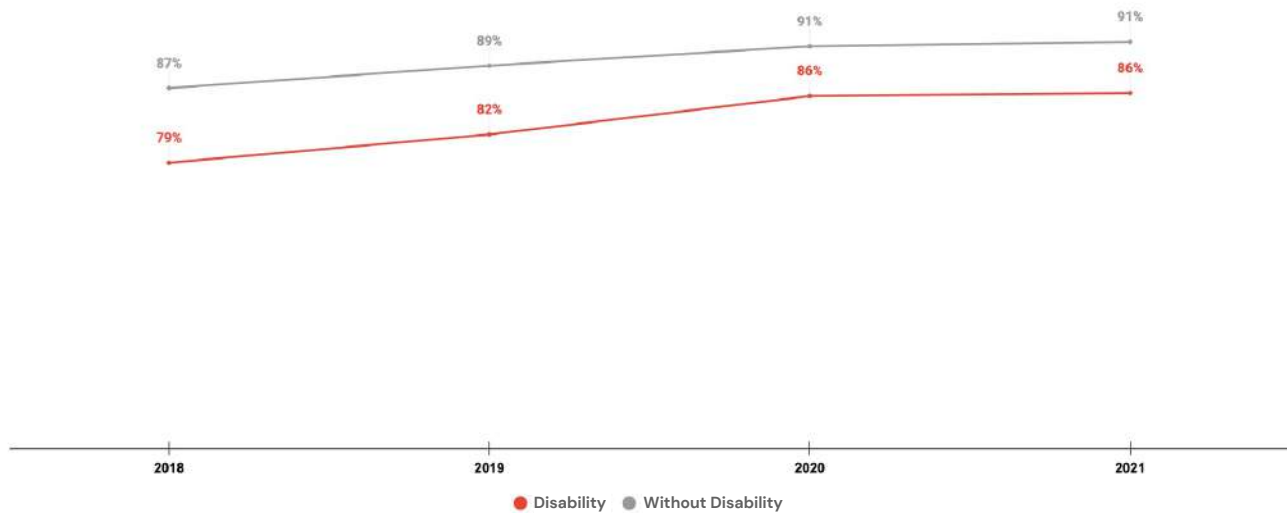
**Figure 18.** Estimated birth certificate ownership coverage of children under 18 years old by wealth quintile based on the 2015–2021 SUSENAS estimate



**An increase in birth certificate ownership is also seen among children under 18 years of age with disabilities, although the coverage rate is still lower for each year compared to children without disabilities.**

The coverage of birth certificate ownership among children under 18 years of age with disabilities increased by approximately 7% points from 79% in 2018 to 86% in 2021 (Figure 19). Meanwhile, the coverage of birth certificate ownership among children without disabilities increased from 87% in 2018 to around 91% in 2021.

**Figure 19.** Coverage of birth certificate ownership among children under 18 years with disabilities based on the 2015–2020 SUSENAS estimation



Meanwhile, NIK ownership among all residents, both with and without disabilities, decreased. For people with disabilities, the figure is slightly lower than for people without disabilities. In 2018, the NIK coverage

of the entire population with disabilities was estimated to be approximately 91%. This decreased to 86% in 2021 (Appendix 30).

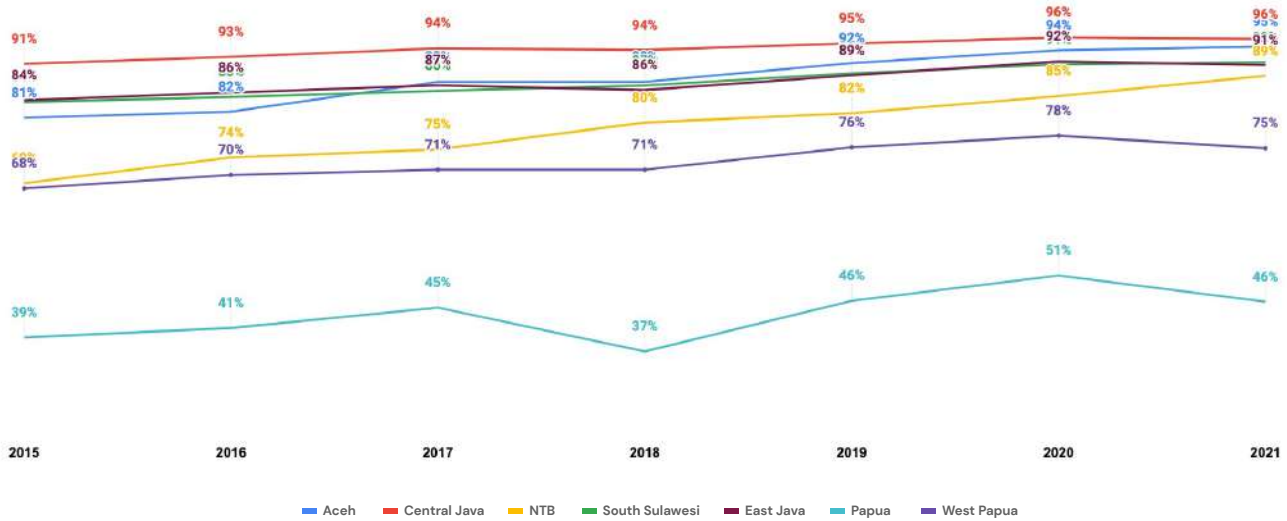


## The situation in terms of birth certificate and NIK ownership in KOMPAK-assisted provinces

**Based on the SUSENAS estimation at the provincial level, the highest increase in coverage of birth certificate ownership among children under 18 years of age in the 2015–2021 period occurred in the Province of NTB.**

The increase in the coverage of birth certificate ownership among children under 18 years of age in NTB Province is approximately 20%, followed by Aceh with 14%, West Papua with 8%, South Sulawesi with 8%, Papua with 7%, East Java with 7%, and Central Java with 5%.

**Figure 20.** Birth certificate ownership coverage among children under 18 in the six KOMPAK-assisted provinces based on the 2015–2020 SUSENAS estimation



The data for 2021 shows that the lowest average coverage of birth certificate ownership is found in Papua and West Papua, namely 46% and 75%, respectively. This percentage is below the national target of 90%. In addition, the data from Papua and West Papua shows that the largest gap in terms of the coverage of birth certificate ownership is found between urban and rural areas, and that the coverage is lowest among the poorest groups of the population.

NIK coverage among all residents in Aceh, Central Java, East Java, NTB, and South Sulawesi has reached more than 90% by 2021. Nevertheless, NIK coverage in Papua and West Papua was still lower at 67% and 87%, respectively (Appendix 31).



## The situation in terms of birth certificate and NIK ownership in KOMPAK-assisted districts

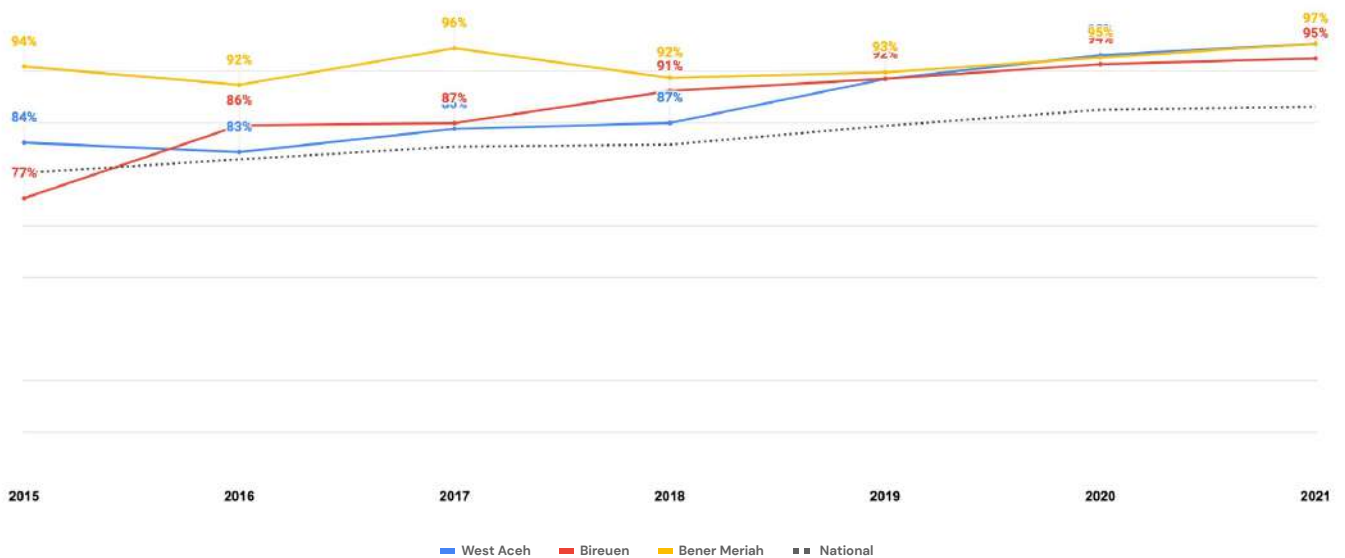
In general, the coverage of birth certificate ownership in KOMPAK-assisted districts from 2015 to 2021 shows an increase. The largest increase in coverage over the 2015-2021 period is found in districts that had relatively low coverage in 2015. Meanwhile, districts with an already relatively high coverage did not show a large increase in coverage from 2015 to 2021.

## Aceh – West Aceh District, Bireuen, Bener Meriah

Based on the SUSENAS estimation, the highest increase in coverage of birth certificate ownership among children under 18 years of age over the 2015–2021 period occurred in Bireuen.

In 2015, Bireuen had the lowest coverage of birth certificate ownership among children under 18 years old at 77%. Bener Meriah's coverage was 94% and West Aceh's 84% (Figure 21). However, certificate ownership in Bireuen increased by approximately 18% to 95% in 2021, with an average increase of around 3% per year. Meanwhile, the increase in West Aceh over the 2015–2021 period is estimated at approximately 13%, while in Bener Meriah it is approximately 3%.

Figure 21. Birth certificate ownership coverage among children under 18 years of age in West Aceh, Bireuen, and Bener Meriah based on the 2015–2021 SUSENAS estimation



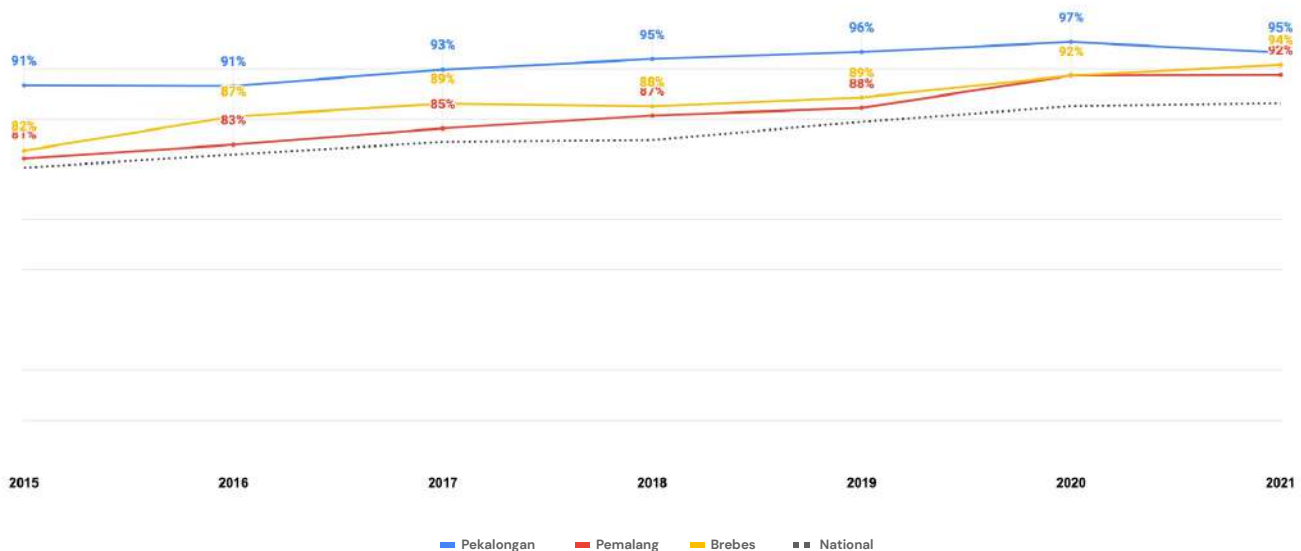
NIK ownership among all residents in West Aceh, Bireuen, Bener Meriah has been over 95% since 2015. The coverage of NIK ownership among all residents in 2021 is estimated to be approximately 99% in West Aceh, 99% in Bireuen, and 96% in Bener Meriah (Appendix 32).

## Central Java – Pemalang District, Pekalongan, Brebes

Based on the SUSENAS estimation, the highest increase in coverage of birth certificate ownership among children under 18 years of age in KOMPAK-assisted areas in Central Java took place in Brebes and Pemalang in the last five years.

Over the 2015–2021 period, the coverage of birth certificate ownership in Pemalang increased from 81% in 2015 to 92% in 2021. In Brebes, this increased from 82% in 2015 to 94% in 2021 (Figure 22). Meanwhile, Pekalongan had the highest coverage of birth certificate ownership in 2020, which was 97%. This later went down to 95% in 2021, increasing approximately 4% from 2015.

**Figure 22.** Birth certificate ownership coverage among children under 18 years in Brebes, Pekalongan, and Pemalang based on the 2015–2021 SUSENAS estimation



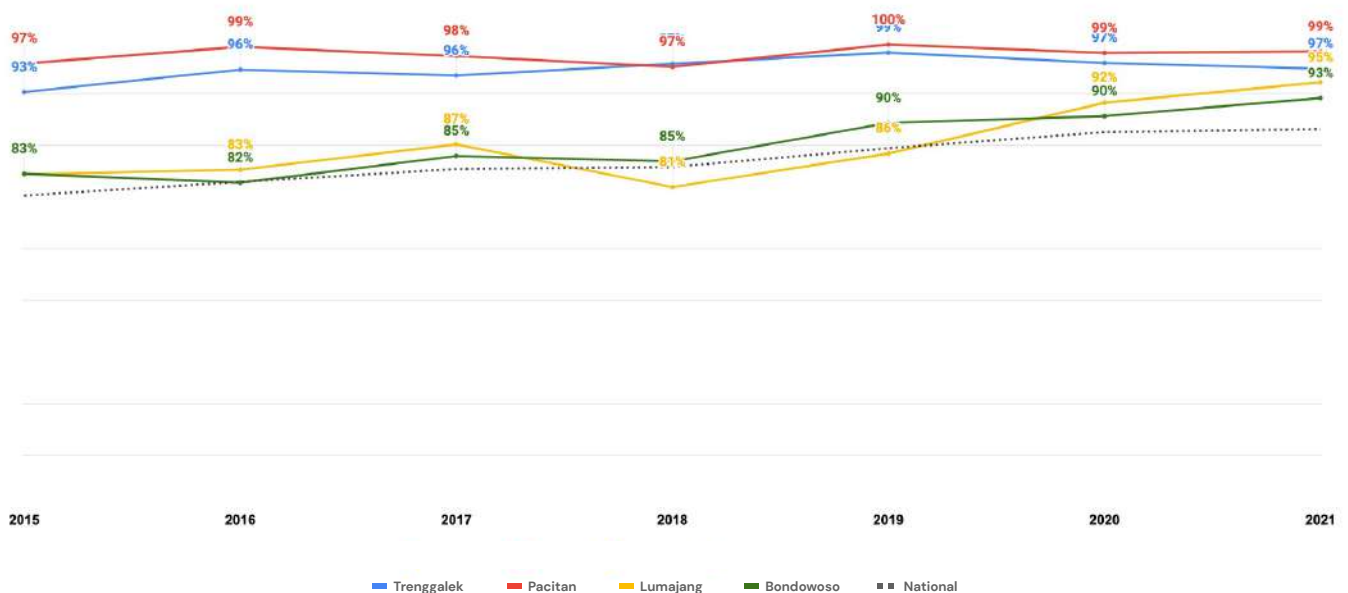
The coverage of NIK ownership among the entire population in Pemalang, Pekalongan, and Brebes has also been very high, at above 95% since 2015. The SUSENAS estimate for 2021 shows that NIK ownership in Pemalang, Pekalongan, and Brebes is at 98%, 99%, and 99%, respectively (Appendix 33).

## East Java – Lumajang District, Pacitan, Trenggalek, Bondowoso

Based on the SUSENAS estimation, the highest increase of coverage of birth certificate ownership among children under 18 years of age in KOMPAK-assisted areas in East Java took place in Lumajang

The coverage of birth certificate ownership in Lumajang increased from 83% in 2015 to 95% in 2021, that is, by 12% (Figure 23). Meanwhile, Pacitan has the highest coverage of birth certificate ownership in 2021 (approximately 99%), with an increase of 2% from 2015. In Trenggalek, the increase is approximately 4%, from 93% in 2015 to 97% in 2021. Meanwhile, the coverage of birth certificate ownership in Bondowoso in 2015 was approximately 83%. This increased to 93% in 2021.

**Figure 23.** Birth certificate ownership coverage among children under 18 years in Trenggalek, Pacitan, Lumajang, and Bondowoso based on the 2015–2021 SUSENAS estimation



The situation in terms of NIK ownership among all residents in Lumajang, Pacitan, Trenggalek, and Bondowoso has also been very good, with an average of above 90% since 2015. SUSENAS estimates show that NIK ownership in Lumajang was approximately 98%, 99% in Pacitan, 99% in Trenggalek, and 99% in Bondowoso (Appendix 34).

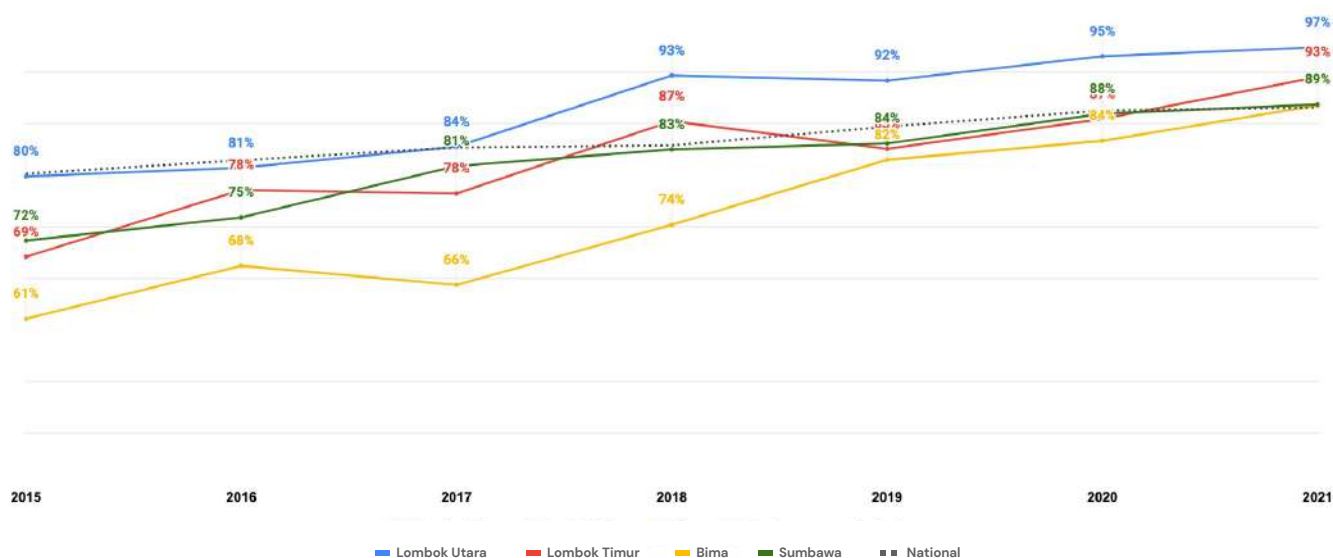


## West Nusa Tenggara – Bima District, North Lombok, East Lombok, Sumbawa

Based on the SUSENAS estimation, the highest increase in coverage of birth certificate ownership in KOMPAK-assisted areas in NTB took place in Bima.

The coverage of birth certificate ownership among children under 18 years of age in Bima increased by approximately 28% from 61% in 2015 to 89% in 2021 (Figure 24). Meanwhile, the highest coverage of birth certificate ownership in 2021 is seen in North Lombok at 97%, followed by East Lombok at 93%, and Sumbawa at 89%, with increases of approximately 24% and 17%, respectively, from 2015.

**Figure 24.** Birth certificate ownership coverage among children under 18 years in North Lombok, East Lombok, Bima, and Sumbawa based on the 2015–2021 SUSENAS estimation



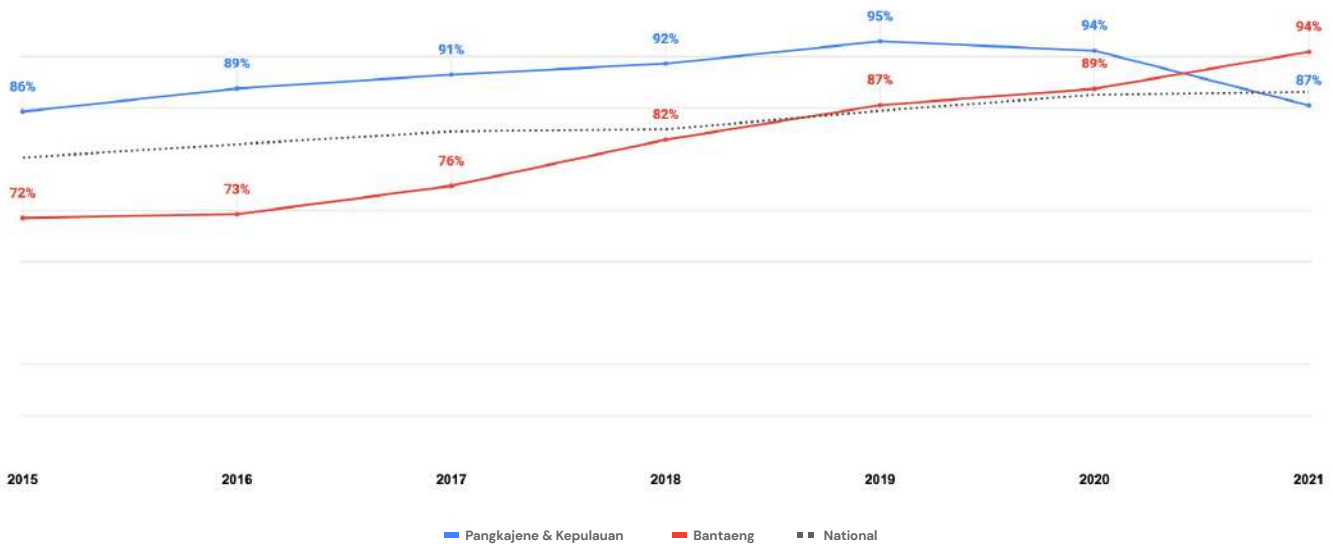
NIK ownership among all residents in Bima, North Lombok, East Lombok, and Sumbawa has also exceeded 90% since 2015. The SUSENAS estimate shows that NIK ownership in Bima in 2021 was approximately 96%, 97% in North Lombok, 97% in East Lombok, and 87% in Sumbawa (Appendix 35).

## South Sulawesi – Bantaeng District, Pangkep

Based on the SUSENAS estimation, the increase in coverage of birth certificate ownership among children under 18 years old is higher in Bantaeng than in Pangkep from 2015 to 2021.

Coverage of birth certificate ownership in Bantaeng increased by approximately 22%, from 72% in 2015 to 94% in 2021 (Figure 25). In Pangkep, this increased by approximately 9%, from 86% in 2015 to 95% in 2019. This then decreased by approximately 7% (down to 87%) in 2021.

**Figure 25.** Birth certificate ownership coverage among children under 18 years in Pangkep and Bantaeng based on the 2015–2021 SUSENAS estimation



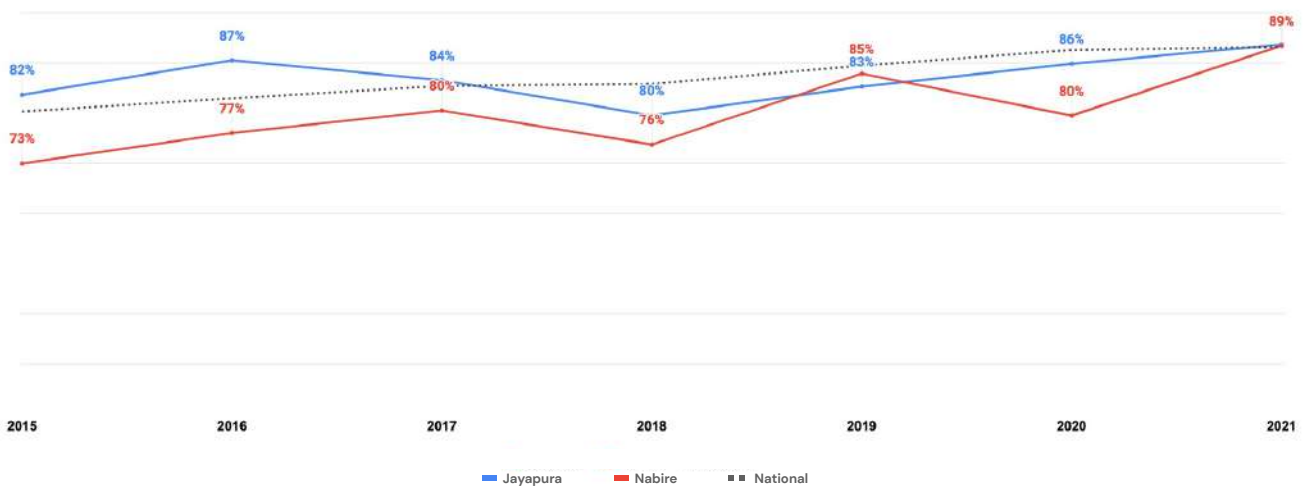
The coverage of NIK ownership among all residents in Bantaeng and Pangkep has also reached over 90% since 2015. The SUSENAS estimates the NIK achievement in Bantaeng in 2021 at approximately 96%, while in Pangkep, this is approximately 98% (Appendix 36).

## Papua – Jayapura District, Nabire

The coverage of birth certificate ownership in Nabire in 2021 was 89% which is an increase of approximately 16% from 2015 (Figure 26). In Jayapura, it went up by approximately 7%, from 82% in 2015 to 89% in 2021.

Based on the SUSENAS estimation, the increase in coverage of birth certificate ownership among children under 18 years of age is higher in Nabire than in Jayapura in 2015–2021.

**Figure 26.** Birth certificate ownership coverage among children under 18 years in Jayapura and Nabire based on the 2015–2021 SUSENAS estimation



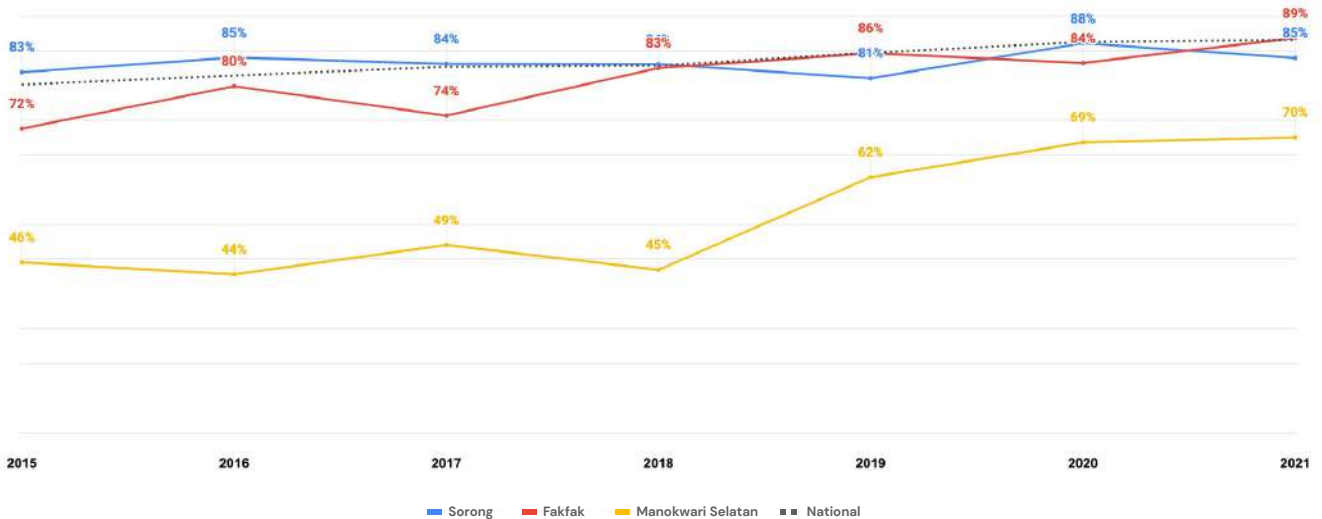
NIK coverage among all residents in Nabire and Jayapura in 2021 is the same, that is, approximately 90% (Appendix 37).

## West Papua – Sorong District, Fakfak, South Manokwari

Based on the SUSENAS estimation, the highest increase in coverage of birth certificate ownership among children under 18 years of age for KOMPAK-assisted areas in West Papua in the 2015–2021 period occurred in South Manokwari.

In 2015, the coverage of birth certificate ownership in South Manokwari was lower than in other districts, at approximately 46% (Figure 27). However, over the 2015–2021 period, coverage increased by approximately 24% (to 70%) in 2021. This figure is still lower than in Fakfak and Sorong. The coverage of birth certificate ownership in Fakfak and Sorong in 2021 is higher, at 89% and 85%, respectively.

**Figure 27.** Birth certificate ownership coverage among children under 18 in Sorong, Fakfak, and South Manokwari based on the 2015–2021 SUSENAS estimation



The level of NIK ownership in Sorong, Fakfak, and South Manokwari is also higher than the level of birth certificate ownership. Based on the 2021 SUSENAS estimation, the coverage of NIK ownership among all residents in Sorong is approximately 90%, in Fakfak 93%, and in South Manokwari 85% (Appendix 38).

# 9 | Lessons From the Flagship CRVS Program

## 9.1 Lessons from the CRVS<sup>117</sup> implementation process

### Strengthening the governance of civil registration services at the local level

- Much of the advocacy work that is necessary for improving governance, including CRVS, relies on the commitment and capacity of actors in local government and civil society organizations whose influence is important for effecting change.
- Efforts to encourage the improvement or strengthening of basic services, including civil registration services, not only have an impact on the providers and recipients of services but also have the potential to contribute to broader systemic changes. Such changes were initially identified as some of the potential risks that must be mitigated during the program's design.
- Beyond simply increasing the usage of legal identity documents and data, strengthening civil registration services is also the foundation for improving overall data governance. It is for this reason that the strengthening of data governance is progressing more slowly and at a later stage; the strengthening of civil registration services must happen first.
- At the same time, the significant role played by CRVS actors and champions of change can be both a driver and a barrier to CRVS sustainability after the completion of KOMPAK's work. The presence of change drivers strongly encourages and supports the initiation and development of CRVS approaches. However, dependence on the motivation and capacity of change drivers poses challenges in terms of continuing to implement CRVS if such actors are reassigned to other regions or sectors.

<sup>117</sup> This section is an excerpt from the KOMPAK-CRVS Assistance Story, which processed data from 91 documents consisting of activity reports, research reports, policy sheets, technical documents, and bulletins produced during CRVS implementation in the assisted areas. Please see KOMPAK-CRVS Assistance Story in the Provinces of Aceh, Central Java, East Java, West Nusa Tenggara, South Sulawesi, and Papua & West Papua for the complete picture.

- Encouragement to local governments and partners in developing service innovations needs to remain attentive to the underlying problems that governments and their partners continue to face as well as the implications of these problems for the broader resource ecosystem.
- On the one hand, CRVS programs have to keep the momentum towards change going, but on the other hand, they have to make sure that emerging opportunities are not bypassed.
- In this regard, the Program also needs to support implementers who are capable of adapting their approaches to challenges in the field.
- The commitment to strengthening CRVS at the local level needs to be accompanied by advocacy efforts at the national level.

### **Strengthening civil registration services through cross-sectoral collaboration**

- The innovations produced by this Program not only need to be institutionalized, but they also need to be supported by other relevant parties in order to address the following issues: the general lack of information on civil registration services and their benefits, the low level of trust that residents have in service providers, and the varying capacities that residents have in accessing services.

### **Strengthening civil registration services for emergencies and in response to the Covid-19 pandemic**

- The Covid-19 pandemic is an example of an emergency that requires the Government to make various adjustments to its policy priorities and to the allocation of its resources. We have learned from the CRVS Program that future programs must be designed in a way that equips them with risk mitigation strategies for anticipating similar situations.

### **Strengthening Sensitivity to Gender, Disability, and Social Inclusion (GEDSI) in civil registration services**

- Implementing a governance improvement program can be straightforward and does not always require careful attention to gender equality, protection for people with disabilities and special groups, or social inclusion. However, we learned from the CRVS Program that vulnerabilities play an important role in civil registration issues due to unequal access, disparities in service capacity and accountability, and discrimination.

### **Strengthening social accountability for the improvement of civil registration services**

- Encouragements to the Government and regional partners to develop service innovations should nonetheless be attentive to the basic problems that remain. For example, the long distances that often lie between residences and service centres cannot simply be overcome by providing online services.

### **Strengthening public finance management for improving civil registration services**

- To ensure sustainability, the institutionalization of innovation must not stop at the adoption of regulations or the securing of governmental budgets for its implementation. Institutionalization should also encompass the strengthening of relevant governance infrastructures that facilitate the implementation of those regulations, which may include improving the technical protocols, capacities and skills of those who are responsible for upholding such protocols and for sustaining good practices.

### **Strengthening civil registration services in regions with special autonomy governance**

- The implementation of CRVS programs in areas with special contexts, such as Papua and West Papua, requires greater scrutiny in terms of gender equality, protection for people with disabilities and special groups, and social inclusion.

## 9.2 Risk Management and Protection in CRVS

The implementation of the CRVS Program always prioritizes mitigation of and protection against risks, which can impact the sustainability of the Program itself, not only for actors in local governments and civil society organizations that are implementing the program, but also for the environment and other existing systems.

**Tabel 15.** CRVS Risks and the Implementation of Risk Management strategies

Risks	Risk Management Implemented
<p><b>The reluctance of some local government partners to support and implement the good practices that are supported by the CRVS program.</b></p>	<p>The CRVS program sought to involve stakeholders with strong authority and influence that could support and oversee the work of the program in the assisted areas. The CRVS program managers in these assisted areas also always ensured that the work that was being carried out was in line with the priorities of local governments and supported by them.</p>
<p><b>Systemic changes necessary for the work of CRVS run the risk of being exploited by rent-seekers or individuals who benefit from the shortcomings of the existing system.</b></p>	<p>CRVS work encouraged the involvement of residents and their various capacities in supporting change and monitoring accountability of the system’s improvements.</p>
<p><b>Activities that require program implementers or partners to directly interact with vulnerable individuals run the risk of making such individuals feel uncomfortable or stigmatized.</b></p>	<p>Every activity to strengthen policies, systems, and procedures – as well as any training or capacity building activity – that was carried out always included materials on how to interact with and serve vulnerable individuals.</p>
<p><b>The emergence of new vulnerable groups during the program due to various events, such as natural disasters or social conflicts.</b></p>	<p>The CRVS Program can quickly adapt and respond to events as they occur. Lessons from similar situations were always used as a reference for formulating approaches to new, previously unidentified vulnerable groups. Each activity was reflected upon in order to collect the lessons learned and to foster the realization of an inclusive CRVS system.</p>
<p><b>The armed conflict in Papua in 2018 threatened the safety of the team that was ready to conduct a rapid assessment.</b></p>	<p>The rapid assessment in the Papua region in 2018 was adjusted and transformed into a literature review and secondary data analysis.</p>



Risks	Risk Management Implemented
<p><b>There was an earthquake in Lombok in 2018 to which hundreds of residents fell victim.</b></p>	<p>The CRVS Program provided support to ensure that services could still accommodate the need of data collection as well as assist in the distribution of social assistance.</p>
<p><b>CRVS activities could increase the transmission of the Covid-19 virus, which became an issue when the pandemic started in March 2020.</b></p>	<p>Activities were moved online. A hybrid model combining online and offline modes was introduced if the case rate in a region was already low. While carrying out offline activities, the program management team always ensured adherence to health protocols while also educating partners and residents in the assisted areas on the efforts that need to be taken for reducing the spread of the Covid-19 virus.</p>
<p><b>The CRVS program risked overburdening its partners in the regions who were responsible for implementing the program because they had to deal with the Covid-19 pandemic. As a result of the pandemic, CRVS work was also hampered.</b></p>	<p>The CRVS program adjusted its work plan, especially at the beginning of the Covid-19 pandemic, to support partners in the assisted areas in taking the necessary actions. In some areas, the Covid-19 situation also encouraged program implementers to be more creative and produce innovations, such as online administrative services that were integrated with village information systems.</p>
<p><b>The reluctance of stakeholders at the national level to support and institutionalize the good practices supported by the CRVS program.</b></p>	<p>The CRVS program involved various other stakeholders with strong authority and influence to support and institutionalize the work of the CRVS program at the national level.</p>

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## 9.3 Observations on the Effectiveness and Efficiency of CRVS Program Investments

The CRVS program is not designed to be a straightforward and quantitatively measurable intervention, rather it is an adaptive program that encourage changes in the overall CRVS governance system. Various types of information obtained during the initial study and during continuous consultations with the Government and other program partners confirm that it is necessary to have a program design that can be adjusted to specific contexts and needs in the field. The program management team responded to special situations by adjusting work plans and activities while simultaneously ensuring that the CRVS program continued to optimally and efficiently make use of existing resources.

The achievements elaborated in this report also highlight the multiple systemic changes that the CRVS program has brought about. In the seven years of its implementation, the CRVS program was able to effect changes in service policies and procedures, in the capacity and quality of service providers, among the general population - which has become more proactive and informed about the importance of legal identity documents - as well as in the supporting ecosystems for civil registration services and other vital statistics. The resources that were allocated to the CRVS program were used only after ascertaining that the supported activities would have a positive spillover effect that could last for generations to come.

Investments in the CRVS program are focused not only on the achievement of technical outcomes, such as the training of officers and the creation of policies, but also on the establishment of relations and networks among actors. This approach can be seen in all assisted regions, including the Program's efforts at involving drivers of change in strategic agencies such as Bappeda, the Civil Registration Office, and DPMD at the

provincial and district levels. In addition, the implementation of the CRVS Program was supported by the strength of the networks and capacities of partners in civil society organizations in the assisted areas. The networks and capacities of the actors supported by this Program will provide a tremendous and long-lasting return on the investments made by the Australian Government in the further development of the program-assisted areas in Indonesia.

Indirectly, CRVS investments have also increased the depth and breadth of policies and practices for improving the civil registration system in Indonesia. The CRVS Program has enabled interventions and innovations beyond those already provided by existing approaches by increasing the issuance of various legal identity documents. The CRVS Program succeeded in convincing policymakers that improvements to civil registration can be a lever for increasing the welfare of citizens, and that such improvement must be approached from the perspective of good governance. In addition, the CRVS Program has succeeded in making civil registration a basic service that plays an important role in facilitating inclusive developments. CRVS investment is also manifested through the integration of different approaches to legal identity registration into a single, coherent Program that emphasizes a rights-based approach, the crucial role of legal identity documents for socio-economic development, and the importance of data governance.

# Tabulation Annex

**Annex 1.** Birth Certificate Ownership in 2019 and 2021 Based on Survey in 10 Districts.

Having a Birth Certificate	2019			2021			2019-21
	Percentage (%)	Frequency (n)	N	Percentage (%)	Frequency (n)	N	Change (percent points)
Yes	87	1137	1313	92	1316	1426	5
<b>Sex</b>							
Female	88	583	665	93	675	723	5
Male	86	554	648	91	641	703	5
<b>Type of Residence</b>							
Urban	88	158	179	93	179	192	5
Rural	86	979	1134	92	1137	1234	6
<b>District</b>							
West Aceh	83	82	99	93	98	105	10
Bener Meriah	93	145	156	97	146	151	4
Pekalongan	96	139	145	99	155	156	3
Pemalang	84	114	135	87	130	149	3
Pacitan	96	81	84	100	98	98	4
Bondowoso	75	58	77	85	73	86	10
East Lombok	79	113	144	90	148	165	11
Bima	82	125	152	94	165	176	12
Pangkep	90	138	154	96	158	165	6
Bantaeng	85	142	167	83	145	175	-2
<b>Wealth Quintile</b>							
Poorest	71	94	133	80	135	168	9
Quintile 2	80	196	244	91	260	287	11
Quintile 3	89	246	277	93	267	286	4
Quintile 4	89	290	325	95	335	354	6
Richest	93	311	334	96	319	331	3

Annex 2. E-KTP Ownership in 2019 and 2021 Based on Survey in 10 Districts.

Having an e-KTP	2019			2021			2019-21
	Percentage (%)	Frequency (n)	N	Percentage (%)	Frequency (n)	N	Change (percent points)
Yes	89	2511	2813	95	2785	2921	6
<b>Sex</b>							
Female	89	1304	1469	96	1432	1494	7
Male	90	1207	1344	95	1353	1427	5
<b>Type of Residence</b>							
Urban	87	250	287	94	282	299	7
Rural	90	2261	2526	95	2503	2622	6
<b>District</b>							
Aceh Barat	92	243	265	94	252	267	3
Bener Meriah	90	224	248	95	229	240	5
Pekalongan	90	292	325	97	327	337	7
Pemalang	87	255	292	95	286	301	8
Pacitan	92	271	295	96	317	330	4
Bondowoso	90	251	280	95	266	279	6
East Lombok	77	185	240	95	249	261	18
Bima	93	258	278	95	287	302	2
Pangkep	90	244	270	96	272	284	5
Bantaeng	90	288	320	94	300	320	4
<b>Wealth Quintile</b>							
Poorest	86	401	469	95	470	493	10
Quintile 2	88	523	591	96	588	615	7
Quintile 3	89	514	575	94	559	592	5
Quintile 4	91	537	592	96	622	649	5
Richest	91	536	586	95	546	572	4

**Annex 3.** Marriage Certificate Ownership in 2019 and 2021 Based on Survey in 10 Districts.

Having a Marriage Certificate	2019			2021			2019-21
	Percentage (%)	Frequency (n)	N	Percentage (%)	Frequency (n)	N	Change (percent points)
Yes	84	1789	2120	88	1873	2138	3
<b>Sex</b>							
Female	84	918	1088	88	947	1080	3
Male	84	871	1032	88	926	1058	3
<b>Type of Residence</b>							
Urban	68	145	213	70	151	216	2
Rural	86	1644	1907	90	1722	1922	3
<b>District</b>							
West Aceh	76	142	188	85	156	184	9
Bener Meriah	98	193	197	98	169	173	0
Pekalongan	97	265	272	98	276	282	0
Pemalang	98	233	238	99	228	230	1
Pacitan	96	224	234	97	253	261	1
Bondowoso	83	172	207	88	180	204	5
East Lombok	41	70	170	49	92	188	8
Bima	86	172	201	93	194	208	8
Pangkep	89	166	186	91	173	191	1
Bantaeng	67	152	227	70	152	217	3
<b>Wealth Quintile</b>							
Poorest	77	94	324	81	277	344	4
Quintile 2	84	196	434	87	388	445	3
Quintile 3	82	246	454	86	385	446	4
Quintile 4	87	290	445	89	427	479	2
Richest	90	311	463	93	396	424	4

**Annex 4.** Place of processing birth certificates

Where were birth certificates processed in the last 2 years?	Percentage (%)	Frequency (n)	N
Village Office	39	77	196
Sub-district Office	12	23	196
Dukcapil Office	45	88	196
Health Facilities	3	6	196
Schools	0	0	196
Mobile Outreach Services	0	0	196
Online	1	2	196

**Annex 5.** Place of Processing Marriage Certificate

Where the marriage book/certificate was processed in the last 2 years	Percentage (%)	Frequency (n)	N
Religious Affairs Office	73	87	119
Houses of Worship	0	0	119
Religious Courts	3	3	119
Village Offices	14	17	119
Sub-district Offices	8	9	119
Dukcapil Offices	3	3	119
Schools	0	0	119
Mobile Outreach Services	0	0	119
Online	0	0	119

**Annex 6.** Places of processing e-KTPs

Where e-KTPs were processed in the last 2 years	Percentage (%)	Frequency (n)	N
Village Office	19	49	255
Sub-district Office	42	106	255
Dukcapil Office	38	97	255
Health Facilities	0	0	255
Schools	0,4	1	255
Mobile Services	1	2	255
Online	0	0	255

**Annex 7.** Characteristics of Respondents without a Birth Certificate

Characteristics of respondents who don't have a birth certificate	Percentage (%)	Frequency (n)	N	Wilcoxon rank sum z-stat (value -p)
Total	32	92	291	
<b>Age</b>				
Under 1 year	30	20	66	-2,972 (0,0029)
1-4 years	20	26	127	
5-17 years	47	46	98	
<b>Sex</b>				
Female	29	42	144	-0,888 (0,4456)
Male	34	50	147	
<b>Type of Residence</b>				
Urban	38	13	34	0,882 (0,4862)
Rural	31	79	257	



Characteristics of respondents who don't have a birth certificate	Percentage (%)	Frequency (n)	N	Wilcoxon rank sum z-stat (value -p)
<b>District</b>				
West Aceh	29	7	24	-0,933 (0,3514)
Bener Meriah	26	5	19	
Pekalongan	5	1	22	
Pemalang	51	18	35	
Pacitan	0	0	13	
Bondowoso	48	12	25	
Lombok Timur	37	15	41	
Bima	24	10	42	
Pangkep	19	7	36	
Bantaeng	50	17	34	
<b>Wealth Quintile</b>				
Poorest	53	29	55	3,651 (0,0002)
Quintile 2	31	23	74	
Quintile 3	31	17	54	
Quintile 4	22	12	55	
Richest	21	11	53	

**Annex 8.** Characteristics of Respondents without an e-KTP

Characteristics of respondents who do not have an e-KTP	Percentage (%)	Frequency (n)	N	Wilcoxon rank sum z-stat (value -p)
Total	21	136	640	
<b>Age</b>				
17 years	68	50	74	5,490 (0,0000)
18-24 years	17	38	228	
25-59 years	11	28	262	
60+ years	26	20	76	
<b>Sex</b>				
Female	20	62	308	-0,667 (0,5688)
Male	22	74	332	
<b>Type of Residence</b>				
Urban	22	17	76	0,254 (0,8996)
Rural	21	119	564	
<b>District</b>				
West Aceh	33	15	46	0,190 (0,8493)
Bener Meriah	22	11	50	
Pekalongan	17	10	64	
Pemalang	21	15	72	
Pacitan	20	13	65	
Bondowoso	25	13	51	
East Lombok	13	12	92	
Bima	24	15	62	
Pangkep	20	12	59	
Bantaeng	25	20	79	

Characteristics of respondents who do not have an e-KTP	Percentage (%)	Frequency (n)	N	Wilcoxon rank sum z-stat (value -p)
<b>Wealth Quintile</b>				
Poorest	19	23	121	0,064 (0,9461)
Quintile 2	22	27	122	
Quintile 3	25	33	132	
Quintile 4	20	27	135	
Richest	20	26	130	

**Annex 9.** Characteristics of Respondents Without Marriage Certificate

Characteristics of respondents who do not have a marriage book/certificate	Percentage (%)	Frequency (n)	N	Wilcoxon rank sum z-stat (value -p)
Total	5	252	449	
<b>Age</b>				
0-17 years	67	2	3	-7,663 (0,0000)
18-24 years	24	10	42	
25-59 years	53	158	298	
60+ years	77	82	106	
<b>Sex</b>				
Female	60	129	216	1,477 (0,1663)
Male	53	123	233	
<b>Type of Residence</b>				
Urban	78	62	79	4,406 (0,0000) <sup>1</sup>
Rural	51	190	370	

Characteristics of respondents who do not have a marriage book/certificate	Percentage (%)	Frequency (n)	N	Wilcoxon rank sum z-stat (value -p)
<b>Districts</b>				
West Aceh District	54	28	52	-4,465 (0,0000) <sup>2</sup>
Bener Meriah	50	4	8	
Pekalongan	20	5	25	
Pemalang	10	2	20	
Pacitan	23	8	35	
Bondowoso	55	24	44	
East Lombok	81	92	113	
Bima	32	12	38	
Pangkep	61	17	28	
Bantaeng	70	60	86	
<b>Wealth Quintile</b>				
Poorest	65	65	100	3,264 (0,0011)
Quintile 2	61	54	88	
Quintile 3	57	57	100	
Quintile 4	52	51	98	
Richest	40	25	63	

**Annex 10.** Reasons for not having a birth certificate

Reason for not having a birth certificate	Percentage (%)	Frequency (n)	N
Transportation costs are expensive	3	3	110
Required fee are expensive	13	14	110
Service units are too far	5	6	110
Don't know how or where to apply	7	8	110
Don't have the requirements	14	15	110
Procedures too complex	5	5	110

Reason for not having a birth certificate	Percentage (%)	Frequency (n)	N
Minority Religion	1	1	110
Immobility/disability	2	2	110
Don't think it's important	11	12	110
Processing time is too long	5	5	110
Do not have time because they need to work	41	45	110
Others	2	2	110

**Annex 11.** Reasons for not having an e-KTP

Reason for not having an e-KTP	Percentage (%)	Frequency (n)	N
Expensive transportation costs	3	4	136
Required fee is expensive	4	6	136
Service units are too far away	4	5	136
Don't know how or where to apply	2	4	136
Don't have the requirements	6	8	136
Still waiting for the certificate to be issued	12	16	136
The procedure is too complicated	3	4	136
Minority Religion	1	1	136
Immobility/disability	13	18	136
Don't think it's important	22	30	136
Processing time is too long	4	5	136
Not having time because they need to work	34	46	136
Others	2	2	136

**Annex 12.** Reasons for not having a marriage certificate

Reasons for not having books/Marriage Certificate	Percentage (%)	Frequency (n)	N
Expensive transportation costs	1	3	265
Required fee is expensive	15	40	265
Service units are too far away	2	6	265
Don't know how or where to apply	15	40	265
No press Requirements	14	37	265
The procedure is too complicated	13	33	265
Don't think it's important	25	66	265
The processing time is too long	3	8	265
Don't have time because they need to work	14	36	265
Others	2	5	265

**Annex 13.** Reasons for Not Renewing Family Card

Reasons for not renewing Family Card (KK)	Percentage (%)	Frequency (n)	N
Transportation costs are expensive	3	1	241
The required fee is expensive	2	5	241
Service unit is too far away	2	5	241
Don't know how or where to apply	3	6	241
Don't have the requirements	11	27	241
Procedure is too complicated	5	11	241
Only temporary stay	27	65	241
Don't think it's important	17	41	241
The processing time is too long	2	5	241
Don't have time because they need to work	26	62	241
Others	3	7	241

**Annex 14.** Variation of Time for Processing Legal Documents by Districts

Variations in processing time for legal documents by district (last 2 years)	N	Average (in days)	SD	Median	Min	Max
West Aceh	68	7	10	3	1	60
Bener Meriah	75	7	13	2	1	90
Pekalongan	57	26	46	14	1	300
Pemalang	69	29	56	7	1	360
Pacitan	68	13	17	7	1	90
Bondowoso	73	13	42	7	1	360
East Lombok	61	11	30	3	1	180
Bima	77	5	11	1	1	90
Pangkep	65	15	20	7	1	90
Bantaeng	80	9	31	2	1	210

**Annex 15.** Cost Variations of Processing Legal Documents by District

Cost variations of processing legal documents by district (last 2 years)	N	Average (in Rupiah)	SD	Median	Min	Max
West Aceh	68	52,281	77,642	23,500	0	300,000
Bener Meriah	75	21,187	21,562	15,000	0	100,000
Pekalongan	57	56,604	52,417	50,000	0	300,000
Pemalang	68	89,449	103,982	50,000	7,000	500,000
Pacitan	69	66,029	68,126	50,000	0	300,000
Bondowoso	73	61,274	60,901	50,000	0	300,000
East Lombok	61	47,694	81,947	20,000	0	600,000
Bima	77	32,713	42,323	15,000	0	240,000
Pangkep	65	44,338	54,249	35,000	0	300,000
Bantaeng	80	25,094	43,153	11.500	0	316,000

**Annex 16.** Use of Birth Certificates Based on Wealth Quintile

Household members using birth certificates in the last 2 years by wealth quintile	Percentage (%)	Frequency (n)	N	Wilcoxon rank sum z-stat (value -p)
Poorest	32	65	201	6,945 (0,0000)
Quintile 2	60	121	201	
Quintile 3	62	125	201	
Quintile 4	64	137	213	
Richest	69	130	189	

**Annex 17.** Use of e-KTP based on wealth quintile

House members households using e-KTP in the last 2 years by wealth quintile	Percentage (%)	Frequency (n)	N	Wilcoxon rank sum z-stat (nilai-p)
Poorest	92	185	201	2,631 (0,0085)
Quintile 2	96	193	201	
Quintile 3	98	196	201	
Quintile 4	95	203	213	
Richest	98	186	189	

**Annex 18.** Use of KK by Wealth Quintile Household

Members who used KK in the last 2 quintiles by wealth quintile	Percentage (%)	Frequency (n)	N	Wilcoxon rank sum z-stat (nilai-p)
Poorest	86	173	201	2,644 (0,0137)
Quintile 2	94	189	201	
Quintile 3	95	191	201	
Quintile 4	93	199	213	
Richest	94	177	189	



**Annex 19.** Use of Marriage Certificate Based on Wealth Quintile Household

members who used a marriage certificate in the last 2 years according to wealth quintile	Percentage (%)	Frequency (n)	N	Wilcoxon rank sum z-stat (nilai-p)
Poorest	13	26	201	3,849 (0,0001)
Quintile 2	22	45	201	
Quintile 3	24	49	201	
Quintile 4	23	48	213	
Richest	31	59	189	

**Annex 20.** Use of Death Certificates Based on Wealth Quintile Household

members who used a death certificate in the last 2 years according to wealth quintile	Percentage (%)	Frequency (n)	N	Wilcoxon rank sum z-stat (nilai-p)
Poorest	2	3	201	2,262 (0,0237)
Quintile 2	4	7	201	
Quintile 3	2	5	201	
Quintile 4	4	9	213	
Richest	6	11	189	

**Annex 21.** Use of Birth Certificates in the Last Two Years

Use of Birth Certificates (based on respondents using)	Percentage (%)	Frequency (n)	N
COVID-19 vaccine	0,4	2	578
Accessing education services	84	483	578
Accessing health services	4	22	578
Accessing social services	8	46	578
Married/divorced	5	28	578
Hajj ( religious visits)	1	7	578
Applying for a job/becoming a government staff	3	16	578
Obtaining a passport	0,2	1	578
Purchasing a vehicle	0	0	578
Banking, leasing and other financial services	1	7	578
Driving license	0,2	1	578
Purchasing travel tickets	0	0	578
Identity for travelling	0,2	1	578
Population database	3	20	578
Voting in elections	0	0	578
Becoming political party's member	0	0	578
Obtaining a business license	0	0	578
Obtaining land certificates	1	5	578
Accessing electricity	0	0	578
Accessing Wi-Fi services	0	0	578
Obtaining a mobile number	0	0	578
Inheritance	0	0	578
Pension	0,2	1	578
Processing other legal documents	14	80	578

## Annex 22. Use of e-KTP in the last two years

Use of e-KTP (among the respondents who use it)	Percentage (%)	Frequency (n)	N
COVID-19 Vaccine	19	83	963
Accessing education services	27	258	963
Accessing health services	26	247	963
Accessing social services	60	575	963
Married/divorced	8	73	963
Hajj (religious visit)	1	12	963
Applying for a job/becoming a government staff	7	72	963
Obtaining a passport	0,2	2	963
Purchasing a vehicle	15	148	963
Banking, rental and other financial services	25	239	963
license	2	16	963
Tickets for travelling	2	15	963
Identity for travelling	10	100	963
Population database	16	151	963
Votes for election	3	28	963
Becoming political party's member	0,1	1	963
Obtaining a business license	1	13	963
Obtaining a land certificate	6	61	963
Accessing electricity	0,4	4	963
Accessing Wi-Fi services	0	0	963
Obtaining a mobile number	0,2	2	963
Inheritance	0,1	1	963
Pension	1	9	963
Processing other legal documents	18	169	963
Others	0	0	963

**Annex 23.** Use of KK in the last two years

Use of KK (among the respondents who use it)	Percentage (%)	Frequency (n)	N
COVID-19 vaccine	5	50	929
Accessing services education	46	425	929
Accessing health services	19	180	929
Accessing social services	57	531	929
Married/divorced	67	62	929
Hajj (religious visit)	1	13	929
Applying for a job/being a government staff	4	40	929
Obtaining a passport	0.1	1	929
Purchasing a vehicle	1	12	929
Banking, leasing and other financial services	18	164	929
Driver's license	0,2	2	929
Purchasing travel tickets	0,3	3	929
Identity for traveling	1	12	929
Population database	17	162	929
Voting in elections	1	9	929
Becoming political party's member	0.1	1	929
Obtaining a business license	1	6	929
Obtaining a land certificate	6	53	929
Access to electricity	0.3	3	929
Accessing Wi-Fi services	0	0	929
Obtaining a mobile number	1	7	929
Inheritance	0	0	929
Retirement	0,4	4	929
Processing documents other laws	21	195	929
Others	0	0	929

## Annex 24. Use of Marriage Certificate in the Last Two Years

Use of marriage certificates (among the respondents who use it)	Percentage (%)	Frequency (n)	N
COVID-19 vaccine	0	0	227
Accessing education services	10	23	227
Accessing health services	2	4	227
Accessing social services	3	6	227
Married/divorced	6	14	227
Hajj (religious visit)	4	9	227
Applying for work/being a government staff	4	10	227
Obtaining a passport	0.4	1	227
Purchasing a vehicle	0.4	1	227
Banking , rental and other financial services	21	48	227
Driver's license	0	0	227
Purchasing travel tickets	0,4	1	227
Identity for traveling	0,4	1	227
Population database	5	12	227
Voting in elections	0	0	227
Becoming political party's member	0	0	227
Obtaining a business license	0.4	1	227
Obtaining land certificates	1	3	227
Accessing electricity	0	0	227
Accessing Wi-Fi services	0	0	227
Obtaining a mobile number	0	0	227
Inheritance	0	0	227
Retirement	2	5	227
Processing other legal documents	53	120	227
Others	0.4	1	227

**Annex 25.** Use of Death Certificates

Use of death certificates/death certificates (among the respondents who use it)	Percentage (%)	Frequency (n)	N
COVID-19 vaccine	0	0	35
Accessing education services	9	3	35
Accessing health services	9	3	35
Accessing la social services	9	3	35
Married/divorced	11	4	35
Hajj (religious visit)	3	1	35
Applying for a job/as a government staff	0	0	35
Obtaining a passport	0	0	35
Purchasing a vehicle	0	0	35
Banking, leasing, and other financial services	11	4	35
Letters driving license	0	0	35
Purchasing travel tickets	0	0	35
Identity for traveling	0	0	35
Population database	6	2	35
Voting in elections	0	0	35
Becoming political party's member	0	0	35
Obtaining a business license	0	0	35
Obtaining land certificates	3	1	35
Accessing electricity	0	0	35
Accessing Wi-Fi services	0	0	35
Obtaining a mobile number	0	0	35
Inheritance	0	0	35
Retirement	0	0	35
Processing other legal documents	49	17	35
Others	0	0	35

## Annex 26. Perception of the Legal Documents Benefits

Benefits of having a legal document	Percentage (%)	Frequency (n)	N
State-recognized	11	113	1005
Documented as resident of Indonesia	16	162	1005
Following regulations	4	37	1005
Proof of identity when traveling	28	280	1005
Voting in elections	3	27	1005
Received COVID-19 vaccine	10	96	1005
Accessing education services	48	480	1005
Accessing health services	34	342	1005
Accessing social services	55	550	1005
marriage/divorce	9	93	1005
Hajj (religious visit)	2	20	1005
Applying for jobs/be government staff	8	82	1005
Obtaining a passport	0.3	3	1005
Purchasing a vehicle	10	105	1005
Banking, rental, and other financial services	24	246	1005
Obtaining a driver's license	4	38	1005
Purchasing travel tickets	1	14	1005
Population database	14	139	1005
Becoming political party's member	0.2	2	1005
Obtaining a business license	1	14	1005
Obtaining a land certificate	6	58	1005
Accessing electricity	1	9	1005
Obtaining a cell phone number	1	10	1005
Inheritance	0	0	1005
Pension	1	6	1005
Processing other legal documents	12	123	1005
Others	0	0	1005

**Annex 27.** Plan to Use Legal Documents in the Next One Year

Are you going to use a legal identity document in the next one year?	Percentage (%)	Frequency (n)	N
Yes	93	939	1005
No	7	66	1005

**Annex 28.** Plan to Use of Legal Documents in the Next One Year Based on Service Type

Planned use of legal identity documents in the next one year	Percentage (%)	Frequency (n)	N
COVID-19 Vaccine	2	20	939
Accessing education services	38	353	939
Accessing health services	16	146	939
Accessing social services	37	351	939
Married/divorced	6	59	939
Hajj (religious visit)	1	13	939
Applying for a job/becoming a government staff	7	70	939
Obtaining a passport	0.2	2	939
Purchasing a vehicle	19	175	939
Banking, rental and other financial services	13	124	939
Driver's license	2	17	939
Ticket for travel	1	11	939
Identity for travel	7	64	939
Population database	111	99	939
Voting in elections	3	28	939
Becoming political party's member	0	0	939
Obtaining a business license	2	18	939
Obtaining a land certificate	4	33	939
Accessing electricity	0.3	3	939
Accessing Wi-Fi services	0	0	939
Obtaining a mobile number	0.1	1	939



Planned use of legal identity documents in the next one year	Percentage (%)	Frequency (n)	N
Inheritance	1	7	939
Pension	0.1	1	939
Processing other legal documents	10	96	939
Others	0	0	939

**Annex 29.** Coverage of NIK Ownership Based on SUSENAS Estimation in 2015–2021.

Age Group	2015 (%)	2016 (%)	2017 (%)	2018 (%)	2019 (%)	2020 (%)	2021 (%)
All ages	96	96	96	96	96	96	96
18 years and over	99	99	99	99	99	99	99
<18 years	92	92	92	92	92	92	92
<5 years	82	82	82	82	82	82	82
<1 year	59	59	59	59	59	59	59

**Annex 30.** Scope of NIK for Population with Disabilities Based on SUSENAS Estimates 2018–2021.

NIK of all districts	2018 (%)	2019 (%)	2020 (%)	2021 (%)
With Disabilities	91	93	94	95
Without Disabilities	95	96	97	98

**Annex 31.** Coverage of NIK Ownership for All Population in the Provinces of Aceh, Central Java, East Java, West Nusa Tenggara, South Sulawesi, Papua, and West Papua Based on SUSENAS Estimation in 2015–2021.

Province	NIK 2015 (%)	NIK 2016 (%)	NIK 2017 (%)	NIK 2018 (%)	NIK 2019 (%)	NIK 2020 (%)	NIK 2021 (%)
Aceh	98	98	98	96	97	98	98
Central Java	98	99	99	98	98	99	99
East Java	98	98	98	96	96	98	98
NTB	94	95	95	95	97	96	96
South Sulawesi	97	97	97	95	96	96	96
Papua	61	62	67	52	59	64	67
West Papua	87	90	91	81	92	86	87

**Annex 32.** Coverage NIK Ownership of All Population in West Aceh, Bener Meriah and Bireuen Based on SUSENAS Estimation in 2015–2021.

District	NIK 2015 (%)	NIK 2016 (%)	NIK 2017 (%)	NIK 2018 (%)	NIK 2019 (%)	NIK 2020 (%)	NIK 2021 (%)
West Aceh	98	97	98	96	98	99	99
Bener Meriah	98	98	98	96	96	98	96
Bireuen	98	99	98	98	98	99	99

**Annex 33.** Coverage of NIK Ownership for All Population in Brebes, Pemalang, and Pekalongan Based on SUSENAS Estimation in 2015–2021.

District	NIK 2015 (%)	NIK 2016 (%)	NIK 2017 (%)	NIK 2018 (%)	NIK 2019 (%)	NIK 2020 (%)	NIK 2021 (%)
Brebes	98	98	98	97	97	98	99
Pemalang	97	98	98	98	98	98	98
Pekalongan	98	98	98	98	98	99	99

**Annex 34.** Scope of NIK Ownership for All Population in Bondowoso, Trenggalek, Lumajang, and Pacitan Based on SUSENAS Estimation in 2015–2021

District	NIK 2015 (%)	NIK 2016 (%)	NIK 2017 (%)	NIK 2018 (%)	NIK 2019 (%)	NIK 2020 (%)	NIK 2021 (%)
Bondowoso	97	98	98	95	97	98	98
Trenggalek	100	99	99	98	99	99	99
Lumajang	97	98	98	94	93	97	98
Pacitan	100	100	99	99	98	99	99

**Annex 35.** Coverage of NIK Ownership for All Population in North Lombok, East Lombok, Bima, and Sumbawa Based on SUSENAS Estimation in 2015–2021

District	NIK 2015 (%)	NIK 2016 (%)	NIK 2017 (%)	NIK 2018 (%)	NIK 2019 (%)	NIK 2020 (%)	NIK 2021 (%)
North Lombok	98	97	97	96	98	97	97
East Lombok	95	96	95	97	97	97	97
Bima	95	96	94	95	97	95	96
Sumbawa	94	96	96	98	97	96	97

**Annex 36.** Coverage of NIK Ownership for All Population in Bantaeng and Pangkep Based on SUSENAS Estimation in 2015–2021.

District	NIK 2015 (%)	NIK 2016 (%)	NIK 2017 (%)	NIK 2018 (%)	NIK 2019 (%)	NIK 2020 (%)	NIK 2021 (%)
Bantaeng	95	95	96	92	97	95	96
Pangkep	98	99	98	96	97	97	98

**Annex 37.** Scope of NIK Ownership for All Population in Nabire and Jayapura Based on SUSENAS 2015–2021.

District	NIK 2015 (%)	NIK 2016 (%)	NIK 2017 (%)	NIK 2018 (%)	NIK 2019 (%)	NIK 2020 (%)	NIK 2021 (%)
Jayapura	95	96	95	84	87	90	90
Nabire	85	89	87	79	82	85	90

**Annex 38.** Coverage of NIK Ownership for All Population in Sorong, South Manokwari, and Fakfak Based SUSENAS Estimation in 2015–2021.

District	NIK 2015 (%)	NIK 2016 (%)	NIK 2017 (%)	NIK 2018 (%)	NIK 2019 (%)	NIK 2020 (%)	NIK 2021 (%)
Sorong	92	93	95	87	95	92	90
South Manokwari	78	85	90	76	93	88	85
Fakfak	96	97	96	92	96	88	93

# Annex: Output Dashboard of CRVS Activities 2019–2022

## National-level activities toward more coordinated national policies and strategies, technical guidelines, programs, and activities for strengthening CRVS in KOMPAK-targeted areas

No.	Activity group	Output
1.	Program planning for CRVS	<p>A total of 11 coordination meetings were held involving all stakeholders at the national level in the period of February-May 2019 with at least 139 male and 90 female participants to discuss coherent strategies for CRVS. The key points discussed in these meetings were:</p> <ol style="list-style-type: none"> <li>1. KOMPAK work plan for 2019-2022 at the national and sub-national level in the CRVS, health, education, and local economic development sectors</li> <li>2. Work plan and strategies for Bangka Papua</li> <li>3. Work plan and strategies for CRVS with the Government of Indonesia (GoI) for 2019. Between May and June 2019, the program team was involved in discussions about Adminduk's advocacy plan for the next four years.</li> </ol> <p>Between October-November 2019, PUSKAPA joined discussions on KOMPAK's work plan for CRVS in 2020. PUSKAPA submitted a technical input for refocusing the KOMPAK-CRVS 2020 work plan and put forward a recommendation for the annual work plan (AWP) for 2020.</p> <p>In May 2019, the program team contributed to a series of mid-year performance reviews at the national and subnational level that tracked the progress of outputs. In November 2019, the program team also joined the end-year performance reviews that evaluated the program's achievements and provided inputs for the 2020 work plan.</p> <p>In July 2019, PUSKAPA started on the design process of the Phase 2 Study. This study was intended to collect information on the implementation of KOMPAK's CRVS program and to identify potential changes that might be needed to improve the program. Quantitative and qualitative data collections were employed to provide information on demand- and supply-side barriers, determinants of access to CRVS, and how KOMPAK programs have addressed these issues to date. The initial findings were submitted at the end of December 2019.</p> <p>In December 2019, PUSKAPA participated in a technical meeting organized by KOMPAK to discuss the program's priorities for 2020. PUSKAPA and KOMPAK also held another meeting with Bappenas to discuss the work plan of the CRVS program for 2020. Additionally, PUSKAPA provided technical inputs on KOMPAK-CRVS indicators to measure program performance in 2020.</p> <p>In April 2020, PUSKAPA supported KOMPAK in reformulating their advocacy strategy for CRVS during the Covid-19 pandemic. In 2020, the technical assistance for CRVS will focus on the establishment of a CRVS secretariat and on assisting the GoI in providing protection programs to vulnerable groups.</p> <p>In July 2020 and February 2021, PUSKAPA also contributed to mid- and end-of-year performance reviews both at the national and subnational level.</p> <p>Between January-March 2021, PUSKAPA supported KOMPAK and Bappenas in designing the exit plan for KOMPAK in the CRVS Flagship Program. The KOMPAK workplan for 2021 - 2022 focuses on: 1) Implementing a national strategy on CRVS (Perpres 62); 2) Institutionalizing and replicating village-facilitated CRVS services; 3) Documenting interconnectivity in the VIS-CR Information System; 4) Providing guidelines on outreach to vulnerable groups; 5) Documenting good practices; 6) Disseminating findings on recent research activities. PUSKAPA also supported KOMPAK in developing priorities and technical plans at the subnational level.</p>

No.	Activity group	Output
		<p>In April 2021, the program team started developing the exit plan for the KOMPAK Flagship Program, which includes documenting the lessons learned and building a resource centre.</p> <p>PUSKAPA also contributed to mid-year performance reviews in June-July 2021 and to end-year performance reviews in January-February 2022, both at the national and sub-national level, as well as to coordination meetings about plans and exit strategies for KOMPAK.</p>
2.	National regulation on CRVS	<p>In April 2019, the program submitted a final draft and policy brief on a background study on RPJMN for Adminduk to the GoI. The RPJMN is currently going through the bureaucratic process and has been signed by the President in early 2020.</p> <p>In November 2019, National Pokja ID (civil society coalition for legal identity) was still working on the revision of UU Adminduk. In light of current developments, the National Pokja ID decided to draft a new document and develop a new advocacy strategy. The Pokja team is developing a database with information on elected legislative members and will start conducting advocacy through Commission III of the House of Representatives.</p> <p>In September 2019, the national regulation on CRVS was signed by the Indonesian president as President Regulation No. 62 of 2019. This Perpres is a critical start to enabling system-wide reforms to the CRVS system in Indonesia. A properly functioning CRVS system will generate timely, accurate and reliable population data for the Indonesian government, which is necessary for better planning, budgeting and targeting of resources.</p> <p><i>This work continued in Activity Group No. 3 Intersectoral and cross-sectoral collaboration on CRVS through the CRVS Secretariat.</i></p>
3.	Intersectoral and cross-sectoral collaboration on CRVS	<p>PUSKAPA has promoted the legislation of Perpres No. 62 of 2019 on the national strategy for CRVS that guided intersectoral collaboration through:</p> <ol style="list-style-type: none"> <li>1. Institutionalization of harmonized CRVS policies</li> <li>2. Harmonization of Adminduk service delivery at the national and subnational level</li> </ol> <p>In terms of the harmonization of CRVS policies, PUSKAPA recommended that CRVS services are incorporated as an indicator of minimum service standards by village governments during a RPJMN workshop in July 2019.</p> <p><b>CRVS and Vulnerable Groups</b></p> <p>In October 2018, the program team submitted a recommendation on mechanisms for CRVS preparedness and response to the Government of Indonesia that was based on an analysis of the situation after the earthquake in Lombok. The GoI was pleased with this recommendation and proposed a comprehensive study for examining how CRVS mechanisms should operate during emergencies in order to help victims. In addition to the information provided by the study in Lombok, PUSKAPA visited Central Sulawesi to collect information on how the CRVS system worked after the disaster in September 2019.</p> <p>In May 2020, PUSKAPA developed a training plan for CRVS facilitators to instruct them on providing CRVS services during the Covid-19 pandemic. In June 2020, PUSKAPA provided inputs for a webinar on distributing social assistance through the usage of village funds for Covid-19 pandemic relief.</p>

No.	Activity group	Output
		<p>In May 2020, PUSKAPA developed a training plan for CRVS facilitators to instruct them on providing CRVS services during the Covid-19 pandemic. In June 2020, PUSKAPA provided inputs for a webinar on distributing social assistance through the usage of village funds for Covid-19 pandemic relief.</p> <p>In August 2020, PUSKAPA participated in a meeting on CRVS issues among minority and tribal communities. The meeting discussed the currently available information on the barriers that are faced by these particular groups in accessing CRVS and social protection services.</p> <p>In February 2021, National Pokja ID held a coordination meeting to discuss their work plan for 2021. Members agreed to continue advocacy efforts toward revising the UU Adminduk and to put the issue of refugees on their agenda.</p> <p>In May 2021, the program team discussed a potential collaboration with MOV, particularly for developing a module on social protection services in villages. The program team also provided inputs on MOV's module for "Desa Ramah Perempuan &amp; Peduli Anak." In June 2021, PUSKAPA held an initial meeting with MOV to discuss the module on social protection services at the village level. Subsequent discussions about improving the module were held in January and February 2022. PUSKAPA finalized the module in the first quarter of 2022.</p> <p>As a follow-up to the Covid-19 response, PUSKAPA collaborated with CISDI to improve access to Covid-19 vaccinations for vulnerable individuals through community health centres (Puskesmas). Between October and December 2021, this collaboration facilitated several planning workshops with local governments in Kabupaten Bekasi, Kota Bandung, and Kota Depok. In January-February 2022, the team continued this work by facilitating ToT sessions for health workers from 21 Puskesmas and for 1,050 cadres and volunteers in those three districts.</p> <p><b>Advocacy on Adminduk Law</b></p> <p>In April 2019, National Pokja ID (civil society coalition for legal identity) held a meeting to discuss its work plan for 2019, which included organizing a seminar on Adminduk and continuing the advocacy toward a revision of UU Adminduk (see no. 2 for detailed updates on the advocacy efforts). In October 2019, National Pokja ID held a coordination meeting to formulate their advocacy strategy. In December 2019, National Pokja ID discussed each article in UU Adminduk that was in need of revision, and prepared an advocacy strategy for revising UU Adminduk through the national government in 2020. In June 2021, Pokja ID started advocacy activities by presenting their proposals for revising the Adminduk Law to the Legislation Agency at the House Representative (Baleg DPR). In July 2021, Pokja ID presented their proposals for revising the Adminduk Law to the member of the House Representatives, Zulfikar Arse Sadikin.</p> <p><b>CRVS Secretariat</b></p> <p>Starting in September 2020, the program team assisted Bappenas in the establishment of the AKPSH Secretariat for implementing the recently promulgated national strategy on CRVS. The program team agreed to work closely with the Gol and relevant partners during the preparatory phase. To date, the program has continued to support Bappenas in developing concepts and terms of reference for the AKPSH Secretariat. As the Perpres 62 outlines five CRVS focus areas, the Secretariat had to prepare at least five working groups, consisting of representatives of relevant ministries, to oversee each focus area's implementation. At least three intersectoral coordination meetings were held to discuss each ministry's role in the Secretariat. The Ministry of Religious Affairs, the Supreme Court, the Ministry of Women Empowerment and Child Protection, and the Ministry of Communication and Information joined these coordination meetings. At this stage, the Secretariat is developing a monitoring and evaluation dashboard for recording any improvements to the CRVS system. Since May 2021, the Secretariat has recruited coordinators for carrying out the daily activities of the Secretariat. The CRVS Secretariat and its working groups were formally launched by Bappenas on June 23, 2021.</p>



No.	Activity group	Output
		<p>In March-June 2021, the Secretariat organized a coordination meeting for monitoring and evaluating the progress of the National Strategy for CRVS, including the implementation of the technical regulations and policies of the National Strategy for CRVS as well as the outreach efforts that were made to provide civil registration services to vulnerable people.</p> <p>Between July and September 2021, a series of capacity building activities for Secretariat - Working Group 3 were done to improve outreach strategies for vulnerable groups. PUSKAPA's findings - presented in the CRVS &amp; Vulnerable groups as well as CRVS in Disaster Situations reports - were used as case studies.</p> <p>In October 2021, the program team facilitated several capacity building activities for CRVS Secretariat Working Groups on village-based CRVS.</p> <p><b>Advocacy toward Village-facilitated CRVS</b></p> <p>Between July and September 2021, several meetings and workshops were held to develop a manual for social protection services at the village level. This activity was part of advocacy efforts to introduce village-facilitated CRVS to the Ministry of Villages. The program team is now working on the fourth draft of this manual.</p> <p>The program team has been developing guidelines on village-facilitated CRVS to present to MOHA. In October 2021, the program team presented the village-facilitated CRVS model to the Director General of Local Autonomy at MOHA.</p> <p><b>Ease of Being Indonesian (EOBI)</b></p> <p>In September 2021, Bappenas requested KOMPAK and PUSKAPA to assist with organizing focus group discussions (FGD) on the Ease of Being Indonesian (Demand Side). This FGD collected information on citizens' experiences with and perceptions of acquiring legal identity documents after the 2018 earthquake in North Lombok. The FGD was held on October 14, 2021, using a hybrid offline-online approach.</p> <p><b>Collaboration with Local Journalists</b></p> <p>Between October-December 2021, PUSKAPA, in collaboration with the Alliance of Independent Journalists (AJI), facilitated training sessions for local journalists in Jateng, Jatim, and Sulsel to improve their understanding of the CRVS system. In January-February 2022, the team arranged a series of webinars to present findings from journalistic investigations on CRVS-related topics.</p>
4.	Stronger public finance management and budget transfers for CRVS	<p>In February 2019, the program team participated in a discussion on budget transfers from the national to the subnational government (DAK non fisik Adminduk) to formulate recommendations for the better budgeting and planning of CRVS service delivery.</p> <p>On February 8-9, 2019, the program team partook in a short course on the national and subnational budget system to improve the team's ability to strategize its advocacy efforts in development and planning.</p> <p>In August 2020, the program team agreed to develop budgeting guidelines that would supplement already existing village-facilitated CRVS guidelines.</p>

No.	Activity group	Output
5.	Strengthening the utilization of Adminduk data to improve legal identity services	<p>The Gol, along with the program team, initiated the development of the Ease of Being Indonesian Index (EoBI). EoBI scores were intended to be used to provide the government with a signal on how "easy" it is to obtain legal identity documents and to access basic services. In the period of May-November 2019, four FGDs and four meetings were held to discuss the conceptualization of this index, and the final concept was submitted to Bappenas. In December 2019, PUSKAPA supported Bappenas and SurveyMETER to develop a survey instrument and to perform a pilot study in Yogyakarta.</p> <p>In May 2019, the program team participated in a discussion on the opportunities and challenges of using digital platforms for accessing the Adminduk database. In that same month, the program team was also involved in a debate about the draft regulation on personal data protection.</p> <p>In July 2019, PUSKAPA interviewed a representative of the Directorate of Data Utilization, MOHA, to better understand the utilization mechanism that are applied to CRVS data.</p> <p>In July 2019, National Pokja ID (civil society coalition for legal identity) and PUSKAPA discussed several aspects of privacy and data protection in relation to the CRVS system as well as how to improve the current draft regulation of personal data protection.</p> <p>In July 2020, PUSKAPA facilitated a coordination meeting to coordinate the advocacy efforts toward changing the current UU Adminduk and Population Data Protection system.</p> <p>In August 2019, together with National Pokja ID and the coalition for the regulation of personal data protection, PUSKAPA held a press conference to emphasize the importance of the issues that were addressed in the regulation draft.</p> <p>In August 2020, PUSKAPA participated in another discussion with the coalition for data protection on the Law of Personal Data Protection.</p> <p>In September 2020, the program team discussed potential activities for supporting data utilization at the district level. In this meeting, the team agreed to develop technical notes and to start collating information about data utilization at the district level.</p> <p>In March 2021, PUSKAPA contributed to the initial meeting of the data protection coalition in order to develop an advocacy plan for the data protection law.</p> <p>In March 2021, the program team discussed options for data synchronization between SIAK and DAPODIK with the INOVASI team.</p> <p>In June 2021, the program team held an initial FGD with Bappenas on the utilization of civil registration data.</p> <p>In November 2021, the program organized a public discussion on data utilization in basic services.</p> <p><b>Social-Economic Registry and Digital Village Database</b></p> <p>The Government of Indonesia decided to establish a single registry system - i.e., Social-Economic Registry (Registrasi Sosial Ekonomi) - to identify beneficiaries who are eligible for social assistance programs. In July 2020, PUSKAPA provided inputs for improving the blueprint of the Social-Economy Registry so that it not only includes data on economically poor populations but also covers other types of vulnerable populations.</p> <p>To create a comprehensive database, Bappenas started digitalizing village data and entering this into the Social-Economic Registry. In September 2020, the program team supported Bappenas in developing strategies for piloting the Digital Village Database model (Monografi Desa), which was planned to be linked with the population data that is stored in SIAK.</p>

No.	Activity group	Output
		<p>In August 2021, the program team contributed to a discussion on streamlining and connecting social protection databases and services at the village level, such as Puskesmas, Digital Village Database, and Posyandu.</p>
6.	KOMPAK research, documentation & legacy building	<p><b>KOMPAK, PUSKAPA, and Bappenas agreed to document the work done by KOMPAK on the CRVS system between 2016-2021, and to create a resource centre that contains all the good practices pertaining to CRVS in Indonesia.</b></p> <p><b>Research (assessment) component</b></p> <p>PUSKAPA and SurveyMETER conducted an instrument pre-test and a training for enumerators in August 2021. The phone survey was still ongoing at that time. Between August-October 2021, PUSKAPA held consultations with the KOMPAK subnational team to confirm some of the findings from the desk review. In December 2021, PUSKAPA presented preliminary findings of the phone survey to Bappenas and representatives of the Department of Foreign Affairs and Trade at the Australian Embassy. The Director of Population and Social Security at Bappenas subsequently presented the final findings of the phone survey in March 2022 during the launch event for <a href="http://semuatercatat.id">semuatercatat.id</a>, which is the CRVS resource centre. Research outcomes, such as implementation stories from KOMPAK-assisted districts, factsheets, and the CRVS End-of-Program Report, were finalized in the first quarter of 2022.</p> <p><b>Legacy building component</b></p> <p>Between July-September 2021, PUSKAPA actively participated in several coordination meetings that were held to streamline communication strategies as well as plans to develop resource centres at different levels. In September 2021, PUSKAPA and C4C conducted a user journey workshop to obtain information on the target users of CRVS resource centres, The CRVS resource center (<a href="http://semuatercatat.id">semuatercatat.id</a>) was launched by Bappenas in March 2022.</p>

## Subnational-level activities toward improving the accessibility and quality of CRVS-related services in KOMPAK-targeted districts, sub-districts, and villages.

### Activity Group 1:

### Acceleration of legal identity fulfilment for populations, especially those with special needs in Papua and Papua Barat.

<p>Between January and February 2019, the program team monitored cash disbursements in Bangga Papua to gain insights on the utilization of Adminduk data.</p> <p>In February 2019, the program team assisted Dinsosdukcapil Papua with plan strategies for five areas in Papua.</p> <p>In March 2019, the program team provided inputs on the implementation of CRVS services and on strategies to adopt SAIK in Papua and Papua Barat.</p> <p>In March 2019, the program team participated in a seminar on data management in Bangga Papua.</p> <p>In March 2019, the program team produced: 1) A brief on lesson learned about data utilization in Bangga Papua; 2) Technical notes on data utilization and the role of Dukcapil in Bangga Papua.</p> <p>In July 2019, the program team facilitated discussions on technical assistance for Papua and Papua Barat.</p>	<p>In October 2019, the program team facilitated a workshop on models for CRVS services to improve Dukcapil's service delivery.</p> <p>In March 2020, the program team proposed a CRVS model to the local government of Nabire. There were 22 participants, with four females and 18 males.</p> <p>In March 2020, the program team held a discussion on the CRVS model employed in Jayapura. There were 13 participants, with six females and seven males.</p> <p>In March 2020, the program team proposed a CRVS model to the local government of Asmat. There were 11 participants, with two females and nine males.</p> <p>In May 2020, the program team contributed to the institutionalization of the Bupati regulation to increase the ownership of legal identity documents in Asmat, Jayapura, Nabire.</p> <p>In June 2020, the program team held a follow-up meeting to discuss the advocacy plan for the Bupati regulation in Asmat, Jayapura, Nabire</p>	<p>In July 2020, the program team facilitated a coordination meeting on strategic activities in Papua and Papua Barat.</p> <p>In August 2020, the program team developed the Bupati regulation on the acceleration of legal identity fulfilment in Nabire, Jayapura, Asmat, Manokwari Selatan, and Sorong.</p> <p>In September 2020, the program team discussed the institutionalization plan for KOMPAK initiatives in Papua and Papua Barat.</p> <p>In December 2020, the program presented an activity plan for Papua and Papua Barat to focus on CRVS services and data interconnectivity.</p> <p>In February 2021, the program team discussed the follow-up plan for the implementation of Perbup CRVS in Manokwari Selatan and Jayapura.</p> <p>In February 2021, the program team held a ToT for PASH facilitators in Jayapura.</p> <p>In March 2021, the program team held a public dissemination on Perbup CRVS 65/2020 in Jayapura.</p>	<p>In March 2021, the program team facilitated a ToT for CRVS facilitators in Jayapura.</p> <p>In April 2021, the program team facilitated a training for CRVS facilitators in Manokwari Selatan.</p> <p>In June 2021, the program team facilitated a series of trainings including ToTs for "kader kampung" in Manokwari Selatan.</p> <p>In June 2021, the program team contributed to FGDs that were held to evaluate the program in Papua</p> <p>In August 2021, the program team facilitated a technical meeting to discuss the work plan for Papua until end of 2021.</p> <p>In September 2021, the program team presented results on the progress of the PROSPPEK program in Papua Barat to the Ministry of Villages.</p> <p>In September 2021, the program team facilitated a technical meeting to discuss the work plan for Nabire.</p> <p>In September 2021, the program team facilitated dissemination activities about Bupati regulation on accelerating legal identity ownership (Perbup No 02/2021) in Nabire.</p>	<p>In September 2021, the program team prepared CRVS technical assistance activities in Sorong and Manokwari Selatan.</p> <p>In October 2021, the program team facilitated ToTs for village cadres in Nabire.</p> <p>In November 2021, the program team facilitated trainings for village and health cadres in Fakfak.</p> <p>In February 2022, the program team facilitated trainings for village cadres in Nabire.</p> <p>In February 2022, the program team facilitated ToTs for CRVS facilitators in Sorong.</p>
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## Activity Group 2:

## Village- and subdistrict-facilitated CRVS systems connected with district-level units

Aceh	<p>Between February-November 2019, 33 males and 21 females were recruited as CRVS facilitators in Bireuen, 21 male and 13 female registrars in Bener Meriah, 120 male and 32 female CRVS facilitators in Aceh Barat.</p>	<p>In April 2019, the program team facilitated ToTs, with 14 male and 12 female participants, to increase the number of skilled CRVS facilitators.</p> <p>Through this activity, the program team produced training modules for the instruction of CRVS facilitators.</p>	<p>In April 2019, the program team drafted the Bupati regulation on village government in Bener Meriah.</p> <p>In August 2020, the program team presented innovations in the village-facilitated CRVS system to Bappenas.</p> <p>In September 2020, the program team finalized the draft of Governor Regulation of Aceh on the Village-facilitated CRVS system.</p>	<p>In November 2020, the program team supported ToTs for CRVS facilitators in Aceh.</p> <p>In December 2020, the program team supported the Government of Aceh in launching village-facilitated CRVS at the provincial level.</p> <p>In November 2021, the program team facilitated CRVS refreshment trainings for Disdukcapil and village officers.</p> <p>In March 2022, the program facilitated workshops for updating civil registration SOPs in Aceh Barat, Bener Meriah, and Bireuen.</p>
Central Java	<p>A total of 285 CRVS facilitators were recruited in Brebes.</p> <p>In February 2019, the program team facilitated a meeting to discuss Bupati regulation on CRVS in Pekalongan.</p> <p>In May 2019, the program team facilitated a discussion on the establishment of UPT Dukcapil in Brebes.</p> <p>In May 2019, the program team developed guidelines for SID in Pekalongan, Pemalang, and Brebes.</p> <p>In May 2019, the program team also evaluated the implementation of SID in Kecamatan Paguyangan and Belik.</p> <p>In June 2019, the program team finalized plans for technical assistance in Brebes, Pemalang, and Pekalongan.</p>	<p>Between October-November 2019, the program team facilitated trainings for CRVS facilitators in Pemalang and Pekalongan.</p> <p>In November 2019, the program team facilitated workshops to strengthen the implementation of village-facilitated CRVS systems in Brebes and Pemalang.</p> <p>In January 2020, PUSKAPA supported the annual work plan for KOMPAK in Central Java, focusing on village-level CRVS systems.</p> <p>In March 2020, the program team facilitated a workshop to discuss the creation of SOPs for CRVS services in Pemalang and Brebes.</p>	<p>In August 2020, the program team contributed to discussions on institutionalizing village-facilitated CRVS systems in Brebes and Pemalang.</p> <p>In August 2020, the program team developed technical guidelines for the kecamatan coordination meeting in Brebes and Pemalang.</p> <p>In September 2020, the program team drafted and provided consultancy to the Bupati regulation on village-facilitated CRVS systems in Pekalongan.</p> <p>In November 2020, the program team facilitated the development of SOPs for village-facilitated CRVS in Brebes, Pemalang, and Pekalongan.</p>	<p>In August 2021, the program team facilitated technical meetings to discuss the progress of village-facilitated CRVS programs and to discuss the remaining 2021 plan activities in Brebes, Pemalang, and Pekalongan.</p> <p>In September 2021, the program team presented information on the progress in and success of village-facilitated CRVS to Central Java's Dukcapil as an advocacy effort.</p> <p>In September 2021, the program team facilitated FGDs with the provincial government and Bappenas to plan advocacy strategies for implementing village-facilitated CRVS in other districts in Central Java.</p>

Activity Group 2:

**Village- and subdistrict-facilitated CRVS systems connected with district-level units**

	<p>In August 2019, the program team facilitated workshops for developing SOPs for Dukcapil in Brebes and Pemalang.</p> <p>In September 2019, the program team facilitated a technical meeting for the establishment of UPT Disdukcapil Brebes.</p> <p>In September 2019, the program team facilitated a workshop on village-facilitated CRVS systems and a ToT for village registrars in Semarang.</p> <p>In October 2019, the program team facilitated a training for the implementation of SOPs in Pemalang and Brebes.</p>	<p>In July 2020, the program team facilitated trainings for CRVS facilitators in Brebes and Pemalang with 72 participants (16 female, 56 male).</p> <p>In July 2020, the program team facilitated a discussion meeting on improving the village-facilitated CRVS system in Pekalongan.</p> <p>In July 2020, the program team held a meeting to discuss the regulations required to implement village-facilitated CRVS services in Brebes, Pemalang, and Pekalongan.</p> <p>In August 2020, the program team assisted in the development of district regulations for village-facilitated CRVS systems.</p>	<p>In December 2020, the program team facilitated discussions on various monitoring and evaluation tools in village-facilitated CRVS systems in Pekalongan and Pemalang.</p> <p>In January 2021, the program team finalized SOPs for village-facilitated CRVS in Pekalongan and Pemalang.</p> <p>In March 2021, the program team finalized tools for monitoring and evaluating village-facilitated CRVS in Pekalongan.</p> <p>In June 2021, the program team facilitated a series of trainings for CRVS facilitators in Pemalang.</p> <p>In June 2021, the program team organized a coordination meeting to develop monitoring and evaluations tools for CRVS in Pemalang, Pekalongan, and Brebes.</p>	<p>In October 2021, the program team facilitated trainings for CRVS facilitators at the provincial level in Brebes and Pekalongan.</p> <p>In October 2021, the program team facilitated ToTs for CRVS facilitators in Pekalongan and Brebes.</p> <p>In December 2021, the program team facilitated the training of CRVS facilitators in Pekalongan.</p> <p>In December 2021, the program team facilitated data collection for the monitoring and evaluation of village-facilitated CRVS in Pemalang.</p> <p>In January 2022, the program team facilitated dissemination workshops on good practices in village-facilitated CRVS in Central Java Province.</p> <p>In February 2022, the program team facilitated ToTs for CRVS facilitators in Central Java's replication districts, namely Grobogan, Kendal, Wonosobo, and Purworejo.</p>
<p><b>East Java</b></p>	<p>In March 2019, the program team conducted FGDs on the delegation of authority from Dukcapil to kecamatan. An action plan for the delegation of authority was produced during these activities.</p> <p>In April 2019, the program team advocated for a CRVS strategy that was meant to be adopted by Bupati Lumajang. Technical inputs on strategies for accelerating legal identity fulfilment were submitted.</p>	<p>In December 2019, the program team trained CRVS facilitators in Bondowoso and Pacitan.</p> <p>In February 2020, the program team facilitated a coordination meeting with Dukcapil Trenggalek to improve the quality of CRVS services.</p> <p>In July 2020, PUSKAPA assisted with the village-facilitated institutionalization strategy in Pacitan.</p>	<p>In March 2021, the program team facilitated another ToT session for CRVS facilitators in Lumajang and Trenggalek.</p> <p>In March 2021, the program team discussed the training plan for CRVS facilitators at the sub-district level in Lumajang and Trenggalek.</p>	<p>In August 2021, the program team facilitated workshops to develop monitoring and evaluation tools for village-facilitated CRVS in Lumajang.</p> <p>In September 2021, the program team facilitated workshops to develop monitoring and evaluation tools for village-facilitated CRVS in Pacitan.</p>

## Activity Group 2:

## Village- and subdistrict-facilitated CRVS systems connected with district-level units

	<p>In July 2019, the program team provided technical assistance for the implementation of a village-facilitated CRVS system and for the utilization of data in Lumajang.</p> <p>In September 2019, the program team provided technical assistance for the implementation of a village-facilitated CRVS system in Pacitan.</p> <p>In November 2019, the program team facilitated a ToT for CRVS facilitators and assisted in developing SOPs for village-facilitated CRVS in Pacitan.</p> <p>In December 2019, the program team facilitated a workshop for reviewing Perbup GERTAS and for implementing a village-facilitated CRVS system in Bondowoso.</p>	<p>In August 2020, the program team facilitated trainings for CRVS facilitators in Trenggalek.</p> <p>In September 2020, the program team assisted the development of SOPs for village-facilitated CRVS systems in Pacitan and Trenggalek.</p> <p>In December 2020, the program team developed the monitoring and evaluation mechanism for village-facilitated CRVS services in Bondowoso.</p> <p>In February 2021, the program team discussed the Dukcapil plan to institutionalize village-facilitated CRVS systems in RPJMD.</p>	<p>At the end of March 2021, the program team facilitated trainings for CRVS facilitators at the sub-district level in Lumajang and Trenggalek.</p> <p>Between April and June 2021, the program team facilitated workshops to discuss SOPs for online civil registration services in Trenggalek.</p> <p>In May 2021, the program facilitated workshops to discuss SOPs for online civil registration services in Lumajang.</p> <p>In June 2021, the program tested monitoring and evaluation tools for village-facilitated CRVS services in Bondowoso.</p> <p>In May 2021, the program team facilitated meetings to develop the Perbup on village-facilitated CRVS and online services in Lumajang.</p>	<p>In October 2021, the program trained PTPD officers in Pacitan and Trenggalek to oversee the implementation of village-facilitated CRVS.</p> <p>In November 2021, the program team facilitated the training of CRVS facilitators at the provincial level.</p> <p>In November 2021, the program team facilitated knowledge sharing sessions on village-facilitated CRVS in Madiun.</p> <p>In February 2022, the program team facilitated knowledge sharing sessions on village-facilitated CRVS in Malang, which were joined by officials from Sumenep, Ponorogo, Jember, and Pacitan.</p> <p>In February 2022, the program team facilitated ToTs for CRVS facilitators in Bojonegoro and Sumenep.</p>
<b>West Nusa Tenggara</b>	<p>To date, there are 195 recruited village registrars in Sumbawa and 33 recruited village registrars in Bima.</p> <p>In April 2019, the program team supported the issuance of Perbup on the establishment of UPT Dukcapil Lotim and SK Kepala UPT. The program also facilitated a dissemination workshop on SOPs for UPT Dukcapil Lotim that was attended by 25 male and 20 female participants.</p>	<p>In January 2020, the program team supported the monitoring and evaluation of community service programs for undergraduates (KKN Tematik) in CRVS in North Lombok.</p> <p>In February 2020, the program team facilitated ToTs for CRVS facilitators in NTB. The event was attended by 23 male participants.</p> <p>In April 2020, the program team identified a delivery mechanism for CRVS services in NTB.</p>	<p>In November 2020, the program conducted an initial meeting to discuss the regulation of village-facilitated CRVS systems in Sumbawa.</p> <p>In December 2020, the program conducted an initial meeting to discuss the regulation of village-facilitated CRVS systems in Lombok Utara.</p> <p>In December 2020, the program team conducted an initial meeting to discuss the regulation of village-facilitated CRVS systems at the provincial level.</p>	<p>In June and July 2021, the program team facilitated ToTs for CRVS facilitators in Lombok Utara, Bima, and Sumbawa.</p> <p>In September 2021, the program team finalized the draft Perbup for Sumbawa and Bima.</p> <p>In September 2021, the program team supported the development of Ranperbup and Ranperdes in the replication districts of Sumbawa Barat, Dompu, Lombok Tengah, and Lombok Barat.</p>

## Activity Group 2:

## Village- and subdistrict-facilitated CRVS systems connected with district-level units

	<p>In March 2019, the program team also facilitated a discussion meeting on the draft of Perbup and produced six draft SOPs on service delivery for UPT Dukcapil Bima.</p> <p>In July 2019, the program team contributed to the monitoring and evaluation of the Kabua Ncore program.</p> <p>In January 2020, the program team facilitated ToTs for CRVS services in Bima and Sumbawa with 12 female and 19 male participants.</p>	<p>In June 2020, the program team arranged a preparatory meeting to discuss the training of CRVS facilitators.</p> <p>At the end of June 2020, the program team facilitated trainings for CRVS facilitators in Lombok Utara on Covid-19 emergency response.</p> <p>In July 2020, the program team facilitated trainings for CRVS facilitators, VIS operators, and Pokja Admuduk in Bima, Lombok Timur, and Sumbawa.</p>	<p>In December 2020, the program team facilitated a meeting that showcased CRVS innovations in West Nusa Tenggara.</p> <p>In April 2021, the program team supported the development of village-facilitated CRVS in Dompu district.</p> <p>In April 2021, the program team facilitated ToTs for CRVS facilitators at the provincial level in NTB.</p> <p>In May 2021, the program team supported regulatory developments in Lombok Barat and Lombok Tengah.</p>	<p>In September 2021, the program team trained selected cadres to assist with the adoption of village-facilitated CRVS in Sumbawa Barat, Dompu, Lombok Tengah, and Lombok Barat.</p> <p>In October 2021, the program team facilitated workshops to streamline village regulations with Perbup No 2 of 2021 on village-facilitated CRVS in Lombok Utara.</p> <p>In December 2021, the program team facilitated the training of PKK cadres as CRVS facilitators in Lombok Island.</p> <p>In February 2022, the program team finalized the Perbup and Perdesa in Sumbawa Barat, Dompu, Lombok Tengah, and Lombok Barat.</p>
<b>South Sulawesi</b>	<p>In April 2019, the program team facilitated a workshop on utilizing media for the dissemination of information about CRVS in Bantaeng and Pangkep with 19 male and 17 female participants. The program produced materials for videos radio advertisements, and brochures.</p> <p>In May 2019, the program team facilitated trainings for village registrars in Pangkep that involved 70 male and 59 female participants.</p>	<p>In September 2019, the program team facilitated workshops to develop a regulation for increasing the ownership of legal identity documents in Pangkep and Bantaeng</p> <p>To date, 103 villages have established and issued a Decision Letter for CRVS facilitators.</p> <p>In July 2019, the program team facilitated trainings for CRVS facilitators in Pangkep and Bantaeng.</p> <p>In July 2020, the program team facilitated a technical meeting on the establishment of a forum for CRVS facilitators in Bantaeng.</p>	<p>In February 2021, the program team finalized SOPs for CRVS in Pangkep.</p> <p>Between March and April 2021, the program team developed monitoring and evaluation tools for village-facilitated CRVS.</p> <p>In May 2021, the program team facilitated ToTs for CRVS facilitators in Pangkep and Bantaeng.</p> <p>In June 2021, the program team facilitated a discussion on developing village-facilitated CRVS regulations in Sulawesi Selatan.</p>	<p>In August 2021, the program team facilitated workshops to discuss ways of organizing cross-collaboration for CRVS in Bantaeng.</p> <p>In October 2021, the program team supported the inauguration of the Forum Koordukcapil team and the development of technical guidelines for the collection of village civil registration data in Bantaeng.</p> <p>In November 2021, the program team facilitated Forum Inspirasi in Sulawesi Selatan.</p>



## Activity Group 2:

## Village- and subdistrict-facilitated CRVS systems connected with district-level units

	In May 2019, the program facilitated ToTs to increase the number of skilled village registrars in Bantaeng and Pangkep with 16 male and 13 female participants. For this activity, the program team produced training modules and SOPs for CRVS facilitators.	In December 2020, the program team organized knowledge sharing sessions on village-facilitated CRVS systems in Pangkep and Bantaeng for the provincial government.	In July 2021, the program team facilitated advocacy meetings to institutionalize village-facilitated CRVS at the provincial level through a Pergub.  In August 2021, the program team facilitated advocacy meetings with provincial DPMD to institutionalize village-facilitated CRVS at the provincial level through <i>Surat Edaran</i> .	In January 2022, the program team facilitated capacity building sessions for CRVS facilitators in Pangkep.  In January 2022, the program team finalized the draft of village-facilitated CRVS regulations in Wajo and Barru.
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## Activity Group 3:

## Cross-sectoral CRVS collaboration with the health and social affairs sector (including activities to improve emergency response mechanisms)

<b>Aceh</b>	Between April and May 2019, the program team conducted the monitoring and evaluation of village-facilitated CRVS systems.  The results were disseminated to all stakeholders (55 male; 33 female) in Aceh Barat, Bireuen, and Bener Meriah	In June 2020, the program team developed a joint work plan for the CRVS sector and the village-strengthening sector to respond to Covid-19.	In August 2020, the program team facilitated trainings for CRVS facilitators on the updating of poverty data. A total of 27 people (14 female; 13 male) participated in this training.	
<b>Central Java</b>	In April 2019, the program team developed a model to facilitate civil registration in collaboration with Village Development University (UMD).	In April 2020, the program team discussed strategies for utilizing online-based services in the provision of CRVS services.	In June 2020, the program team developed a joint work plan between the CRVS sector and the village-strengthening sector to respond Covid-19.	In June 2020, the program team conducted a follow-up meeting on the utilization of online services as well as CRVS facilitators for registering vulnerable groups during the Covid-19 pandemic.

## Activity Group 3:

**Cross-sectoral CRVS collaboration with the health and social affairs sector (including activities to improve emergency response mechanisms)**

<p><b>East Java</b></p>	<p>In June 2020, the program team revised the July-December CRVS work plan for Jatim in response to the pandemic situation.</p> <p>In July 2020, PUSKAPA contributed to a FGD on the Sepeda Keren initiative in Trenggalek.</p>	<p>In August 2020, PUSKAPA facilitated a workshop on GESI in Trenggalek.</p> <p>In September 2020, PUSKAPA facilitated a refreshment training for Sepeda Keren officers.</p>	<p>In September 2021, the program team developed Forum Inspirasi to showcase the various initiatives that had been developed in four districts in East Java.</p> <p>In November 2021, the program team facilitated workshops on registering vulnerable individuals in Pacitan.</p>	
<p><b>West Nusa Tenggara</b></p>	<p>In August 2019, the program team facilitated a workshop for Pokja Adminduk (the civil society coalition for legal identity) in NTB to map and consolidate current CRVS issues.</p> <p>In September 2019, the program team facilitated workshops for cross-sectoral collaboration for CRVS data utilization in Sumbawa and Bima.</p> <p>In October 2019, the program team facilitated a FGD to develop cross-sectoral collaboration in the utilization of CRVS data at the provincial level in Mataram.</p>	<p>In April 2020, the program team developed a joint work plan between the CRVS sector and the village-strengthening sector to respond to Covid-19.</p> <p>In May 2020, the program team facilitated an evaluation meeting on CRVS services during the pandemic in Montong village, Sumbawa.</p> <p>In May 2020, the program team facilitated an evaluation meeting on the provision of CRVS services during the pandemic in Pukat village, Sumbawa.</p>	<p>In May 2020, the program team facilitated an evaluation meeting on the provision of CRVS services during the pandemic in Bayan village, Lombok Utara.</p> <p>In June 2020, the program team revised the July-December CRVS work plan for NTB in response to the pandemic situation.</p> <p>In July 2020, the program team developed a guidebook for KKN Tematik.</p> <p>In April 2021, an initial discussion was held between KOMPAK and INOVASI on linking adminduk and Dapodik data.</p>	<p>In April 2021, the program team facilitated a workshop to evaluate the implementation of Perbup on cross-sectoral collaboration on birth registration in Lombok Utara.</p> <p>In June 2021, the program team held workshops to discuss the monitoring and evaluation plan for cross-sectoral collaboration in Lombok Utara, Lombok Timur, Bima, and Sumbawa.</p> <p>In December 2021, the program team supported the Forum Inspirasi event to showcase various KOMPAK-supported good initiatives in NTB.</p>
<p><b>South Sulawesi</b></p>	<p>In October 2019, the program team facilitated FGDs to develop SOPs for cross-sectoral collaboration in CRVS in Pangkep and Bantaeng.</p>	<p>In May 2020, the program team facilitated trainings for CRVS facilitators in providing CRVS services during the Covid-19 pandemic in Pangkep.</p> <p>In June 2020, the program team facilitated trainings for CRVS facilitators in providing CRVS services during the Covid-19 pandemic in Bantaeng.</p>	<p>In July 2020, the program team supported a workshop to develop poverty indicators that could be used in response to the Covid-19 pandemic.</p> <p>In September 2020, the program team facilitated a discussion on collaborations between village government, DPMD, Religious court, and Satpol PP to strengthen the implementation of village-facilitated CRVS systems in Bantaeng and Pangkep.</p>	<p>In September 2021, the program team facilitated sub-district coordination meetings to present a number of proposed models, namely village-facilitated CRVS, mobile health (Perahu Sehat) and education (Kelas Perahu) services.</p> <p>In September 2021, the program team facilitated a series of coordination meetings at the sub-district level for village-facilitated CRVS in Pangkep and Bantaeng.</p>

## Activity Group 4:

## Stronger public finance management and budget transfers for CRVS

<b>Aceh</b>	In May 2019, the program team assessed DAK non fisik 2019 in Kabupaten Bireuen in order to provide input in arguments for stronger public finance management and budget transfers for CRVS.			
<b>Central Java</b>	In June 2021, the program team facilitated a workshop on village-facilitated CRVS budgeting in Brebes, Pekalongan, and Pemalang.	In September 2021, the program team facilitated a workshop to obtain final inputs for creating village-facilitated CRVS budgeting guidelines.	In November 2021, the program team trained PTPD to support inclusive village planning and budgeting in 2022.	
<b>East Java</b>	<i>There have been activities in East Java that were carried out by the Public Finance Management (PFM) Flagship team. However, PUSKAPA did not undertake any specific activities in East Java.</i>			
<b>West Nusa Tenggara</b>	In August 2019, the program team discussed the institutionalization plan, including the public budget allocation plan, for KOMPAK initiatives in West Nusa Tenggara.	In September 2020, the program team facilitated a discussion on strategic plans to strengthen village-facilitated CRVS systems, including budgeting plans, in Sumbawa and Lombok Timur.	In March 2021, the program team facilitated a workshop to discuss financing mechanisms for village-facilitated CRVS in Lombok Timur and Lombok Utara.	
<b>South Sulawesi</b>	In August 2019, the program team discussed the institutionalization plan, including the public budget allocation plan, for KOMPAK initiatives in South Sulawesi.	In September 2020, the program team discussed potential budget allocation for CRVS initiatives in South Sulawesi.		

## Activity Group 5:

## Using population administration data to inform vital statistics and development planning

<b>Aceh</b>	<i>There have been activities in Aceh that were carried out by the Village Information System (VIS) Flagship team. However, PUSKAPA did not undertake any specific activity in Aceh.</i>			
<b>Central Java</b>	In September 2020, the program team discussed strategies for promoting the utilization of CRVS data in Pekalongan.	In September 2020, the program team contributed to technical discussions on the Kajen One Data initiative.		
<b>East Java</b>	In July 2020, the program team supported the development of the Bupati regulation on information systems in Pacitan.  In December 2020, the program team participated in planning activities for the integration of health, social, and education data through SIKAB Pacitan.	In March 2021, the program team facilitated workshops to integrate Dapodik with the SIKAB application in Pacitan.  In March 2021, the program team facilitated workshops to integrate UMKM and maternal and child health data with the SIKAB application in Pacitan.	In March and June 2021, the program team facilitated coordination meetings to discuss the development of Perbup SIKAB - One Data in Pacitan.  In July 2021, the program team facilitated a workshop to integrate Dapodik data into the SIKAB application in Pacitan.	In July 2021, the program team facilitated a technical meeting to gather input for Perbup SIKAB-One Data draft in Pacitan.
<b>West Nusa Tenggara</b>	In July 2021, the program team facilitated workshops to develop the Data Interconnectivity Model in Sumbawa and Lombok Timur.			
<b>South Sulawesi</b>	In June 2020, the program team facilitated a workshop on the SIADEK-village information system for Covid-19 emergency response.  At the end of June 2020, the program team conducted a follow-up meeting on the SIADEK system.	In July 2020, the program team facilitated a workshop to synchronize DTKS and Adminduk data using the SIADEK system.  In December 2020, the program team conducted a trial of the SIADEK system	In February 2021, the program team facilitated a coordination meeting to test the SIADEK system in Bantaeng.  In September 2021, the program team facilitated a meeting to discuss the progress of the SIADEK system in Bantaeng.	

**KOMPAK**

Kabupaten Mawasari dan Kabupaten Maluku Tenggara  
Kerjasama Pemerintah Kabupaten - Indonesia