



**Implementation of Population Administration Policy for
Foreigners in Malang City**

(Study of Temporary Residential Card Service at Population and Civil
Registration Agency of Malang City)

UNDERGRADUATE THESIS

**Submitted as Pre-requisite for Undergraduate Bachelor Degree in the
Faculty of Administrative Sciences University of Brawijaya**

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UNIVERSITY OF BRAWIJAYA

FACULTY OF ADMINISTRATIVE SCIENCES

PUBLIC ADMINISTRATION DEPARTMENT

MALANG

2019



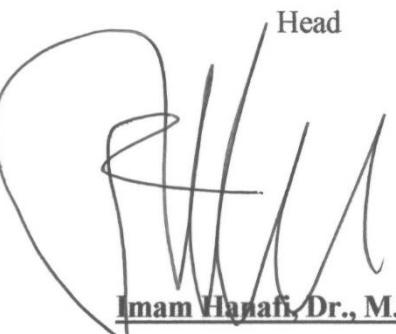
*"Tuhanmu tidak meninggalkanmu dan tidak (pula)
benci terhadapmu," [QS. Ad Dhuha : 3]*

APPROVAL SHEET OF UNDERGRADUATE THESIS

Title : Implementation of Population Administration Policy for Foreigners in Malang City (Study of Temporary Residential Card Service at Population and Civil Registration Agency of Malang City)
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Faculty : Administrative Science
Study Program : Public Administration
Concentration : -

Malang, November 18th, 2019

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Day : Thursday
Date : December, 26th 2019
Time : 08.00 a.m – 09.00 a.m

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I declare with the truth that all my knowledge, in this undergraduate thesis there is no scientific papers that have been asked by other to get the work or opinion whichever written or published by other, except for the written quotes in this script, it referred and mentioned in the source of references.

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SUMMARY

Milatul Hakimah, 2019, **Implementation of Population Administration Policy for Foreigners in Malang City** (Study of Temporary Residential Card Service at Population and Civil Registration Agency of Malang City), Thesis, Imam Hanafi, Dr., M.Si., MS., 191 pages + xv.

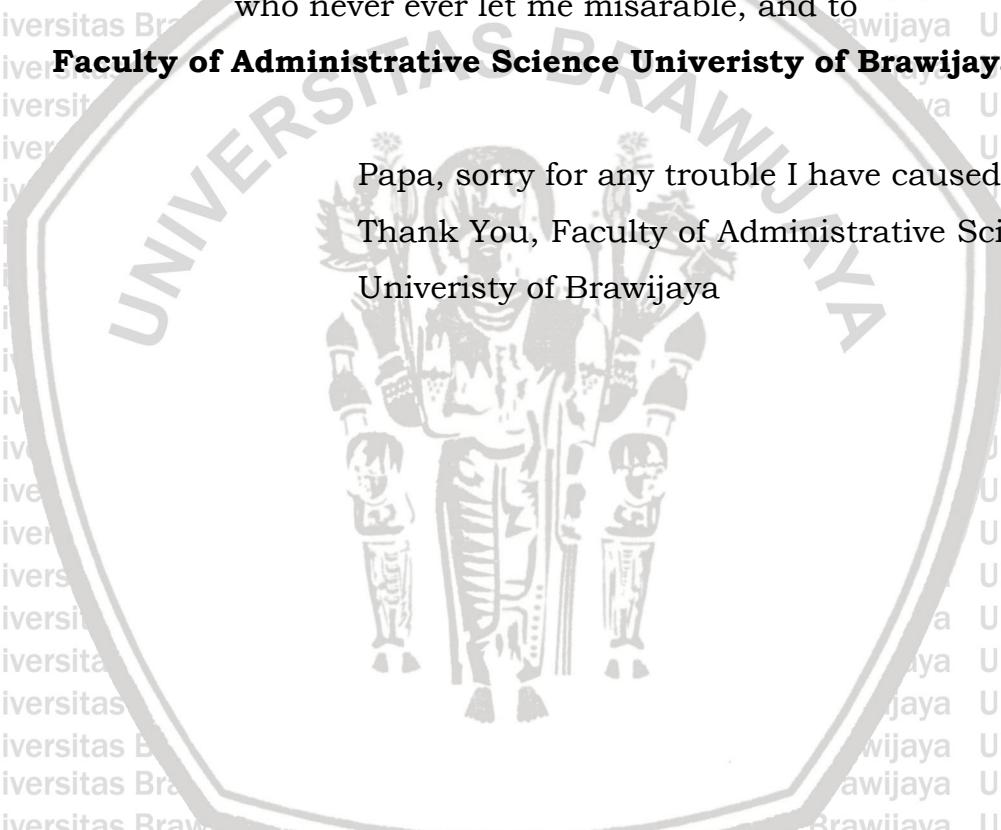
This research was conducted to know the implementation of population administration policies for foreigners in Malang City. Some facts that form as the basic problem in this research are the fact that 1) Malang also has the same problem as some other Local Governments that not all foreigners living in Malang City have been recorded by the Population and Civil Registration Agency of Malang City; 2) Malang City is faced with the problem of weak discipline in population reporting; and 3) Malang City is an education city and most of the foreigners in Malang are students, thus demanding that the Malang City Government provide excellent population services to help facilitate the performance of all relevant institutions in controlling foreigners in Malang City.

This research is descriptive research that used a qualitative approach. The site of this research is the Population and Civil Registration Agency of Malang City as the main actor conducting Population Administration Policy in Malang City.

This research focuses on 4 (four) aspects, namely communication, resources, disposition, and bureaucratic structure. That refers to the model of policy implementation made by George C. Edward III. Data collection techniques in this research used observation, interviews, and documentation. The instrument's assistant used in collecting data were interview guide, camera, and sound recording device. The data analysis of this research is the Interactive Model of Miles and Huberman's Method. The validity data test of this research used the credibility test by sources triangulation.

The results of this research indicate that the Temporary Residential Card service in Malang City in general has been implemented well. Although the implementation has two obstacles, namely 1) the low ability of service personnel in communicating using a foreign language; and 2) discrepancy between the contents of the policy and the implementation of the policy that is not applicable fines or administrative sanctions for late reporting. The suggestions proposed by the author, namely 1) policymakers must required the communication skill in using a foreign language for service personnel or must provide more intensive language training for personnel; and 2) policymakers compulsory to implement the contents of the policy correctly or if that can't be done, they must change the contents of the policy.

Keywords: *Population Administration, Policy Implementation*



“This undergraduate thesis is dedicated to
dearest one Mother (Alm) Mrs. **Wiwik Sriwiyati**
who has already finished his journey home, to
my greatest Father Mr. **Jakfar Shodiq**.
who never ever let me miserable, and to

Faculty of Administrative Science Univeristy of Brawijaya.

Papa, sorry for any trouble I have caused ...

Thank You, Faculty of Administrative Science
University of Brawijaya



ACKNOWLEDGEMENT

Alhamdulillahi Robbil' Alamin for your blessing, Allah. The Author has been able to finish this undergraduate thesis title Implementation of Population Administration Policy for Foreigners in Malang City (Study of Temporary Residential Card Service at Population and Civil Registration Agency of Malang City). This undergraduate thesis is a final task submitted to fulfill the requirement of a Bachelor's Degree in Public Administrative Program, Public Administration Department, Faculty of the Administrative Science University of Brawijaya.

The author has realized that in the process of making this undergraduate thesis would never be realized without the help and encouragement from various parties. Therefore, on this occasion, the author expressed her gratitude to the honorable:

1. Drs. Jakfar Shodiq, my greatest man and father in this world who never let me down;
2. Imam Hanafi, Dr., M.Si., MS. as Academic Supervisor of Research. He patiently guided me to finish this thesis. Thank you for all your advices and supports;
3. Prof. Dr. Bambang Supriyono, MS as Dean of Faculty of Administrative Science University of Brawijaya;
4. Andy Fefta Wijaya, Drs., MDA, Ph.D as Head of Public Administrative Department;
5. Fadillah Amin, Dr. i.M.AP, Ph.D as Head of Study Program of Public Adminsitration;

6. Dra. Eny Hari Sutiarny, MM as Head of Population and Civil Registration

Agency of Malang City;

7. Dr. Trini Pujiastuti as Head of Population Registration Service Division of

Population and Civil Registration Agency of Malang City;

8. Anang Fajar Sidik and Panji Kusuma, thank you for taking care of me and

supporting me during this long process;

9. Elsa Rahmira and Yuni Elda Bala, thanks to always there for me and remains

me to think rationally;

10. Amalia Dwi Nuuraini, thank you for always being the best vent;

11. Yolanda Wahyu Firtasya, thank you for supporting me in this very tiring final

process. Oh, my last friend, my half fate twin;

12. Nurin Amelia Awanis, thank you always be the best place to complain;

13. Reni, Nawang, Ryan and Eka Mada, thank you for filling my empty days;

14. Big family of Research Study Club (RSC) FIA UB; and

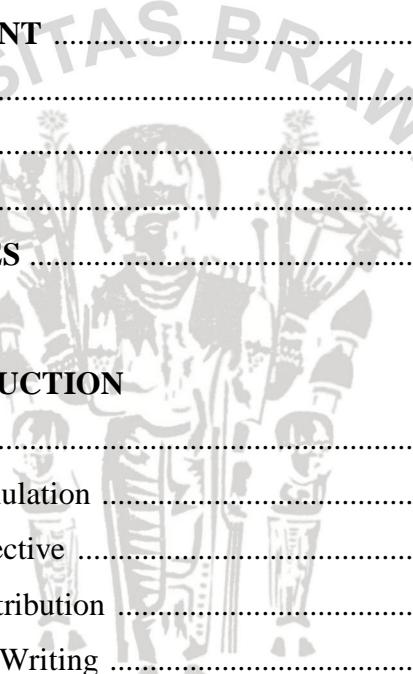
15. All member of the K Class.

For the good of all parties, the Author expect any suggestions and criticisms

that are constructive. Hopefully, this thesis is useful for all parties related.

Malang, November 18, 2019

Author

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A. Background

State is an organization of power that can impose the will of anyone residing within its territory (Sumantri in Syafiie, 2006: 20). For this reason, the state has an interest in knowing everything about its population precisely and following the development of its population continuously (Asshidieqie in Soemartono and Hendrastuti (2011: 2)). The fulfillment of these interests aims to produce accurate, complete, current and valid population data. These data are used for policy formulation and government development in achieving government objectives (Soemartono and Hendrastuti, 2011:13-14). Therefore, the government needs a system of administrative rules as an instrument to realize these interests.

Regulations regarding all provisions on population in Indonesia are regulated in Law Number 24 of 2013 concerning Amendment to Law Number 23 of 2006 concerning Population Administration. Based on these regulations, the Population Administration is defined as a series of activities in structuring and controlling the issuance of population documents and data. The series of Population Administration activities, namely Population Registration, Civil Registration, and Population Administration Information Management and utilization of the results for public services and development of other sectors.

CHAPTER I

INTRODUCTION



Technically, the purpose of the enactment of this regulation is to provide protection, recognition, determination of the personal and legal status of each Population Event and Important Event experienced by every Indonesian resident, both residents living within the territory of Indonesia and residents living outside the territory of the Unitary State of the Republic of Indonesia. The residents referred to here are Indonesian citizens and foreigners residing in Indonesia. The way taken by the government to achieve the goal of implementing Law Number 24 of 2013 concerning Amendment to Law Number 23 of 2006 concerning Population Administration is through providing professional Population Services to the public, because in essence a service organized by the government is an effort to meet the wants and needs of the community (Sinambela, 2016:5). The needs in question such as the need for the validity of identity and legal certainty of population documents, protection of civil rights status, and obtain the latest, correct and complete data (Presidential Regulation Number 25 of 2008 concerning Requirements and Procedures for Population Registration and Civil Registration). Besides, the implementation of these regulations must be supported by an increase in population awareness in reporting changes in Population Events and Important Events experienced by residents.

One of the Population Services regulated in Law Number 24 of 2013 concerning Amendment to Law Number 23 of 2006 concerning Population Administration, is the Temporary Residential Card Services. This service has been regulated in detail in Article 20 of Law Number 24 of 2013 concerning



Amendment to Law Number 23 of 2006 concerning Population

Administration. The article stipulates that Foreigners who have Limited Stay

Permits who plan to reside in the territory of the Unitary State of the Republic

of Indonesia are required to report themselves to the Population and Civil

Registration Agency where the Foreigner will reside. Reporting no later than

14 (fourteen) days from the issuance of a Limited Stay Permit. Based on this

report, the Population and Civil Registration Agency will issue a Temporary

Residential Card or abbreviated as SKTT (*Surat Keterangan Tempat Tinggal*).

Temporary Residential Card must be taken by foreigners when traveling

because this card is used as an identity card as long as the person concerned is

in Indonesian territory. The validity period of the Temporary Residential Card

is adjusted to the validity period of the Limited Stay Permit.

Implementation of Temporary Residential Card Services is important

to do because according to Budi Kristianto, Head of Population and Civil

Registration Agency of Semarang Regency, Temporary Residential Card

contains detailed data on the domicile of foreigners living in an area (Suharno,

2017). Detailed data on the domicile of foreigners can be used as data to

support the implementation of activities of related agencies, such as the

Immigration Office to carry out the task of supervising foreigners (Minister of

Law and Human Rights Regulation Number 50 of 2016 concerning the

Foreigner Oversight Team). This aims to maintain the territorial sovereignty of

the Unitary State of the Republic of Indonesia and guarantee the respect,

protection, and promotion of human rights (Law Number 6 of 2011 concerning Immigration).

The implementation of Temporary Residential Card Services in several

Local Government, such as Semarang Regency, Cilegon City, and Bandar

Lampung City has not been implemented well. The common case is not all

foreigners living in a territory have been recorded by the Population and Civil

Registration Agency. The number of foreigners who have lived compared to

those who have been recorded in the Agency is different. Generally, the

problem is caused by the lack of socialization by the Population and Civil

Registration Agency for the obligation to report on the domicile of Foreigners.

As is the case in Semarang Regency, of the 177 foreigners recorded in

Manpower Agency of Semarang Regency, only 78 foreigners were recorded in

Population and Civil Registration Agency of Semarang Regency (Suharno,

2017). Whereas in the Cilegon City, based on data from the research results

conducted by Suheni (2016, 9-11) have shown that the number of Foreigners

living in the Cilegon City was more than the number of Foreigners recorded in

the Population and Civil Registration Agency of Cilegon City. For example,

from 49 foreigners who work at PT Indoferro Cilegon only 10 foreigners who

have Temporary Residential Card. Likewise what happened in Bandar

Lampung City, based on the research results conducted by Artiara (2012), the

number of Foreigners in Bandar Lampung City during 2009-2011, namely 253

people, but only people who have a Temporary Residential Card.



Malang City as the second-largest city in East Java Province after Surabaya City had around 0.12% of foreigners from the total population in 2017, namely 960 Foreigners (Population Growth Report of Malang City, 2017). Based on recapitulation data of Temporary Residential Card of 2017 obtained by the Author, the Population and Civil Registration Agency of Malang City has issued 257 cards. However, based on recapitulation data of the Immigration Office Class I of Malang obtained by the Author, Immigration Office Class I of Malang has issued 338 of 1 Year New Limited Stay Permits and 18 of 2 Year New Limited Stay Permits. This shows that the Local Government of Malang City also has a similar problem with the other Local Government like Semarang Regency, Cilegon City; and Bandar Lampung City, namely that not all foreigners who have stayed have been recorded by the Population and Civil Registration Agency.

In addition, Malang City is faced with the problem of the lack of discipline in population reporting. According to Head of Immigration Office Class I of Malang Novinato Sulastomo, throughout 2016, there were 6 Foreign Citizens who had to be deported. That increased to 32 Foreign Citizens in 2017. Most of the Foreigners who were deported came from China, Malaysia, and Timor Leste and they work as students. The reason they were deported was the abuse of the administration of stay permits (Radar Malang, December 20, 2017).

Potential owned by Malang City as Education City, there are approximately 46 state and private campuses (Malang National Unity and



Politics Agency, 2018). According to the Head of Immigration Office Class I

of Malang, Novianto Sulastono, in a seminar on optimization of monitoring of

foreigners organized by the Malang National Unity and Politics Agency on

August 8, 2018, most of the foreigners in Malang were students (Arifah, 2018)

Some of the campuses in Malang City are used as learning destinations by

foreign students based on data obtained by the Author, such as University of

Brawijaya, State University of Malang, Maulana Malik Ibrahim State Islamic

University of Malang, and Muhammadiyah University of Malang. This

requires the Government of Malang City, particularly the Population and Civil

Registration Agency of Malang City to be able to provide prime population

administration services for foreigners. In particular the Temporary Residential

Card service. This service does seem trivial because it has a weak legal force.

It is only a statement of domicile and has a short usage period. But this service

really determines the quality of coordination between institutions and the

quality of services to foreigners in Malang. Temporary Residential Card issued

by the Population and Civil Registration Agency of Malang City contains

complete data of foreigner's domicile. The implementation of this service will

help facilitate the performance of all related institutions in the surveillance of

foreigners.

Based on these considerations, the Author is interested in researching

the implementation of the Temporary Residential Card service in the

Population and Civil Registration Agency of Malang City. The author would

like to know how the implementation of Temporary Residential Card service



B. Problem Formulation

Based on some fact findings by the author, the basic problem of this research refers to:

1. Malang City also has the same problem as other Local Governments such as Semarang Regency, Bandar Lampung City, and Cilegon City where not

carried out by the Population and Civil Registration Agency of Malang City as

an effort to realize the mandate of Law Number 24 of 2013 concerning

Amendments to Law Number 23 of 2006 concerning Population

Administration and efforts to work in synergy with related institutions to

conduct surveillance of foreigners in the Malang City.

This formula is also based on the author's thoughts that the Temporary

Residential Card service is one of the concrete forms of the implementation of

population administration and public administration policies in Indonesia. It

refers to the view of Yeremias T. Keban (2014: 18) in his book entitled *Enam*

Dimensi Strategis Administrasi Publik (Konsep, Teori, dan Isu) that

specifically, public administration activities are focused on management

aspects as the implementation of public policy. In other words, public

administration is more related to the management of public services and the

provision of public goods, so that the provision of public services such as

Temporary Residential Card in Malang City can be studied in depth through

the policy implementation approach.

all foreigners living in Malang City have been recorded by the Population

and Civil Registration Agency;

2. Malang City is faced with the problem of weak discipline in population

reporting. This can be seen in the increasing number of foreign

deportations, namely 6 people in 2016 which increased to 32 people in

2017;

3. Malang City is an education city and most of the foreigners in Malang are

students, thus demanding that the Government of Malang City provide

excellent population services to help facilitate the performance of all

relevant institutions in controlling foreigners in Malang City.

Based on the basic research problem, the author has formulated that the problem formulation in this research, namely: How is the implementation of the Temporary Residential Card service in the Population and Civil Registration Agency of Malang City?

C. Research Objective

The objectives to be achieved in conducting this research are to

describe the implementation of the Temporary Residential Card service in the

Population and Civil Registration Agency of Malang City as a form of public

policy implementation.





Universitas Brawijaya

D. Research Contribution

The research benefits that will be obtained from the implementation of this research are as follows:

1. Academic Benefit

to contribute to the study of Public Administration and Public Policy

2. Practical Benefits

a. to provide advice on problem-solving in the implementation of

Temporary Residential Card services

b. to improve the ability of the Author to analyze problems and identify

problem solutions related to issues of Public Administration and

Public Policy in the society

E. Systematic of Writing

Overall, this thesis systematically composed of five chapters that are

interconnected about Implementation of Population Administration Policy for

Foreigners in Malang City (Study of Temporary Residential Card Service at

Population and Civil Registration Agency of Malang City) then the systematic

of writing is arranged as follows:

This section describes the background of the research to be conducted, the

problem formulation is a preliminary guide to exploring the object of

research, research objectives, and benefits of research results.



2. Chapter II Literature Review

This section contains the study of theories and other references related to the problem under study.

3. Chapter III Research Method

This section contains reasons for selecting research methods, research sites and sites, research data sources, data collection techniques, data analysis techniques, and data validity testing plans.

4. Chapter IV Research Result and Discussion

This section describes the new findings obtained from the results of research and discussion that explains these new findings. The discussion will be accompanied by quotations from the informants who will then be compared with the theory to create credible findings.

5. Chapter V Closure

This section contains conclusions and suggestions for the formulation of the issues raised in the study.

A. Previous Research

The following information is a summary of some previous research results on Population Administration that have been done by previous researchers. The results of the following research are selected based on the similarity of research objects, research sites, research methods, and research focus. The purpose of reviewing the results of previous research is to know more information about the research objects, research sites, the implementation of research methods and research focus. Besides, the data of the research results can be used as supporting data for this research.

Table 2.1 Results of Previous Research

No	Indicator	Details
1	Name	Juryke Fransina Selan and Indah Prabawati
	Title, Year	<i>Implementasi Surat Keterangan Tinggal Sementara (SKTS) Online di Kecamatan Gayungan Kota Surabaya (Studi Kasus Pada Mahasiswa)</i> (2016)
	Methodology	The type of research used is descriptive qualitative. This research uses a purposive sampling technique. The focus of this research is based on 4 (four) variables of the George Edward III policy implementation model: communication, resources, disposition, bureaucratic structure.
	Result	The results of research, namely: 1) On the communication aspect states that the government of Surabaya City has conducted socialization of SKTS (<i>Surat Keterangan Tinggal Sementara</i>) Online policy to all sub-districts, urban village, neighbourhood and hamlet in Surabaya, because the ownership of online SKTS (<i>Surat Keterangan Tinggal Sementara</i>) is still considered not important for society and society also not know the procedure of making SKTS (<i>Surat Keterangan Tinggal Sementara</i>).



No	Indicator	Details
2		<p>Sementara) yet; 2) On the aspect of resources states that the number of human resources that provide this service is still lacking. However, the quality of human resources is good. The budget for the implementation of the service comes from the Local Government Revenue and Expenditure Budget of Surabaya. The resources of the equipment used in the implementation of the service are 1 (one) unit of computer and printer; 3) In the disposition aspect, the implementer of this policy has been able to provide good service based on the procedure; 4) In the aspect of bureaucratic structure, the implementer of this policy is Head of Subdistrict, Section Head of District Government, and 3 operators. Suggestion given by the researcher, that is: the procurement of socialization of this policy in the universities, need the addition of human resource and human resources as well as improvement of coordination among policy implementers, starting from Population and Civil Registration Agency of Surabaya, Sub District, Village up to Neighborhood/Hamlet because SKTS (<i>Surat Keterangan Tinggal Sementara</i>) Online policy is not only the responsibility of the sub-district only.</p>
	Name	Didik Fatkhur Rohman, Imam Hanafi, Minto Hadi
	Title, Year	<i>Implementasi Kebijakan Pelayanan Administrasi Kependudukan Terpadu (Studi pada Dinas Kependudukan dan Catatan Sipil Kota Malang)</i> (2013)
	Methodology	This research uses a descriptive qualitative approach. The focus of this research is the basic service of identity card which covers: the basis of the policy or regulation used, the authority and responsibility of the implementing organization, the procedure of making the ID card, the administrative document, and the supporting and inhibiting factors of the policy implementation of the Integrated Population Administration Service in Malang.
	Result	The results of this study state that the basic rules used in the implementation of the policy of Integrated Population Administration services in Malang City is the Regional Regulation of Malang City Number 15 of 2007 and reinforced by Mayor of Local Government Regulation of Malang City Number 11 of 2009 on the Implementation of Population Administration Services. The authority and responsibility of the policy implementing organization are the Population and Civil Registration Agency of Malang City which has been regulated in Chapter III Article 4 and Article 5 of Local Government Regulation of Malang City Number 15 of 2007 on the Implementation of Population and Civil Registration Administration. The implementation of the Integrated Population Administration Policy in Malang has been supported by the availability of human resources, that is, there is a division of work duties to some employees to perform the service

No	Indicator	Details
		functions, namely secretarial staff, population staff, and civil registration staff. There are 10 (ten) stages required for making ID cards. The documents required as a prerequisite in making ID cards, namely: Letter of Introduction from the Head of Neighborhood or Hamlet and photocopy of Family Card. The supporting factors for the implementation of services are the availability of human resources (PNS) and good and adequate equipment resources, while the inhibiting factors are the location of the Office of Population and Civil Registration of Malang City which is not located in the middle of the city, the limited number of service counters, and the lack of socialization to community.
3	Name	Suheni
	Title, Year	<i>Manajemen Pelayanan Dokumen Kependudukan Surat Keterangan Tempat Tinggal (SKTT) Orang Asing di Dinas Kependudukan dan Catatan Sipil Kota Cilegon (2016)</i>
	Methodology	The descriptive method with qualitative approach. The focus of the research is based on Moenir's model of Public Service Management: setting goals, defining the right way, carrying out work, controlling activities and implementing processes, and evaluating task implementation.
	Result	<p>The main problem in this research is not all foreigners who come to Cilegon City report themselves to the Population and Civil Registration Agency of Cilegon City to obtain a Temporary Residential Card. This was done after obtaining a Limited Stay Permit from the Immigration Office of Cilegon City. The problem of ownership of incomplete licensing and residence documents is often found in Cilegon City. Based on the problem, the results of this study indicate that:</p> <ul style="list-style-type: none"> a. Setting goals: the main objective of this service is that Foreigners should know that they must report to the Cilegon Civil Registration and Population Agency to obtain Temporary Residential Card. It can be achieved by socializing. Socialization is done by disseminating information about the regulation. Socialization is carried out in cooperation with several related agencies, such as the Indonesian National Armed Forces, Indonesia National Police, Manpower Agency, Immigration Office, National Unity and Politics, Community Protection, some companies that employ Foreigners as guarantors of Foreigners in Indonesia. Socialization is done at least once a year within the Foreigner Oversight Team led by the Immigration Office. b. Determining the Right Way: the way that the Population and Civil Registration Agency Cilegon of City Agency has done well, namely the implementation of the service is based on Local Government Regulation of Cilegon City Number 14 of 2009 on the Implementation of Population

No	Indicator	Details				
		<p>Administration. However, the implementation is not supported maximally by other parties, that there are still some companies who instruct their foreign workers to report themselves to the Population and Civil Registration Agency of Cilegon City.</p> <p>c. Carrying out the work: one of the activities to support this service is the socialization of the Foreigners who are members of the Foreigner Oversight Team. Socialization is done by disseminating information about rights and obligations of Foreigners in Indonesia related to licensing and demographic issues through banners spread in the company where they work and the website of the Immigration Office and the Population and Civil Registration Agency. Obstacles in the implementation of this service, the lack of reporting and delays reporting. Also, there is no data recording and documentation of Foreigners. Foreigners' data are not recorded directly, because they only rely on data obtained from foreigners who are sent via email. These barriers are also supported by the problem of the limitations of the language of the human resources of the Population and Civil Registration Agency.</p> <p>d. Controlling the Activity and Implementation Process: controlling the activities of the activities carried out internally (execution of tasks according to work procedures and discipline) and external (examination from other agencies and assessment from the community). Accuracy of implementation with applicable regulations, such: service is free of charge, and the maximum service performed 14 working days.</p> <p>e. Evaluating the Implementation of Duties: evaluation is done in stages according to the problems faced and carried out regularly after conducting program activities. Evaluation is also done to the service practitioner (related to work discipline and service quality) and service recipient (related to service satisfaction)</p> <p>In general, the management of the Temporary Residential Card of Foreigners in Cilegon City has been implemented optimally. The facts of the findings in this study, namely: many cases of foreign labor smuggling occurred in some companies, such as PT. Indorama and PT. Indoferro. The foreign worker is not registered in the Immigration Office or/in the Population and Civil Registration Agency.</p>				
4	<table border="1"> <tr> <td>Name</td> <td>Resiana Artiara</td> </tr> <tr> <td>Title, Year</td> <td><i>Penerbitan Surat Keterangan Tempat Tinggal (SKTT) bagi Tenaga Kerja Asing oleh Dinas Kependudukan dan Catatan Sipil Kota Bandar Lampung (2012)</i></td> </tr> </table>	Name	Resiana Artiara	Title, Year	<i>Penerbitan Surat Keterangan Tempat Tinggal (SKTT) bagi Tenaga Kerja Asing oleh Dinas Kependudukan dan Catatan Sipil Kota Bandar Lampung (2012)</i>	
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Source: Information processed by the Author

B. Public Policy

Many definitions were made by experts to explain the meaning of the

public policy. All these differences of definition are based on a shift in

understanding from every expert following the evolution of policy studies

(Nugroho, 2014:128). Comparisons of definitions made by experts on defining

(Nugroho, 2014:128). Comparisons of definitions made by experts on defining

¹public policy, according to Amir Santoso (1993:4-5) in Winarno (2016:21),

basically can be classified into 2 (two) categories. First, the categories of

experts who held the point of view that all government actions can be called

public policies. Second, the category of experts who paid special attention to

the implementation of the policy. Experts who involved in the second category

were divided into 2 (two) sides. The first side is those with the perspective that

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intention. Based on this view, public policy has 3 (three) domains, namely policy formulation (formulation process), policy implementation process and assessment (policy evaluation). Thus, according to this side, public policy is a set of instructions containing an explanation of the objectives and means to achieve the objectives made by decision-makers and addressed to policy implementers. Meanwhile, the second stronghold has a view that public policy contains a series of decisions and actions.

In simple, according to Nugroho (2014:129), public policy can be interpreted as any decision made by the State. The decision is a strategy to realize the objectives of the State itself. Here are the definitions of public policy according to some scientists (Nugroho, 2014:125), those are:

1. Robert Eyestone, the public policy defined as “...*the relationship of governmental unit to its environment*”.
2. Thomas R. Dye, public policy defined as “*anything a government chooses to do or not to do*”.
3. Harold D. Lasswell and Abraham Kaplan, public policy interpreted as “...*a project program of goals, values, and practices*”.
4. David Easton, public policy is *the impact of government activity*.
5. James Anderson, the public policy defined as *a relatively stable, purposive course of action followed by an actor or set of actors in dealing with a problem or matter of concern*.
6. Steven A. Peterson, public policy is *government action to address some problem*.



7. Carl I. Friedrich, public policy is a set of actions proposed by a person, group or government in a particular environment, with the threats and opportunities available, in which the proposed policy is aimed at utilizing the potentials as well as overcoming the existing obstacles to achieve certain goals.
8. Thomas Birkland suggested that *the elements common to all definitions of public policy are as follows:* (1) *the policy is made in the name of the public*, (2) *policy is generally made or initiated by government*, (3) *policy is interpreted and implemented by public and private actors*, (4) *policy is what the government intends to do*, (5) *policy is what the government chooses to do*.

Based on the considerations above, then the definition of public policy

in the opinion of the Author and will also be used as a reference in this study is all the decisions made by the government to realize the purpose of the State where the decision must be implemented into action on the government environment. So that based on the definition, Population Administration as one of the ways that the government used to realize the purpose of the State, which provides protection, recognition, determination of personal status and legal status of every Population Event and Important Events experienced by the entire population of Indonesia. This is in accordance with the definition of Public Administration by Chandler & Plano in Keban (2004:3) cited by Pasolong (2016:7), that the Population Administration is one of the scopes of Public Administration, Public Administration is a process or set of actions in

which public resources and personnel are organized and coordinated to formulate, implement and manage decisions in public policy.

The main characteristics of public policy, according to Hamdi (2014:

37), are:

1. Public policy has a purpose, that is solving public problems

In this context, public policy is seen as an attempt to solve public problems

in the life of a State. Public policy is recognized by government affairs,

such as: Education policy, Agricultural policy, Health policy or in the

context of this research is called the Population Administration policy. The

Population Administration policy is a public policy that contains

governmental affairs in administrative matters to regulate population

issues.

2. Public policy is a pattern of actions outlined in programs and activities

In this context, public policy is seen as an attempt to find answers to public

problems. Concretely, this can be observed in the form of plans, programs,

and activities. For example, the Population Administration policy has been

organized into various plans, programs, and activities to achieve the

objectives. Plans, programs, and activities are legally regulated in Law

Number 24 of 2013 concerning Amendment to Law Number 23 of 2006

concerning Population Administration. The examples of plans, programs

or activities in the policy of Population Administration, such as: National

Coordination Meeting of Population and Civil Registration on 7-9

February 2018 in Batam City, Riau Islands Province to succeed the

implementation of Local Head Election in 2018 and General Election of Indonesia in 2019. This activity was initiated by the Ministry of Home Affairs through Home Ministry's Population and Civil Registration and attended by all Head of Bureau/Agency/Organization of Regional Work Unit in charge of Population Administration in provinces and districts, Head of Population Registration and Head of Information Administration Population (Home Ministry's Population and Civil Registration Ministry of Home Affairs, 2018).

3. Public policy is contained in positive law

In this context, public policy is the result of government activities, in which the government is the highest institution in a state that has the authority to make rules binding on all citizens. Thus, to enforce the rule, the government has the authority to give sanction for violations of the rules that have been made. This context refers to Finer's view (1962: 3) cited by Hamdi (2014: 39) in interpreting the law as a standard of behavior created as a command to direct society and officials. Such as the Population Administration policy, were in the Law Number 24 of 2013 concerning Amendment to Law Number 23 of 2006 concerning Population Administration has stipulated that there are administrative sanctions and criminal provisions in the implementation of Population Administration. For example, administrative sanctions in the form of fines are granted to residents who are late in reporting on the Population Event as well as the Important Events that have been experienced. This provision is governed



by Article 89 and Article 90 of Law Number 24 of 2013 concerning Amendment to Law Number 23 of 2006 concerning Population Administration, that any resident who is late in reporting of the Population Event and Significant Events as stipulated in the Law, shall be liable to sanctions in the form of a fine of not more than Rp. 1.000.000,- (one million rupiah) for Indonesian Citizen. As for Foreigners at most Rp. 2,000,000, - (two million rupiah).

Based on these characteristics it can be seen that a policy is needed because of the goal that needs to be achieved. If there is no purpose then there is no need for a new policy, because the goal in public policy is to solve public problems (Abidin, 2012:75). Thus, appropriate problem identification is needed to create the right problem solution. Although, in the process of policy formulation and application there will often be controversial stances in the life of the state from various parties, both policymakers and policy implementers and policy beneficiaries (Abidin, 2012:75). For that, it needs a good understanding of the basic policy process.

In general, the public policy process will be through 4 (four) phases that the Researcher succeeded to summarize, those are:

1. Policy Planning

Policy planning is an early stage in the public policy process. At this stage, the process of evolution of public issues becomes a matter of policy through the formulation of the problem which will then be raised to the government's policy agenda. There are several factors that push public



issues into the policy agenda, those are 1) if the issue has reached a critical or crisis and can not be silenced for too long; 2) by way of protest; 3) received full attention from the mass media, because the mass media was able to direct public perception (Winarno, 2016:87).

2. Policy Formulation

At this stage there is a process of identifying alternative policies on public

issues that have been included on the policy agenda, then defining and

formulating alternatives that are continued by assessing and deciding the

most suitable alternative policy (Agustino, 2016:100). The most important

thing to consider in the policy formulation stage is the actors involved in

the policy formulation process, because whom the actors involved will

influence how the problem is defined and formulated and how the

decisions to be taken (Winarno, 2016:132).

3. Policy Implementation

Simply, policy implementation can be interpreted as the process of

translating the rules (content of the policy) in the form of action. This stage

is complicated because it is a manifestation of the intervention of various

interests (Agustino, 2016:126). Behind the complicatedly and complexity,

policy implementation has a vital role in the policy process, as this stage

is the realization stage of what has been formulated to solve public

problems (Winarno, 2016:191).



4. Policy Evaluation

Policy evaluation is a stage to provide valid information about the performance of a policy. Policy evaluation serves to assess the objective or target's objectivity with the problems at hand as policies are made to solve the problem. In addition, a policy evaluation will result in recommendations from assessments made on evaluated policies. In brief, this is the stage to assess the extent to which a policy can achieve the desired outcomes (Agustino, 2016:135-136).

In full, the policy process in general, according to Nugroho (2014: 201-

202), originated from an issue or so-called policy issue. The policy issue is public. Policy issues are then formulated and defined as public policies. Public policy is then implemented and in implementation as well as monitoring or monitoring of policies to ensure that policies are implemented consistently with policy formulation. The result of policy implementation is policy performance.

At this stage, policy evaluation is conducted. There are 2 (two) things that need to be evaluated. First, performance evaluation, ie evaluation of the extent to which the policy achieved the expected results. Second, evaluation in parallel to policy implementation, policy formulation, and environment. The results of this evaluation will determine whether the policy will continue or the policy will address new policy issues, leading to two options: policy will be revised (policy revision) or terminated (policy termination).



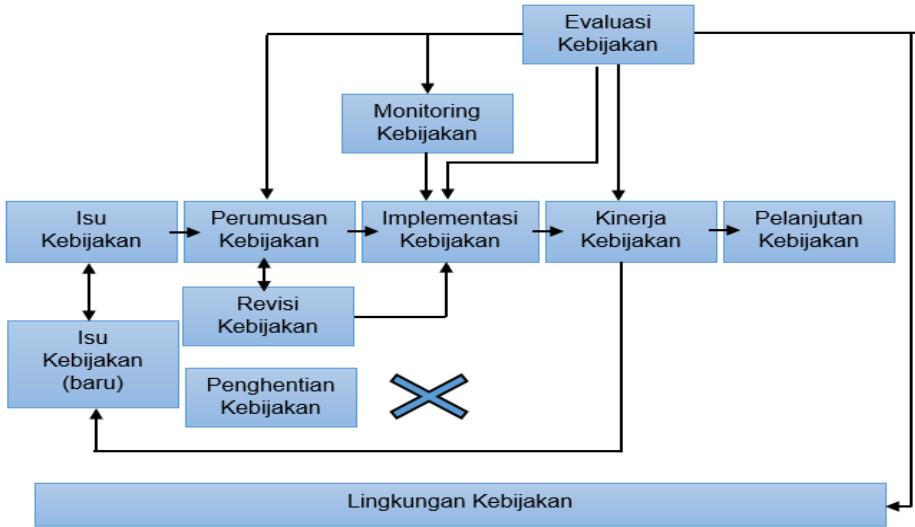


Figure 2.1 Policy Process in General

Source: Nugroho (2014:201)

C. Policy Implementation

Policy implementation in principle is a way for policy to achieve its

goals (Nugroho, 2014: 657). Policy implementation is a crucial stage (Winarno,

2016: 133), because at this stage the content of the policy must be realized into

the actions. So simply, policy implementation means translating policy into

action. As James E. Anderson puts it in his book *Public Policymaking: An*

Introduction, explains that understanding the implementation of a policy must

go through a broad context (Agustino, 2016:127).

...means administration of the law in which various actors, organizations, procedures, and techniques work together to put adopted policies into effect in an effort to attain policy or program goals.

Also, according to Michael Howlett & Ramesh in his book of *Studying public*

Policy Cyrcle and Policy Subsystem, defines that policy implementation as “*the*

process whereby programs or policies are carried out; it donated the

translation of plans into practice”. So is the definition made by Donald van

Meter & Carl van Horn that policy implementation (Agustino, 2016: 128) is:

Tindakan-tindakan yang dilakukan baik oleh individu-individu atau pejabat-pejabat atau kelompok-kelompok pemerintah atau swasta yang diarahkan pada tercapinya tujuan-tujuan yang telah digariskan dalam keputusan kebijakan.

Thus, it can be concluded that at least policy implementation is related to 3 (three) things, namely: 1) existence of goals or objectives, 2) existence of activities, and 3) existence of results. Measuring the success of policy implementation can be seen from the process (conformity between the content of the policy with the action) and the outcome (the achievement of the policy objectives) (Agustino, 2016:130).

To implement a policy, according to Nugroho (2014: 657), there are 2

(two) options that can be taken, that are directly implemented in the form of

programs and activities or through the formulation of derivative policies or derivatives of the public policy. Both steps are models of continental policy implementation. The model is a common model that occurs in Indonesia:



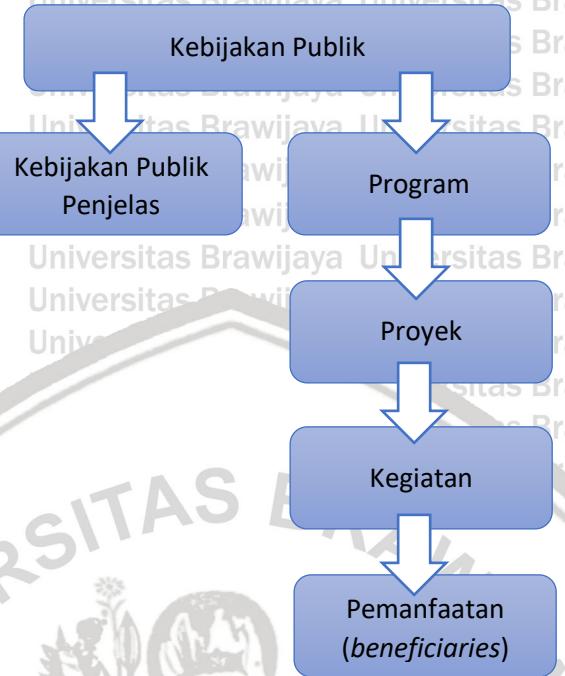


Figure 2.2 Sequence of Policy Implementation

Source: Nugroho (2014:657)

Based on the model, public policy in Indonesia is divided into 2 (two)

forms, namely public policies that require public policy explanatory or implementing regulations, such as: Laws and Regional Regulations; and public policy that can be directly operated, such as: Presidential Decree, Presidential Instruction, Ministerial Decree, Decision of Head of Region, Decision of Head of Agency and others (Nugroho, 2014: 657). As well as Law Number 23 of 2006 on Population Administration and Regional Regulation of Malang City

Number 9 of 2015 on the Implementation of Population and Civil Registration Administration. Both policies have their own explanatory rules for reference to the implementation of the Population Administration policy. An example of the explanatory rule of Law Number 24 of 2013 concerning Amendment to

Law Number 23 of 2006 concerning Population Administration is Government

Regulation Number 102 of 2012 on Amendment of Government Regulation

Number 37 of 2007 on Implementation of Law Number 23 of 2006 concerning

Population Administration. Meanwhile, an example of explanatory rule of

Local Government Regulation of Malang City Number 9 of 2015 on

Management of Population Administration and Civil Registration Service, that

is the Mayor of Malang Regulation Number 89 of 2016 on the Implementation

Guidance Local Government Regulation of Malang City Number 9 of 2015 on

Management of Population Administration and Civil Registration Service.

There are various approaches in policy implementation, such as:

1. Top-Down Approach

The basic assumption of this approach is that the implementation of the policy is centralized, so that policy implementation begins with a decision made by the Central Government. Decisions that have been applied by actors who create policies, should then be implemented by street-level bureaucrats (bureaucrats or government apparatus) (Agustino, 2016:130).

According to Lester & Stewart Jr (2000:108) in Agustino (2016:130), this approach is also referred to as the command and control approach, since this approach aims to determine the extent to which policy content can be appropriately implemented by policy implementers (bureaucrats or government apparatus). The focus of this policy implementation analysis is the achievement of the formal objectives of the policy so that the



organization or bureaucrats become the benchmarks of efficiency and effectiveness of policy implementation (Agustino, 2016:131).

2. Bottom-Up Approach

According to Lester & Stewart Jr. (2000: 108) in Agustino (2016: 131), this approach is called the market approach. This approach rejects the idea of a Top-Down approach. This approach assumes that the resolution of public problems starts from the bottom tuition followed by the formulation of the decision to solve the problem, as they will better understand the problems that happened.

3. Hybrid Approach

The Hybrid Approach is a mixed approach between the Top-Down approach and the Bottom-Up approach. This approach assumes that policymakers are asked to consider the policy instruments and available resources to make a policy. Also, policymakers are also required to know the incentive structure of implementers and policy target groups (Richard Elmore in Agustino (2016: 131)). This approach recognizes that policy implementation involves a complex process of negotiation between policymakers and policy-making actors (Gogging et al. (1990) in Agustino (2016: 132)).

In the case of this Population Administration policy, the researcher assumed that the implementation of the Population Administration policy uses a Top-Down approach. The reason is the policy of Population Administration as regulated in Law Number 24 of 2013 concerning Amendment to Law Number



23 of 2006 concerning Population Administration is the result of a central government decision as a central actor. Obligations and responsibilities of the implementation of this policy are the organizers of policies and implementing agencies (Soemartono and Hendrastuti (2011: 21)). Minister of Home Affairs as the main organizer of policy and implementing agency of this policy is the Population and Civil Registration Agency in every Local Government (Soemartono and Hendrastuti (2011: 24)). Population and Civil Registration Agency as street-level bureaucrats become benchmarks of efficiency and effectiveness of policy implementation. For that reason, research on the implementation of the Temporary Residential Card in the Population dan Civil Registration Agency of Malang City can be used as the evaluation of the policy of Population Administration in Indonesia.

Discussion about the success of policy implementation, it is necessary to analyze to know a policy has been successfully implemented or not. There are 4 (four) elements that must be considered in the implementation of the policy, those are communication, resources, disposition dan bureaucratic structure, according to George C. Edward III in Wibowo (2008:27). Fulfillment of the four elements in the implementation of the policy is not a guarantee for the success of policy implementation, because to assess a successful policy must also consider the external factors, like the policy area. However, the four elements can be used as a starting point to analyze the success of an implementation policy from the internal side of the organization (Wibowo, 2008: 27). Based on Wibowo (2008) in his dissertation entitled *Studi*



Implementasi Kebijakan Penanganan Gelandangan di Kota Jakarta Timur,

then the implementation model of George C. Edward III policy serve as a

reference in analyzing the implementation of the policy of Temporary

Residential Card in the Population and Civil Registration Agency of Malang

City in this study.

In detail, the policy implementation model of George C. Edward III or

Direct and Indirect Impact on Implementation approach model is embodied in

Figure 2.3 below which describes the elements or variables necessary to realize

the success of a policy, such as:

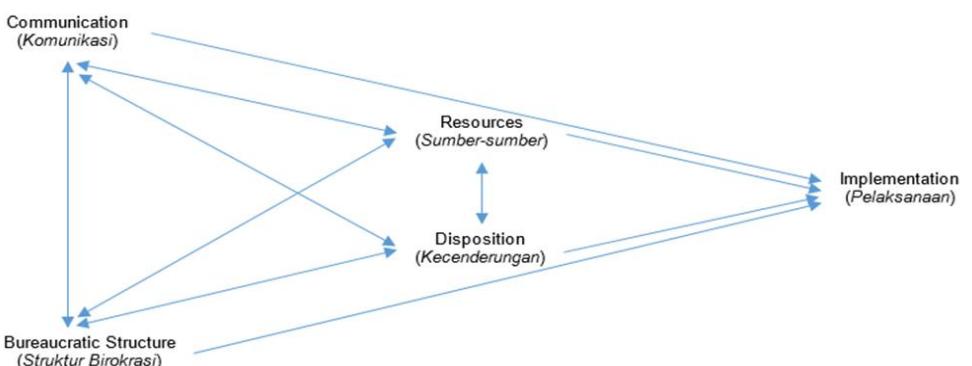


Figure 2.3 Direct and Indirect Impact on Implementation Approach Model by George C. Edward III

Source: Budi Winarno (2016:157)

1. Communication

According to George C. Edward III (Agustino, 2016: 137), the first variable affecting the implementation of a policy is communication.

Effective implementation occurs when decision-makers are clear on what they are going to do. Knowledge of what they have to do can be obtained if communication between the executing actors goes well. In this case,

there are 3 (three) indicators used to measure the success of communication variables (Winarno, 2016: 157), such as:

a. Transmission

Before an official can implement a decision, he should be aware that a decision has been made and an order for the execution of the decision has been issued. However, many found these decisions were ignored or misunderstandings of decisions happened. This happens because of several obstacles, for example, 1) disagreements among executives with the contents of orders issued by policymakers; 2) the information conveyed through multiple layers of bureaucratic hierarchy; and 3) a selective perception and unwillingness of the implementers to know the policy requirements.

b. Clarity

The policy implementation guidelines should not only be accepted by policy implementers but should also be clearly understood. Unclear communication messages will lead to false or even conflicting interpretations of the meaning of the initial message although the lack



of explication of communication messages does not necessarily preclude the implementation. At a certain level, the implementers need flexibility in implementing policies. The uncertainty of policy communication is influenced by 6 (six) factors, namely: 1) the complexity of policy; 2) the desire not to disturb the community groups; 3) lack of consensus on policy objectives; 4) problems in reaping a new policy; 5) avoiding policy responsibilities; and 6) the nature of court policy formation.

c. Consistency

If the policy implementation wants to be effective, then the implementation orders must be consistent and clear. Inconsistent implementation orders will encourage the implementers to take very loose measures in interpreting and implementing policies.

2. Resources

The commands of policy implementation may be forwarded carefully, clearly and consistently, but if the implementers lack the resources needed to implement the policy, the implementation of the policy tends to be ineffective. Important resources needed in policy implementation

(Winarno, 2016: 157), namely:

a. Staff

The main resources in the implementation of the policy are staff or human resources. One such failure occurs in the implementation of the policy due to inadequate or incompetent staff in their field.



Therefore, policy implementers must have the competence and capability to perform the task desired by a policy.

b. Information

In the implementation of the policy, information has 2 (two) forms, namely: information relating to the way the implementation of policies and information on compliance data of implementers against government regulations. Lack of knowledge about how to implement policies results in the implementation of policies that are not on time and inefficient.

c. Authority

In general, the authority must be formal so that the policy order can be implemented. Authority exists in many forms, from giving help to carrying out behavior. Authority is legitimacy for executors in implementing a politically determined policy.

d. Facilities

Without supporting facilities (facilities and infrastructure) policy implementation will not succeed.

3. Disposition

According to George C. Edwards III, the disposition is “*kemauan, keinginan dan kecenderungan para pelaku kebijakan untuk melaksanakan kebijakan secara sungguh-sungguh, sehingga apa yang menjadi tujuan kebijakan dapat diwujudkan*”. The similarity or inequality of the perspectives between policy implementers and policymakers will



influence the support of policy implementers in the process of implementing policies. Important points to be observed in the disposition variable in policy implementation (Agustino, 2016: 139-140), such as:

- a. Effect of disposition. The attitude of the implementers will cause real obstacles in the implementation of the policy. Therefore, the selection and appointment of personnel of policy implementers must be those who are dedicated to the established policy; more specifically on the public interest.
- b. Bureaucratic arrangements. This refers to the appointment of staff in the bureaucracy following ability, capability, and competence. This will lead to the establishment of an optimal public service system.
- c. Incentives are one of the recommended techniques for addressing the problem of policymakers' attitudes by manipulating incentives. Basically, people move on their interests, then manipulating incentives by policymakers influence the actions of policy implementers. By way of adding a profit or a certain cost may be a driving factor that makes the executors run the command properly.

This is done as an effort to fulfill personal or organizational interests.

4. Bureaucracy structure

According to George C. Edwards III, although resources to implement a policy are adequate and policy implementers know what and how to do it, and have a desire to do so. However, policy implementation may still be ineffective, due to the inefficiency of bureaucratic structures (bureaucratic



structure, division of authority, relationships between organizational units and so on). Complex policies require multi-stakeholder cooperation, where bureaucratic structures are not conducive to the existence of policies, this will result in ineffective resources hindering policy implementation. There are 2 (two) characteristics that can boost the performance of bureaucratic structure (Agustino, 2016: 140-141), such as:

a. Creating the Standard Operational Procedure (SOP)

Standard operational procedure (SOP) is a routine planned procedure or activity that enables policy implementers to carry out their activities by established standards.

b. Implementing the Fragmentation

Fragmentation is the spreading of responsibilities of various activities or programs on several work units under their respective fields.

Fragmentation serves to provide a competent and capable organization to implement the policy so that the implementation of the policy can run effectively.

D. Population Administration

Population administration is one of the spheres of public administration in the policy dimension. Public administration is essentially a process to carry out state objectives by organizing and coordinating all public resources and personnel (Chandler and Plano (1988: 29-30) in Keban (2014: 3)). The extent of the dynamics of the problem and the development of the needs of the



community make public administration have many affairs, one of which is population affairs. Population administration is a concrete form of policy dimension in public administration because it contains directions or ways of achieving goals that produce accurate, complete, current, and valid population data so that the data can be utilized for policy formulation and government development in achieving state goals. Keban (2014: 8) explains that the scope of public administration is very complex depending on the development needs and dynamics of the problems faced by the community. The easiest way to see the scope of public administration of a country is by analyzing the types of institutions and ministries of a country. According to Keban (2014: 10) there are at least 6 (six) strategic dimensions that are considered important in public administration are 1) the policy dimension, which involves the decision-making process for setting goals and the best way or alternative to achieve the country's goals; 2) dimensions of organizational structure, concerning the arrangement of structures to carry out tasks related to the achievement of state objectives; 3) management dimension, concerning the process of division of labor based on function; 4) ethical dimensions, concerning moral demands on administrators while carrying out their duties; 5) the dimensions of the environment relating to the atmosphere and surrounding conditions that affect all dimensions in public administration; and 6) the dimensions of performance accountability, concerning accountability for all actions and decisions to the community as a professional party in running the government.



The definition of public administration, as explained above is a way to realize state objectives. This is the easiest definition to understand public administration. The definition was developed by Yeremias T. Keban in his book entitled *Enam Dimensi Strategis Administrasi Publik* (2014). According to Keban (2014: 1), public administration is a manifestation of the overall implementation activities of what is late determined in the constitution. The Constitution according to Keban (2014: 1) is a strategic decision about things that must be held or given to the people, while public administration is the implementation of what has been decided.

There is a lot of definition for the term of Administration. In principle, Administration has the same meaning, like cooperation, consisting of many people and done to achieve common goals. However, narrowly, the Administration is generally interpreted as an administrative activity (Syafiie, 2006: 15). Here is an understanding of Administration according to some experts (Syafiie, 2006: 13-14), those are:

1. Herbert A. Simon in his book of *Public Administration*, Administration for him is formulated as a number of cooperative group activities to achieve common goals.

2. Luther Gulick in his book of *Papers on The Science of Administration*, Administration relating to the settlement of things to be done based on the goals that have been set.



3. Liang Gie in his *Ilmu Administrasi* book, Administration is a series of activities regulating the main work done by a group of mutual cooperation to achieve goals.

4. Sondang P. Siagian in his book with the title of *Administrasi Pembangunan*, Administration is the whole process of execution of decisions that have been taken. Implementation of the decision is made by at least two people to achieve the objectives of the contents of the decision that has been made before.

So, based on that population administration is a series of activities aimed at regulating all matters related to population.

According to Soemartono & Hendrastuti (2011: 12), the definition of Population Administration based on Law Number 24 of 2013 concerning Amendment to Law Number 23 of 2006 concerning Population Administration is a series of structuring and controlling activities in the issuance of documents and population data through Population Registration, Civil Registration, Information Management of Population Administration and utilization of the results for public services and other development sectors. Thus, based on this definition, population service is the spearhead of achievement of the Population Administration objectives, which is to produce valid and current data, and population documents (Soemartono & Hendrastuti (2011:13).

The purpose of the implementation of Population Administration based on the Explanatory Section in Local Government Regulation of Malang City



Number 9 of 2015 on the Management of Population Administration and Civil

Registration Service, such as:

1. to give legitimacy of identity and legal certainty to the demographic documents for every population event and important event experienced by the population;
2. to protect personal data of the population;
3. to provide accurate, complete, up to date, valid and accessible national data;
4. to realize the orderly of national and integrated Population Administration; and
5. to provide population data as a basic reference of other sectors related to the implementation of any government activities.

Also, there are 3 (three) main functions of Population Administration

(Soemartono & Hendrastuti (2011: 12)), those are:

1. Legal Function
Population Administration has a legal function because the publication of the Population Document is a form of protection and recognition granted by the State to the population. Thus, the legal certainty of the Population Document and its legal consequences has been guaranteed by the government.

2. Data Function
Population Administration has a data function because the service of Population Registration and Civil Registration which is now based on



information systems has produced population data stored in Population Database. The database can be accessed by Implementing Agencies throughout Indonesia, so efforts to create valid and up-to-date data and validity documents will materialize.

3. Institutional Cooperation Function

Population Administration has the function of institutional cooperation because the Population Database in aggregate on the permission of the Minister of Home Affairs can be utilized by the relevant agencies for government affairs, such as development planning, policy formulation, and political affairs.

E. Population Administration Service

Basically, service is an activity carried out by a person, group and / or organization both directly and indirectly to meet the needs (Pasolong, 2016: 128). Likewise, in the opinion of Monir (2003: 16) in (Pasolong, 2016: 128) that service is a process of fulfilling needs through other people's activities directly. The government of a state essentially carries out 2 (two) main types of functions, namely the regulatory and service functions. The regulatory function is related to the nature of the modern state as a legal state, whereas the service function is related to the nature of the state as a welfare state (Siagian (2001) in Hardiyansyah, 2018: 13). Based on these things it can be concluded that the Population Administration Service is an activity carried out by the government to meet the needs of the community, namely the need for



protection, recognition, determination of personal status and legal status in

each Population Event and Important Event experienced by the community. It

has been regulated in Act Number 24 of 2013 concerning Amendment to Act

Number 23 of 2006 concerning Population Administration. That is also in

accordance with the definition of Public Services listed in Act Number 25 of

2009 concerning Public Services, namely:

Pelayanan publik adalah kegiatan atau rangkaian kegiatan dalam rangka pemenuhan kebutuhan pelayanan sesuai dengan peraturan perundangundangan bagi setiap warga negara dan penduduk atas barang, jasa, dan/atau pelayanan administratif yang disediakan oleh penyelenggara pelayanan publik.

The regulations concerning Population Administration Services in

Malang City are regulated on the Local Government Regulation of Malang City

Number 9 of 2015 concerning Management of Population Administration and

Civil Registration Service. One example of the Population Administration

service is the Temporary Residential Card service regulated in Article 22, as

follows:

(1) *Orang Asing yang memiliki Ijin Tinggal Terbatas yang datang dari luar negeri dan Orang Asing yang memiliki Ijin lainnya yang telah berubah status sebagai pemegang Ijin Tinggal Terbatas yang berencana tinggal di daerah wajib melaporkan kepada Instansi Pelaksana paling lambat 14 (empat belas) hari sejak diterbitkannya Ijin Tinggal Terbatas.*

(2) *Berdasarkan laporan sebagaimana dimaksud pada ayat (1), Instansi Pelaksana mendaftar dan menerbitkan Surat Keterangan Tempat Tinggal.*



(3) Masa berlaku Surat Keterangan Tempat Tinggal sebagaimana dimaksud pada ayat (2), disesuaikan dengan masa berlaku Ijin Tinggal Terbatas.

(4) Surat Keterangan Tempat Tinggal sebagaimana dimaksud pada ayat (2), wajib dibawa pada saat bepergian.

(5) Orang asing yang memiliki Izin Tinggal Terbatas ingin pindah ke luar negeri harus melapor kepada Instansi Pelaksana.

In simply, the Temporary Residential Card is a service provided by Population

and Civil Registration Agency to Foreigners who hold a Limited Stay Permit

planning to live in Indonesia. A Foreigner is a person who is not an Indonesian

citizen (Law Number 6 of 2011 on Immigration). The products of this service

in the form of Temporary Residential Card which contains detailed data related

to the domicile of foreigners in Indonesia. This letter serves as a temporary

identity card and its validity period corresponds to the length of the Limited

Stay Permit.

Limited Stay Permit is a permit granted by an Immigration Officer or

Foreign Office Officer to a Foreigner who has a Limited Stay Visa; a child who

at birth in Indonesia Father and/or his mother is a holder of Limited Stay

Permit; The Foreigner is given over the status of the Visit Stay Permit; captains,

crew, or foreign experts on board ships, floating appliances or installations

operating in Indonesia's territorial and jurisdiction territories in accordance

with the provisions of legislation; Foreigner who is legally married to an

Indonesian citizen; or a child from a foreigner who is legally married to an

Indonesian citizen (Law Number 6 of 2011 on Immigration). Based on

Government Regulation Number. 31 of 2013 on the Implementation of Law

Number 6 of 2011 on Immigration that the Limited Stay Permit is granted for maximum 2 (two) years and it is extendable. Extension of a Limited Stay Permit is granted for up to 2 (two) years each time, with a maximum stay of six years.



A. Research Type

CHAPTER III

RESEARCH METHOD

Because, the purpose of this research is to describe and analyze how the

implementation of Temporary Residential Card service, while according to

Winarno (2016:134) policy implementation is a complex phenomenon

(involving various actors, organizations, procedures and control techniques).

then the appropriate type is a type of research that is able to describe and

interpret the facts systematically and able to explain the characteristics of the

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The type of descriptive research tries to describe and interpret objects

as they are. The purpose is to systematically describe the facts and

characteristics of objects or subjects appropriately (J.W Creswell, 2004 in

Winarno, 2016: 24). In addition, descriptive research focuses on the basic

question of "how" to obtain and convey the fact clearly, thoroughly, and

completely without much unimportant detail related to the problems studied

and other variables related to the problem under study (Silallabi, 2012: 28).

Meanwhile, qualitative research is a type of research whose data are

itas Brawijaya e-Research is a Natural Object (Natural Setting). The condition of the

object of qualitative research is not manipulated by the researcher. Also, reality or objects in qualitative research are seen as dynamic, thought-provoking, and holistic results because every aspect of the object has an inseparable unity that can't be separated. Through this type of research, the researcher will be able to describe the complex reality of the object under study (Sugiyono, 2015: 2-5).

B. Research Focus

The holistic (whole, inseparable) nature of reality or object in qualitative research makes the researcher must determine the problem limitation or problem focus. Problem restrictions are based on the level of importance of the problem, the urgency of the problem, the feasibility of the problem and the limited power factor, funds and time owned by the researcher (Sugiyono, 2015: 32-36). Also, focusing can be done through several alternatives (Spradley in Sanapiah Faisal (1988) in Sugiyono, 2015: 34-35), namely: based on the problems suggested by informants, based on certain domains, based on a focus that has certain value findings, or also based on problems relating to existing theories.

The focus of this research is based on theories that can accommodate the problems that arise in the implementation of the Temporary Residential Card service in Malang City, which is George Edward III Policy Implementation Model. The model was chosen because the researcher refers to Wibowo (2008) in his dissertation entitled Studi Implementasi Kebijakan Penanganan Gelandangan di Kota Jakarta Timur that the George C. Edward III

Policy Implementation Model can be the starting point for analyzing the success of policy implementation. Thus, the focus of this study is based on elements in George C. Edward III Policy Implementation Model, namely:

1. Communication
2. Resources
3. Disposition
4. Bureaucratic Structure

C. Research Location and Site

This research has been conducted in the Malang City area. It is based on the interest of the Author to find out the population administration service for Foreigners in Malang City because the number of Foreigners in Malang city is big enough which is reaching 960 people in 2017 (Population Report or *Laporan Pertambahan Pendudukan Kota Malang, 2017*) and an increase of up to 1,009 people by the end of April 2018 (Population Report or *Laporan Pertambahan Pendudukan Kota Malang, 2018*). In addition, based on the mandate of Law Number 24 of 2013 concerning Amendment to Law Number 23 of 2006 concerning Population Administration that Foreigners living in the territory of Indonesia are also having the right to protection and acknowledgment of personal status and legal status of each important Population Event and Important Event, the researcher interested to know how the implementation of service policy for Foreigners in Malang City.



In addition to the location of research, in detail the research sites in this study, are:

1. Population and Civil Registration Agency of Malang City

As the executing agency responsible for the provision of services related to

Population and Civil Registration based on Local Government Regulation

of Malang City Number 9 of 2015 concerning Management of Population

Administration and Civil Registration Service, such as register population

events and record important events, publish documents demography, and so

forth. The data obtained from this research site, namely the flow of service

implementation procedures, data of the number of foreigners registered and

the whole fact of the implementation of the Temporary Residential Card

Service in Malang City.

2. Immigration Office Class I of Malang

Immigration Office Class I of Malang as an institution appointed to carry

out immigration functions at the Regency/City level. The function of

immigration is providing Immigration services (traffic of persons entering

or leaving the Territory of Indonesia), law enforcement, state security, and

facilitators of community welfare development (Law Number 6 of 2011

concerning Immigration). The data obtained from this research site is the

number of Foreigners living in Malang. The data will be compared with the

data of Foreigners registered in the Population and Civil Registration

Agency of Malang City.



3. Guarantor (Sponsor)
Guarantor or sponsor is a person or corporation responsible for the existence and activities of a Foreigner during his stay in the territory of Indonesia (Law Number 6 of 2011 concerning Immigration). Since most of the Foreigners in Malang City are Foreign Students, the Sponsor in this research is the universities. There are 3 (three) universities that serve as research sites, those are University of Brawijaya, State University of Malang and Maulana Malik Ibrahim State Islamic University of Malang. The selection of the three universities is based on information from the Population and Civil Registration Agency. The Data obtained from the site are the opinions about the Temporary Residential Card service in the Population and Civil Registration Agency of Malang City and the related facts of Foreigners in Malang City.

4. Urban Village in Lowokwaru Subdistrict

Urban Village is one of the regional apparatus of the Regency or City domiciled in the subdistrict (Government Regulation Number 73 of 2005 concerning Urban Village). Urban Village has a role to create a Covering Letter for Foreigners to complete the requirements of the issuance of the Temporary Residential Card in the Population and Civil Registration Agency of Malang City. Urban Village became the research site in this research, like Sumberasti Urban Village, Dinoyo Urban Village, and Tlogomas Urban Village. Consideration of the determination of the site based on the information from Guarantor (Sponsor) and the Population and



Civil Registration Agency of Malang City who already knows where most foreigners live in the Malang City. Data have been obtained from this research site that are data related to procedure of making Introduction Letter, number of Foreigner who applies for the making of Covering Letter, and gets the fact about the implementation of Temporary Residential Card service in Malang City.

D. Data Source

Source of data are the original subject of the data needed in research, such as nature, society, institutions, individuals, archives, libraries, etc. The data source is classified into 2 (two) (Sangadji & Sopiah, 2010: 169), namely:

1. Primary Data Source

The primary data source is a source of research data that provides data directly to the researcher without going through an intermediary. The data from the source results is called the primary data. Primary data may be subject opinions (people) either individually or in groups, observations of an object (physical), event or activity, and test results (Sangadji & Sopiah, 2010: 169). Primary data obtained from this research is detail of the implementation of policy of Temporary Residential Card Service in Malang City starting from Neighborhood Association (*Rukun Tentangga*), Citizens Association (*Rukun Warga*), and Headman (*Lurah*) until the Population and Civil Registration Agency through directly observation on the research object and through interview to the Population and Civil



2. Secondary Data Source

Secondary data source is a source of research data that provides data indirectly to the researcher (Sugiyono, 2015: 62). Data generated from secondary data sources are referred to as secondary data. Secondary data types can be internal data (accounting and operating documents collected, recorded and stored in an organization), such as financial statements and Standard Operating Procedures (SOP); and external data (various publications issued by certain organizations or agencies incidentally or periodically), such as: books, journals, government publications and news by mass media (Sangadji & Sopiah, 2010:173). Secondary data that have been obtained from this research is SOP of the Temporary Residential Card service in Malang City and data of the number of Foreigners in Malang City.

E. Data Collection Technique

To make it easier and facilitate the data collection, identification of research data sources classified into 3 (three) (Sangadji & Sopiah, 2010: 175), namely:

1. Person

The data source is a person who can provide data in the form of oral or written answers. The data collection method used is the survey method, that is through interview technique and questionnaire technique.

2. Place

The data source is a place that presents the display of a stationary and moving state. Not-moving, for example, the room, the completeness of the tool, the form of objects, colors, and others. Meanwhile, Moving such as activity, performance, vehicle speed, the rhythm of singing, dance moves, operas, teaching and learning activities, and others. The data collection method used is the observation method.

3. Paper

The data source is a symbol that presents signs of letters, numbers, images, or other symbols. Anything suitable for use of documentation.

Thus, according to those, the research has determined that the data collection techniques to be used in this study are:

1. Observation

Observation is a technique of collecting data directly by using the senses of behavior patterns (people), objects (objects), or events related to the purpose of research through a systematic process of recording (Sangadji & Sopiah, 2010: 172). The type of observations used in this research is straightforward or vague observations, where the researcher is straightforward to the source of the data to make observations or obtain

data. Data sources know all data collection activities carried out by researchers. Although, at certain times the researcher will also not be forthright in search of confidential data (Sugiyono, 2015:66). In the process of conducting research, the author has observed directly the research site of implementation of Temporary Residential Card service in Malang City, both observations of the behavior of service providers, targeted facilities supporting service implementation, the process of service implementation and others related to the research focus. Before making this observation, the author requested prior research permission from the Secretary of Population and Civil Registration Agency of Malang City. The observation process was limited because it was carried out during service operational hours. As for the specific social situation observed in this research, are:

Place : Population Registration Service Room

Population and Civil Registration Agency of Malang City

Time : January 31th – February 22th, 2018

Actors :

a. Head of the Population and Civil Registration Agency

of Malang City

b. Head of the Population Registration Service Division

c. Head of the Move-Arrival Section

d. Staff of Temporary Residential Card

Activity : Activities of Temporary Residential Card service



This refers to Spradley's view in Sugiyono (2015: 68) that the object of research (social situation) observed in qualitative research consists of 3 (three) components, namely:

a. Place

The place where interactions in social situations take place

b. Actor

People who are playing a certain role in social situations

c. Activity

Activities carried out by people who are playing a role in ongoing social situations

According to Spradley in Sugiyono (2015: 68), the three components can be expanded so that we can observe, are:

- a. *Space, the physical place*
- b. *Actor, the people involve*
- c. *Activity, a set of related acts people do*
- d. *Object, the physical things that are present*
- e. *Act, single actions that people do*
- f. *Event, a set of related activities that people carry out*
- g. *Time, the sequencing that takes place over time*
- h. *Goal, the things people are trying to accomplish*
- i. *Feeling, the emotion felt and expressed*

2. Interview

Interview is a data collection technique that uses oral questions to research subjects. This technique requires communication or a direct connection with the respondent (Sangadji & Sopiah, 2010: 171). The type of interview used in this study is guided interviews, where the interviewer prepares a



complete and detailed list of questions (Sangadji & Sopiah, 2010: 152).

This type of interview is very suitable for this research, especially

derivative policies, such as Population Registration service because the

implementation of derivative policies must be in accordance with the

provisions and objectives stated in the contents of the policy. Thus, the

problem points to be confirmed to the object of study will not be missed in

accordance with the reference to the policy foundation and the theories that

were adopted for the conduct of the research. Informants expected to

provide data related to the implementation of Temporary Residential Card

service in Malang City, those are:

- a. Head of Population Registration Service Division, Dra. Trini Pujiastuti
- b. Service Officer of Temporary Residential Card, Agus Siswanto
- c. Head of Information and Communication Section Immigration Office Class I of Malang City, Hanifa Arini
- d. Administrative Staff of Sumbersari Urban Village, Sri Rahayu
- e. Administrative Staff of Dinoyo Urban Village, Nur Maharani
- f. Secretary of Head of Tlogomas Urban Village, Arwanto
- g. Advisor of International Office, University of Brawijaya, Irwan Rahadi
- h. International Relations Staff of State University of Malang, Arwan Santosa



i. Student Affairs and Alumni Staff of State Islamic University of

Maulana Malik Ibrahim Malang, Muhammad Nizar Asrofin

3. Documentation

Documentation is a data collection technique used to track historical data.

Most of the forms of data in this technique are autobiographies,

photographs, video recordings, letters, books, diaries, clippings,

government or private documents, reports, soft file data stored on servers

or flash or data stored on the website. The form of data in this technique is

not limited to space and time to allow researchers to know things that have

happened in the past (Bungin, 2007: 124-126). There are 2 (two) kinds of

documentary materials (Bungin, 2007: 124-126), namely: 1) personal

documents, namely in the form of notes or written essays of a person about

his actions, experiences, and beliefs. Personal documents can be diaries,

personal letters, and autobiographies. While 2) the official document is

subdivided into 2 (two) kinds (Bungin, 2007: 124-126), namely: a) internal

documents are documents created to meet the internal needs of the

institution, such as memos, announcements, instructions, reports of

meetings, management of the head of office; and b) External documents

are documents created for an agency to make social contact with the

environment, such as magazines, newsletters, and newscasts. Documents

that have been obtained during the last research, such as: Standard

Operational Procedure (SOP) of Temporary Residential Card service in

the Population and Civil Registration Agency of Malang City, Form of





F.1-62 to fill the data applicant of Temporary Residential Card, Form of

Letter of Introduction from Head of Neighborhood Association, Citizens

Association, and Urban Village, Brochure of Population Document

Requirement, Sample of Sponsor Letter, Photo of Temporary Residential

Card, and Photo of Foreigners Data of Malang City 2017.

F. Research Instrument

If the data collection technique is the way of obtaining data in research

activities, then the research instrument is a tool in using data collection

techniques in research activities (Sangadji & Sopiah, 2010:149). The research

instrument in qualitative research is the researcher itself because the researcher

will make focus determination, informant selection, data collection, assess the

quality of data, analyze the data, make the data and make decisions on the

research findings (Sugiyono, 2015:60). The other instruments used are

interview guide as a collection of questions that will be used during the

execution of interviews, recorders, and cameras as a tool of documentation, and

stationery as a tool to record every finding on the object of research. Interview

guides used to assist data collection in this study are attached to Appendix page

161.

G. Data Analysis

Data analysis is the process of systematic search and compilation of data obtained from interviews, field notes and documentation by organizing data into categories, describing into units, synthesizing, arranging into patterns, choosing which is important and which will be studied, and made conclusions so easily understood by researcher and reader (Sugiyono, 2015:89).

The data analysis method used in this research is Miles and Huberman method. According to this method, data analysis is done through 3 (three) activities (Miles, Humberman & Saldana, 2014), those are:

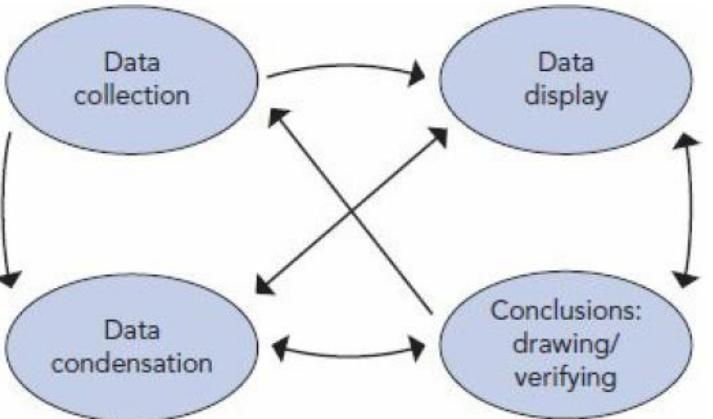


Figure 3.1: Components of Data Analysis: Interactive Model of Miles and Huberman's Method

Source: Miles, Huberman, dan Saldana (2014)



1. Data condensation

At this stage, there is a process of selecting, focusing, simplifying, abstracting, and/or transforming data obtained from written field notes, interview transcripts, documents, and other empirical materials. Data condensation occurs continuously.

2. Data display

At this stage the process of arranging and arranging the data to be displayed, so that the information contained in the data findings can be easy to be analyzed. Data views can be illustrated in matrices, graphs, charts, and networks. The data display is designed to be an easily accessible and concise form so that conclusions and data analysis can be done easily.

3. Conclusion Drawing/Verification

At this stage the process of drawing conclusions and verification of findings data. The conclusion will be credible if it has been supported by valid and consistent evidence during the data collection process. Finding data can be a description of an object that was previously still unclear so that after the investigation becomes clear.

H. Data Validity Test

Test the validity of data in this study using the credibility test by Source Triangulation. Triangulation is a technique of checking the validity of data



from various sources in various ways and various times (Sugiyono, 2015: 25), those are:

1. Source Triangulation

Source Triangulation is done by checking the data obtained through several sources. Furthermore, the data is described and categorized to produce a conclusion, then request an agreement to all sources on the data that have been concluded.

2. Technique Triangulation

Technique triangulation is done by checking the data to the same source with a different technique, such as data obtained from interviews, then checked through observation, documentation, and questionnaire.

3. Time Triangulation

Time Triangulation is done by checking the data with data collection techniques (interview, observation or other techniques) in different times and situations until data certainty is found.

The reason why the researcher chose to use Source Triangulation, because this method is very suitable for digging the data related to policy implementation because it will involve many actors in the implementation, ranging from Head of Agencies, Service Officers to Service Recipients.

A. Result of Research

1. General Description

a. General Description of Malang City

1) Geography Conditions

Malang City is one of the municipality located in East Java Province. It

has an area is 145,28 km². When it is compared with 8 other cities in East Java

Province, Malang City is the second largest city after Surabaya City, which is

0.30% of East Java Province (Statistics of East Java Province, 2017:11).

Malang City is located between 112.06° - 112.07° East Longitude, 7.06° - 7.07° South Latitude.

8.20° South Latitude and located in the middle of Malang Regency region

(Statistics of East Java Province, 2017:3), i.e:

- a) North: Singosari and Karangploso Sub-district, Malang Regency
 - b) East: Pakis and Tumpang Sub-district, Malang Regency
 - c) South: Tajinan and Pakisaji Sub-district, Malang Regency
 - d) West: Wagir and Dau Sub-district, Malang Regency

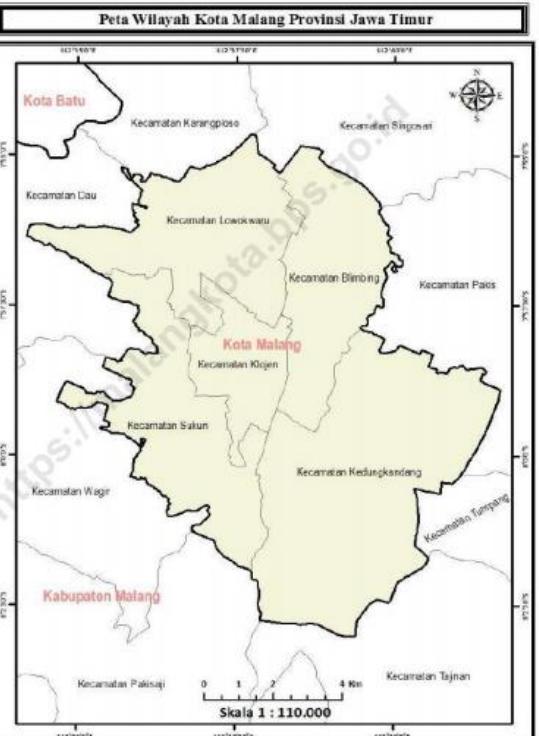


Figure 4.1 Map of Malang City in East Java Province

Source: Malang Municipality in Figures 2017 (Statistics of Malang Municipality (2017))

Based on Annual Performance Report 2016 of Malang City Government (2017:12), Malang City administratively is divided into 5 (five) Sub-districts and 57 (fifty seven) Urban villages, i.e:

- a) Kedungkandang Sub-district consist of 12 Urban villages;
- b) Sukun Sub-district consist of 11 Urban villages;
- c) Klojen Sub-district consist of 11 Urban villages;
- d) Blimbing Sub-district consist of 11 Urban villages; and
- e) Lowokwaru Sub-district consist of 12 Urban villages.

2) Demography Conditions

Population of Malang City has reached 904,165 people on December 31, 2017. It consists of 903,205 people of Indonesian citizens and 960 people of foreign citizens (Population and Civil Registration Agency of Malang City (2018)). It has increased by 0.97% from the preceding year namely 895,387 people in 2016 (Population and Civil Registration Agency of Malang City (2017)).

Table 4.1 Population of Malang City 2015-2017

No.	Sub-district	2015	2016	2017
1	Blimbing	194.591	196.847	198.428
2	Klojen	109.817	110.136	110.073
3	Kedungkandang	204.405	208.979	212.459
4	Sukun	202.928	206.612	209.053
5	Lowokwaru	170.053	172.183	174.152
Total		881.794	895.387	904.165

Source: Population of Malang City (Population and Civil Registration Agency of Malang City (2018))

3) Vision and Mission

Vision of Malang City is *Terwujudnya Kota Malang sebagai Kota Bermartabat* which is mean they try to realize Malang City as a dignified city.

The word *BERMARTABAT* is an acronym of *Bersih* (Clean), *Makmur* (Prosperous), *Adil* (Fair), *Religius-Toleran* (Religious-Tolerant), *Terkemuka* (Prominent), *Aman* (Safe), *Berbudaya* (Cultured), *Asri* (Beauty) and *Terdidik* (Educated). Meanwhile, the missions to realize those visions as follows

(Regional Medium-Term Development Plan of Malang City 2013-2018

(2014));

a) create a prosperous, cultured and educated society based on religious,

tolerance and equality values;

b) increase the quality of public services that are fair, measurable and accountable;

c) develop the local potential that environmentally sustainable, fair and economic;

d) increase the quality of public education in order to able to compete in the present era of global;

e) increase the quality of public health both physically and mentally to become a productive society;

f) build Malang City as the tourist destination city that are safe, comfortable, and cultured;

g) encourage economic actors in the informal sector and small and medium-sized businesses (SMEs) to be more productive and competitive;

h) encourage the productivity of industry and large-scale economies that are competitive, ethical and environmentally sound;

i) develop an integrated transportation system and convenient infrastructure to improve the quality of life of the society.



4) **Regional Potential**
 Malang City has some potential to generate Local Revenue mostly in the form of industrial activity, such as cigarette industry, car body industry, food industry, handicraft industry and housing industry; as well as trading and service activities like malls and shops, hotels, transportation, service bureaus, formal and non-formal education. In addition to these potentials, Malang city is one of the city of educational destination in Indonesia until it called as City of Education. These conditions directly affect the economic sector of society, especially in the service sector (Population and Civil Registration Agency of Malang City, 2017).

b. General Description of Population and Civil Registration Agency of Malang City

Population and Civil Registration Agency of Malang City is one of the Regional Government Organizations (*Organisasi Perangkat Daerah*) that assist the Regional Head (Mayor) in order to implement local government affairs based on the principle of autonomy and co-administration tasks (Government Regulation Number 41 of 2017 on Regional Government Organizations)

1) Tasks, Principles and Functions

Population and Civil Registration Agency of Malang City officiated as executor of government element in Population Administration and Civil Registration which is under and responsible to Mayor of Malang City through



Local Secretary (*Sekretaris Daerah*). Functions owned by Population and Civil

Registration Agency of Malang City based on Mayor Regulation of Malang

City Number 32 of 2016 on Position, Organizational Structure, Duties and

Functions and Work of the Population and Civil Registration Agency of

Malang City are:

a) Policy formulation in the matter of Population Administration and Civil

Registration;

b) Population Registration services;

c) Civil Registration services;

d) Publication of Population Documents;

e) Registration of Population Events and Important Events;

f) Management of Population Administration Information;

g) Implementation of cooperation in Population Administration;

h) Utilization of population data and documents;

i) Implementation of Population Administration services innovation;

j) Population and Civil Registration Counseling;

k) Coaching, coordinating, and controlling in the field of Population

Administration;

l) Implementation of verification and validation of population data obtained

from Population and Civil Registration service;

m) Monitoring, evaluating and reporting population;

n) Management of Property Owned by Local Governments of Malang City;

o) Management of general administration; and



p) Empowerment and coaching functional position.

2) Vision, Mission and Motto

Vision and mission of Population and Civil Registration Agency of

Malang City in carrying out tasks and functions based on Decree of the Head

of Population and Civil Registration Service of Malang City Number: 188.45 /

/35.73.308/ 2017 concerning Determination of Service Standards on Types of

Population and Civil Registration Administration Services Conducted by the

Population and Civil Registration Service of Malang City as follows:

a) Motto

Bersama Anda Layanan Kami Prima.

That's means 'be with you our services is prime'.

b) Vision

Embodying Population Administration and Civil Registration service
prime, fair, measurable, transparent, cultured, and clean.

c) Mission

(1) Increase the management of Population Administration and Civil
Registration service;

(2) Implement prime Population Administration and Civil Registration
service accordance with Standard of Service, Minimum Standard of
Service, Standard of Operational and Procedure of Population
Administration and Civil Registration Service;



(3) Increase the professionalism, efficiency and effectiveness of organization to optimize the performance quality of Population Administration and Civil Registration Service; and

(4) Giving the Notice of Population and Civil Registration Service.

3) Organizational Structure

The organizational structure of Population and Civil Registration

Agency of Malang City based on Mayor Regulation of Malang City Number

32 of 2016 on Position, Organizational Structure, Duties and Functions and

Work of Population and Civil Registration Agency of Malang City as follows:

a) Head of Agency

b) Agency Secretary, consists of:

(1) Planning and Finance Section; and

(2) General and Personnel Section;

c) Population Registration Service Division, consists of:

(1) Population Identity Section;

(2) Population Move-Arrival Section; and

(3) Data Collection Population Section.

d) Civil Registration Service Division, consists of:

(1) Immortality Section;

(2) Marriage and Divorce Section; and

(3) Change of Child Status, Naturalization, and Mortality;

e) Management of Population Administration Information and Data Utilization Division, consists of:





- (1) Population Administration Information System;
- (2) Management and Presentation of Population Data Section; dan
- (3) Cooperation and Service Innovation Section.
- f) Technical Implementation Unit; dan
- g) Group of Functional Position.



Figure 4.2 Organizational Structure of Population and Civil Registration Agency of Malang City 2017

Source: Population and Civil Registration Agency of Malang City (2017)

4) Types of Service

Types of service owned by Population and Civil Registration Agency

of Malang City based on Decree of the Head of Population and Civil

Registration Service of Malang City Number: 188.45 / 735.73.308/ 2017

concerning Determination of Service Standards on Types of Population and

Civil Registration Administration Services Conducted by the Population and

Civil Registration Service of Malang City as follows:

a) Population Registration Service, consists of:

- (1) Publishing and signing the Document of Population Biodata;
- (2) Publishing Family Card;
- (3) Publishing Identification Cards;
- (4) Reporting population displacement registration and population arrival;
- (5) Foreigner Move-Arrival Registration;
- (6) Registration of Move Out Indonesian Citizens to City/Regency/Province Indonesian Citizens;
- (7) Registration of Indonesian Citizens Move Out to Abroad;
- (8) Population Susceptible Registration (Displaced Persons);
- (9) Registration of Move Out to Abroad for Foreigner;
- (10) Registration of Foreigner Come from Abroad through Limited Stay Permit and Permanent Stay Permit;
- (11) Registration of Foreigner Population who has Limited Stay Permit changed to Permanent Stay Permit;



(12) Certificate of Indonesian Citizenship Release, Registration of Important Events and Registration of the Change of Citizenship Status from Foreigner to be Indonesian Citizen.

b) Civil Registration Service, consists of:

- (1) Immortality Registration;
- (2) Mortality Registration;
- (3) Marriage Registration;
- (4) Divorce Registration;
- (5) Recognition of Child Registration;
- (6) Endorsement of Child Registration;
- (7) Child Adoption Registration.

c. General Description of Population Registration Service Division in the Population and Civil Registration Agency of Malang City

The Population Registration Service Division has task to help the Head of Agency of Population and Civil Registration Agency of Malang City carry out program management and activities in the field of Population Registration

Service. Population Registration is recording activity for population biodata, recording of Population Event, data collection of susceptible population to Population Administration, and publishing Population Document such as Identification Card and Certificate. The function of Population Registration Service Division based on Mayor Regulation of Malang City Number 32 of



2016 on Position, Organizational Structure, Duties and Functions and Work of

Population and Civil Registration Agency of Malang City, namely:

1) Technical policy formulation in the field of Population Registration

Service;

2) Collection and management od population data;

3) Data collection, recording and settler population registration of foreign

offspring for granting citizenship status of Republic Indonesia ;

4) Data collection and identification of Foreigner;

5) Data collection and identification of population who susceptible to

Population Administration;

6) Data collection and control the administration of migration abroad;

7) Facilitate technical guidance, supervision, and consultation for the implementation of Population Registration;

8) Preparation of coordination materials for implementation of Population Registration;

9) Registration of Foreigner Population;

10) Processing the issuance of Family Card and Electronic Identification Card;

11) Preparation of monitoring and evaluation materials for Population

Registration service;

12) Preparation of fostering and developing materials for human resources

manager of Population Registration; a

13) Preparation of controlling materials for Population Registration service;

and



14) Processing and preparing population mobility data.

The Population Registration Service Division consists of 3 (three) section, i.e:

1) Population Identity Section

Population Identity Section in charge to preparing population identity materials for Population Registration service.

2) Population Move-Arrival Section

Population Move-Arrival Section in charge to preparing population move-arrival materials for Population Registration service.

3) Data Collection Population Section

Data Collection Population Section in charge to preparing identification and population data collection materials.

d. General Description of Temporary Residential Card Service in Population and Civil Registration Agency of Malang City

Temporary Residential Card service is one of service of Population Registration Service Division in Population and Civil Registration Agency of

Malang City. This service is one of task focus the Population Move-Arrival Section that has been regulated clearly on Article 12 Mayor Regulation of

Malang City Number 32 of 2016 on Position, Organizational Structure, Duties and Functions and Work of Population and Civil Registration Agency of

Malang City. According to Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, Dra.Trini Pujiastuti



said the same thing to the author in the interview held on January 31, 2018 that

Temporary Residential Card Service is one of service in the Population and

Civil Registration Agency of Malang City, especially in the Population

Registration Service Division. Service counter for Temporary Residential Card

service at Counter 20 (twenty).

"tapi khusus untuk SKTT itu disini. Layanan yang berhubungan dengan Orang Asing seperti KTP KK untuk WNA itu disini. Di Loket 20 itu."
 (Trini Pujiastuti, Head of Population Registration Service Division,
 Population and Civil Registration Agency of Malang City, January 31,
 2018)

Based on the author's direct observations on Thursday, January 31th, 2018, in
 the Population Registration Service Room around 12.53-13.33, it appears that
 it is true that the Population registration service activities occur in the room.

There are a number of documents asking for the issuance of Family Cards,
 Identification Cards and Temporary Residential Card on Mrs. Trini Pujiastuti's
 desk. In addition, there is a clear sign in front of Service Counter Number 20,
 which is Move-Arrival Service. This shows that the Temporary Residential

Card is part of the Population Move-Arrival service. Based on that fact, it can
 be seen that the Population and Civil Registration Agency of Malang City is

the main actor conducting the Temporary Residential Card service in Malang
 City.

Based on Local Government Regulation of Malang City Number 9 of
 2015 concerning Management of Population Administration and Civil
 Registration Service, Temporary Residential Card service is service activities

to issue the Temporary Residential Card. It is a population document issued by Population and Civil Registration Agency of Malang City for Foreigners who have a Limited Stay Permit and plan to stay in Malang City. This is also in accordance with statement of Mrs. Trini Pujiastuti the Head of Population Registration Service Division that Temporary Residential Card is the evidence for identity of Foreigner as a Limited Stay Permit holder who are stay in Malang City.

"maksdunya ya... surat keterangan tinggal sementara untuk Orang Asing yang memiliki Kartu Izin Tinggal Terbatas atau sementara...." (Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)

The Foreigners who have Limited Stay Permit and plan to stay in a region in Indonesia such as Malang City, they are required to report to the Population and Civil Service Agency of Malang City at latest 14 (fourteen) working days after the issuance of Limited Stay Permit to get Temporary Residential Card. It has been regulated on Local Regulation of Malang City Number 9 of 2015 concerning Management of Population Administration and Civil Registration Service. However, the fact are different. Application for issuance of Temporary Residential Card can be made more than 14 (fourteen) working days after a Limited Stay Permit is issued. That application is still accepted without sanctions or administrative fines. This is based on an agreement between the Local Government and the Malang City Local House of Representative Council. They has been committed to provide Free Fee for

Population Registration service to the Malang City's community. It is based on the results of interview between the author and Mrs. Trini Pujiastuti the Head of Population Registration Service Division at January 31, 2018 as follows:

“Masih tetap diterima, karena apa keterlambatan pelaporan kan kaitannya dengan sanksi dan denda. Di Peraturan Walikota itu sudah kita tuangkan, tapi kita batal. Karena DPRD tidak setuju. Tidak diperbolehkan karena ada hubungannya dengan semua pelayanan dokumen kependudukan. Pelayanan Dokumen Kependudukan itu Gratis. Tidak dipungut biaya apapun. Sehingga kalau kita kenakan sanksi dan denda akan membawa polemik di masyarakat.” (Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)

Mr. Agus Siswanto, Staff of Temporary Residential Card Population Registration Service Division give the same statement as Mrs. Trini Pujiastuti that application for issuance of Temporary Residential Card more than 14 (fourteen) working days after a Limited Stay Permit is issued still accepted without sanctions or administrative fines. According to the statement of Mr. Agus Siswanto submitted to the Author on February 2, 2018 that it is a form of kindness from the Local Government to facilitate the community. Local Government of Malang City has submitted an affirmation of sanctions and fines to the Local House of Representative Council of Malang City, but it was rejected.

“Endak, dulu pernah diajukan, tapi ditolak. Jadi, nggak diperbolehkan. Dulu pengurusan KK dan KTP kan kalau melebihi masa berlakunya akan didenda. Sekarang enggak. Masih ada kebaikan lah.” (Agus Siswanto, Staff of Temporary Residential Card, Population and Civil Registration Agency of Malang City, February 2, 2018)



Temporary Residential Card validity period is adjusted to the Limited Stay Permit validity period (Local Regulation of Malang City Number 9 of 2015 on Management of Population Administration and Civil Registration Service). Example, An Applicant (Foreigner who has Limited Stay Permit and want to stay in Indonesia region) has a Limited Stay Permit until February 2, 2018. So, the Temporary Residential Card validity period of an Applicant is February 2, 2018. It is without considering the time of submitting Temporary Residential Card Application.

“ngambil masa berlakunya itu sesuai masa berlakunya yang ditulis disini (KITAS) 2 Feb 2018. Jadi ndak masalah daftarnya, jadi dilihat masa berlakunya sampe kapan. Nah... Jatuh temponya sama dengan ini.” (Agus Siswanto, Staff of Temporary Residential Card, Population and Civil Registration Agency of Malang City, February 2, 2018)

Data contained in Temporary Residential Card, i.e: 1) Photo of Temporary Residential Card's Holder; 2) Number of Population Identity; 3) Name; 4) Place and Date of Birth; 5) Sex; 6) Occupation; 7) Nationality; 8) Address; 9) Limited Stay Permit Number; 10) Expired Date; dan 11) Signature of Temporary Residential Card Holder's Holder).





Figure 4.3 Sample of Temporary Residential Card

Source: Author's Documentation, 31 January 2018

Based on recapitulation data of Temporary Residential Card of 2017

obtained by the Author, the Population and Civil Registration Agency of

Malang City has issued 257 cards, in detail:

Table 4.2 Recapitulation Data of Temporary Residential Card of 2017**No. Month Number**

1	January	32
2	February	54
3	March	34
4	April	48
5	Mei	14
6	June	9
7	July	53
8	August	-
9	September	13
10	October	19
11	November	-
12	December	-

Source: Author's Documentation, 31 January 2018

Based on the explanation of Mr. Agus Siswanto, most of the Foreigners in Malang City were from Timor Leste, Malaysia, Philippine, Thailand, Korea, China, several Middle Eastern countries, and France. Mr. Agus Siswanto also explained that detailed data about Foreigners could not be given to the Author because it was confidential.

“ngga boleh mbak. Itu rahasia, ngapunten. Kebanyak itu Timor Leste, Malaysia, Filipin sama Thailand, Korea juga ada, dari Cina. Kalau yang kampus Tlogomas itu kebanyakannya dari yang arab-arab itu. Prancis juga ada... ”. (Agus Siswanto, Staff of Temporary Residential Card, Population and Civil Registration Agency of Malang City, February 2, 2018)

The following is data on the general number of foreigners in the Malang City in 2016-2018:

Table 4.3 Data on the Growth of Foreigners in Malang City in 2016-2018

No.	Sub-district	Number of Foreigners			
		2016	2017	2018	Average
1	Blimbing	115	106	124	115
2	Klojen	124	123	136	128
3	Kedungkandang	14	11	16	14
4	Sukun	459	358	390	402
5	Lowokwaru	396	362	420	393
Total		1.108	960	1.086	1.051

Source: Population Growth Report, Population and Civil Registration Agency of Malang City on December 31, 2016- April 30, 2018

Data on the growth of foreigners in general means that foreigners who register

for residence through a Permanent Stay Permit or Limited Stay Permit.

Foreigners who have a Permanent Stay Permit will obtain a residence document in the form of a Family Card and an Electronic Identity Card.

Whereas Foreigners who have a Limited Residence Permit will obtain a

residence document in the form of a Temporary Residential Card. As stated by

Ms. Trini Pujiastuti, Head of Population Registration Services on January 31,

2018:

“KITAS kan hanya berlakunya satu tahun. Ya? Beda dengan KITAP, KITAP itu Kartu Ijin Tinggal Tetap, itu masa berlakunya Orang Asing lima tahun. Dia bisa memiliki KK KTP ada masa berlaku. Tapi kalau KITAS, tidak, karena masa berlaku hanya satu tahun. Kalau punya KITAS aja, dapetnya SKTT itu” (Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)

Data on the number of foreigners owned by the Population and Civil

Registration Agency of Malang City are obtained through the reporting process

or population registration. So far, the Population and Civil Registration Agency

of Malang City does not know for sure the number of Foreigners who have

Temporary Stay Permits and have not yet reported to them. According to Ms.

Trini Pujiastuti, Head of the Population Registration Service Division, it was

because there was no coordination between the Population and Civil

Registration Agency of Malang City and Immigration Office Class I of Malang

to cross-check data. Cross-checking of data cannot be done because there is no

agreement between ministries.

“Beda Kementerian kan kita, Kantor Imigrasi kan Kementerian Hukum dan Ham kalau kita Kementerian Dalam Negeri ya harus ada kerjasama dulu. Tapi kalau database kita itu insyaallah semua dipakek oleh lembaga layanan publik baik swasta maupun negeri. Data yang ada di saya ya berdasarkan data yang masuk aja. Ngga bisa data itu dibandingkan. Ya dari TEMPORA tadi, kita bisa tahu siapa yang belum melapor.” (Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)

Temporary Residential Card must be brought by the holder while

traveling (Local Regulation of Malang City Number 9 of 2015 on Management

of Population Administration and Civil Registration Service). Temporary

Residential Card has almost the same function as the Identification Card that is

provided legal information about personal data and information on residence,

but Temporary Residential Card has a shorter validity period and cannot be

used as primary identity evidence. That was conveyed by Mrs. Trini Pujiastuti,



Head of Population Registration Services Division to the Author on January 31, 2018, as follows:

"fungsinya ya untuk identitas bagi Orang Asing yang memiliki Izin Tinggal Terbatas (ITAS). Maksudnya ya, memberikan informasi terkait keterangan tempat tinggal Orang Asing yang resmi selama tinggal di Kota Malang. Hampir sama seperti KTP. Bentuknya juga mirip. ... Tapi, ya ngga bisa buat beli passport. Cuma ngasih keterangan aja."

(Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)

Temporary Residential Card's Holders is required to report if they will

return to their home country and not live in the Indonesia region to the

Population and Civil Registration Agency of Malang City (Local Regulation of Malang City Number 9 of 2015 on Management of Population Administration and Civil Registration Service). However, the opposite fact

happened in Malang City that only a few Temporary Residential Card's Holders

reported. According to the statement of Mr. Agus Siswanto, Staff of Temporary

Residential Card Population Registration Services Division to the Author in an

interview conducted on 2 February 2018 that Foreigners rarely report their return to the Agency. Reporting is done by returning the Temporary Residential

Card to the Office.

"selama ini hampir tidak ada ya mbak. Ya ada sih... pernah dulu waktu

saya didepan pertama kali, ada yang mengembalikan. Abis itu ya udah.

Kebanyakan sih ngga ada yang lapor. Cuma kan data yang melakukan

pelaporan setiap bulannya kan sudah direkap. Lengkap. Datanya

disetor ke Pak Riski di Bidang PIAK di lantai atas. ... ya dikembalikan

kartunya aja ke kami, udah." (Agus Siswanto, Staff of Temporary

Residential Card, Population and Civil Registration Agency of Malang

City, February 2, 2018)

Based on the information from Mrs. Trini Pujiastuti, Head of Population

Registration Service Division in an interview with the Author on January 31,

2018, that the majority of Temporary Residential Card's Holders did not

report their return. In addition, Temporary Residential Card's Holders can

extend the validity period by showing the latest Limited Stay Permit so that the

data of Temporary Residential Card's Holders can be updated.

"Tidak, tadi kebanyakan ngga melapor. Jadi sudah, pokoknya kalau pulang kan berarti ITAS sudah habis. Sudah ngga boleh tinggal disini. SKTT kan ada mas berlaku. Kalau mau tinggal disini lagi, silahkan. Itu terupdate didata saya. ... Ada sih yang melaporkan tapi tidak banyak. Maksudnya ngembalikan ini (SKTT)." (Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)

In line with the information from the Population and Civil Registration Agency

of Malang City, according to Mr. Irwan Rahadi the Advisor of International

Office of University of Brawijaya as one of the Guarantor of Foreigners in

Malang City to the Author on 8 February 2018 that Temporary Residential

Card's Holders have already carried out reporting, but that is not consistent yet

because some of them did not report their return to the International Office of

University of Brawijaya.

"Sampai saat ini, kami sudah pernah mengembalikan, tapi ya masih

belum bisa konsisten karena kami ngga tau kalau mereka sudah selesai."

Kami bisa tau hanya dari sisi akademiknya. Kami bisa cek di SIAM. ...

sejauh ini kami belum punya sistem reminder untuk mengingatkan izin

tinggal mereka." (Irwan Rahadi, Advisor Staff of International Office

of University of Brawijaya, February 8, 2018)

In detail, this is the legal basis Temporary Residential Card service in

Malang City which is regulated in Article 22 Local Government Regulation of Malang City Number 9 of 2015 on Management of Population Administration

and Civil Registration Service:

- (1) Orang Asing yang memiliki Izin Tinggal Terbatas yang datang dari luar negeri dan Orang Asing yang memiliki Izin lainnya yang telah berubah status sebagai pemegang Izin Tinggal Terbatas yang berencana tinggal di daerah wajib melaporkan kepada Instansi Pelaksana paling lambat 14 (empat belas) hari sejak diterbitkannya Izin Tinggal Terbatas.*
- (2) Berdasarkan laporan sebagaimana dimaksud pada ayat (1), Instansi Pelaksana mendaftar dan menerbitkan Surat Keterangan Tempat Tinggal.*
- (3) Masa berlaku Surat Keterangan Tempat Tinggal sebagaimana dimaksud pada ayat (2), disesuaikan dengan masa berlaku Izin Tinggal Terbatas.*
- (4) Surat Keterangan Tempat Tinggal sebagaimana dimaksud pada ayat (2), wajib dibawa pada saat bepergian.*
- (5) Orang asing yang memiliki Izin Tinggal Terbatas ingin pindah ke luar negeri harus melapor kepada Instansi Pelaksana.*

Requirements needed by foreigners to obtain a Temporary Residential

Card based on Decree of the Head of Population and Civil Registration Service

of Malang City Number: 188.45 / 35.73.308/ 2017 concerning Determination

of Service Standards on Types of Population and Civil Registration

Administration Services Conducted by the Population and Civil Registration

Service of Malang City as follows:





Figure 4.4 Brochure for requirements process of Population Document

Source: Author documentation data at January 31, 2018

1) Foreigners sponsored by a company:

- a) Filling form F.1-62
- b) 2 pieces of colored passport photo size 4x6. Photo background color, i.e: Blue for even birth year and Red for odd birth year

c) Photocopy of current Limited Stay Permit

d) Photocopy of current Passport

e) Covering Letter as an Introduction from Neighborhood Association, Citizens Association, and Headman

f) Sponsor Letter from the Company

- 2) Foreigners sponsored by Husband/Wife:
- (a) Filling form F.1-62
 - (b) 2 pieces of colored passport photo size 4x6. Photo background color, i.e: Blue for even birth year and Red for odd birth year
 - (c) Photocopy of current Limited Stay Permit
 - (d) Photocopy of current Passport
 - (e) Covering Letter from Neighborhood Association, Citizens Association, and Urban Village
 - (f) Covering Letter from Husband/Wife (Original) accompanied by stamp Rp. 6.000,-
 - (g) Photocopy of original Foreign Marriage Certificate and the translation
 - (h) Photocopy of Marriage Certificate for those who are married in Indonesia
 - (i) Photocopy of Husband/Wife Electronic Identification Card
 - (j) Photocopy of Husband/Wife Family Card

Process of issuing Temporary Residential Card in Malang City is

mostly assisted by Guarantor (Sponsor), because most Foreigners holded

Limited Stay Permit in Malang City are College Students. This fact was

conveyed directly by Mr. Agus Siswanto Staff of Temporary Residential Card,

Population and Civil Registration Agency of Malang City to the Author on

February 2, 2018 that most applications for issuanace of Temporary Residential

Card in Malang City were carried out by Guarantor (Sponsor) that is the



representatives from Colleges or Husband/Wife who has Indonesian citizenship. Language is one of factor that influence the implementation of this service because of miscommunication between the Applicant and the Officer caused problems. The problem that often appear is incomplete requirements or incorrect writing of the applicant's data. Even though, there are some foreigners who apply by themselves, but that is very rare. Involvement of Indonesian citizens to the application for issuance of Temporary Residential Card is facilitates the process.

“Yang nguruskan itu biasanya Pengurus Kampus atau Yayasan itu mbak yang kesini. Mereka kan lebih teliti dan sudah terbiasa ngurusi. Tapi kalau yang kesini sendiri sering banyak yang salah, sering banget. Kalau ngga gitu istrinya, kayak kemaren itu Istrinya orang Tasikmadu. Istrinya yang maju kesini. Mereka kan kalau ngurus sendiri, numun sewu, kita kan terkendala bahasa, sedangkan kita masih minim. Belum lagi itu, kalau mereka ngga semuanya bisa Bahasa Inggris. Apalagi kalau darimana... Dubai atau mana itu yang pakek kayak Bahasa Arab. Nah, kalau yang kesini perwakilannya atau koordinatornya itu kita bisa lebih cepat, saling ngeriti. Lebih mudah lah mbak.” (Agus Siswanto, Staff of Temporary Residential Card, Population and Civil Registration Agency of Malang City, February 2, 2018)

Most of Guarantors (Sponsor) in Malang City are Colleges, because

numerous foreigners in Malang City are College Students. The Guarantors (Sponsor) such as International Office of University of Brawijaya; Office of International Affairs of State University of Malang; Student and Alumni Affairs of Foreign Student of State Islamic University of Maulana Malik Ibrahim Malang; and International Relations Office of University of

Muhammadiyah Malang. It was conveyed by Mr. Agus Siswanto, Staff of

Temporary Residential Card to the Author on February 2, 2018.

"Mereka kan rata-rata mahasiswa mbak. Anak UIN, Brawijaya, UMM gitu. Ya tinggalnya rata-rata di kelurahan-kelurahan dekat kampus. Kayak Penanggungan, Sumbersari, Tunggulwulung. Kayak ini tadi yang ngurus kan anak UMM. Surat Pengantaranya dari Tlogomas."

(Agus Siswanto, Staff of Temporary Residential Card, Population and Civil Registration Agency of Malang City, February 2, 2018)

The statement above also supported by Mrs. Vina Pranindya,

Communication Subsection Immigration Office Class I of Malang City to the

Author on February 25, 2018 that most of Foreigners in Malang City are

College Students so that the Guarantors (Sponsor) in Malang City are Colleges.

"Paling banyak kampus-kampus. Karena kebanyakan disini mahasiswa. Paling banyak mahasiswa." (Vina Pranindya, SH, Communication Subsection, Immigration Office Class I of Malang City, February 25, 2018)

The Guarantor (Sponsor) assists the process of issuing Temporary

Residential Card by helping them to complete all requirements and submitted

it to Population and Civil Registration Agency of Malang City. Guarantor

(Sponsor) is a person or corporation that is responsible for the existence and

activities of foreigners while they are in the territory of Indonesia, while

Corporation is a group of people and/or wealth that is well organized, both legal

or not legal entities (Law Number 6 of 2011 on Immigration).

Guarantor (Sponsor) assists Foreigners in managing all lisencing and

documents that need to be owned by Foreigners, including Temporary

Residential Card. Guarantors (Sponsor) helps the entire application process for issuance of Temporary Residential Card, but some of them only assist the process of fulfilling the requirements. It depends on the service policy of each Guarantor (Sponsor) such as University of Brawijaya provides services to take care of all licensing requirements and residency documents that should be owned by their student to live in Malang City. State University of Malang offers services to help fulfill the needs of population documents for their students. While the Maulana Malik Ibrahim State Islamic University of Malang and the University of Muhammadiyah Malang only helped complete the requirements for the issuance of population documents.

International Office of University of Brawijaya as a Guarantor (Sponsor) provides full service in making population documents for Foreign Students. International Office of University of Brawijaya has all data needed to licensing requirements. International Office of University of Brawijaya guarantees and serves all licensing needs by foreign students starting from Neighborhood Association level, Citizens Association level, and Urban Village level, until Population and Civil Registration Agency of Malang City. It was delivered by Mr. Irwan Rahadi, the Advisor, International Office of University of Brawijaya to the Author in an interview held on 8 February 2018.

"jadi ketika dia (mahasiswa asing) baru datang kan filing. Data dirinya semuanya disini, termasuk copy passport semuanya. Selanjutnya, kita memproses. Kan ada step-step nya. Pertama, surat ijin belajar dulu, terus baru kita proses KITAS. nah sebelum KITAS ini kita FIX kan dulu alamatnya. ... Nah, setelah komplit, Kita yang mengumpulkan persyaratan, ngisi formulir, kita semua yang ngisi. Ketika sudah lengkap, jalanlah kita ke RT RW ke Kelurahan gitu. Sampai



menguruskan di Dispendukcapil juga.” (Irwan Rahadi, Advisor Staff of International Office of University of Brawijaya, February 8, 2018)

Mr. Arwan Santosa, Staff of International Relations, Office of

International Affairs of State University of Malang on February 9, 2018

conveyed the same to the Author that the Office of International Affairs of State

University of Malang as one of the Guarantor (Sponsor) for Foreign Students

in the Malang City also facilitated the management of Temporary Residential

Card for Foreign Students, especially for Foreign Scholarship Students. In

addition, the Office of International Affairs of State University of Malang also

offers this service for Foreign Students by Regular Line. However, if the

Regular Foreign Student wants to do it independently, the Office of

International Affairs of State University of Malang will help by provide the

directions to how to do it.

“Ndak, jadi gini. Kan mahasiswa itu ada 2 jalur untuk masuk ke UM.

Yang pertama program kerjasama, kerjasama seperti pemerintah yang memberi beasiswa mahasiswa asing. Itu pasti kita uruskan. Tapi, mahasiswa reguler yang masuknya tidak melalui kerjasama jadi melalui seleksi reguler itu. Itu kita menawarkan kepada mereka, kalau mau diurus sendiri kita beri semua persyaratannya ini-ini-ini kemudian kita arahkan tempatnya disana. Tapi, kalau mau dibantu kita juga bersedia membantu. Karena ada mahasiswa yang tidak mau ngurus kesana mungkin karena kesibukan dan sebaginya atau faktor bahasa ya jadi dia minta tolong kesini. Kalau minta tolong kesini, kita juga tidak membebani mereka. Biaya yang kita keluarkan mereka harus ganti.” (Arwan Santosa, Staff of International Relations, Office of International Affairs of State University of Malang, February 9, 2018)

Not all universities provide services for the application of issuance of

Temporary Residential Card, such as the Malang International Student Affairs



of State Islamic University of Maulana Malik Ibrahim. According to Mr.

Muhammad Nizar Asrofin, the Staff of Student and Alumni Affairs of Foreign

Student State Islamic University of Maulana Malik Ibrahim Malang to the

Author on February 19, 2018, State Islamic University of Maulana Malik

Ibrahim Malang is not provided services for the application of issuance of

Temporary Residential Card anymore because this service is very complicated.

The complexity point of application process for issuance of Temporary

Residential Card is lies on the making process of Cover Letter from

Neighborhood Association and Citizens Association that is constrained by

mentoring process.

“sesungguhnya SKTT itu dulu yang ngurus kami. ... kalau persyaratan kan kita ngga mungkin ke RT RW dan lain sebagainya. Artinya mereka harus kesana sendiri. Sebelumnya saya yang ngurus. Soalnya ribet. Kadang RT nya ngga mau kasih. RW nya ngga mau kasih. ... Kasihan anaknya (mahasiswa asing) kadang kepontang panting memenuhi persyaratan dari RT RW itu. Orang luar negeri itu ngga bisa kayak gitu.” (Muhammad Nizar Asrofin, Staff of Student and Alumni Affairs of Foreign Student, State Islamic University of Maulana Malik Ibrahim Malang, February 19, 2018)

Even International Relation Office of University of Muhammadiyah

Malang do not help the application process for issuance of Temporary

Residential Card at all. The International Relation Office of University of

Muhammadiyah Malang only groups foreign students based on their country

of origin. They choose a coordinator for each group who will later become the

representatives of each group to fulfill the application process for issuance of

Temporary Residential Card. International Relation Office of University of

Muhammadiyah Malang They only give direction and supporting requirements

to the coordinators to fulfill the process, such as Sponsor Letter. It was

delivered by Mr. Dimas A. Prasetyo, Staff of International Relations Office of

University of Muhammadiyah Malang in an interview to the Author on

February 7, 2018.

"Disini tidak. Jadi, saya kelompokkan mereka berdasarkan Negara Asalnya. Cowok-cowok. Cewek-cewek. Nanti saya pilih ketua kelompoknya untuk membantu teman-temannya membuat SKTT itu. Nanti mereka jalan sendiri. Dari kami Cuma arahan aja kemana-kemananya. Syarat yang bisa kami buatkan, ya kami buatkan disini. ... memang tidak pernah dibantu. Memang kebijakan dari universitas."
 (Dimas A. Prasetyo, Staff of International Relations Office, University of Muhammadiyah Malang, February 7, 2018)

All of that can be concluded that Foreigners in Malang City are not the only service recipients, because the application process for issuance of Temporary Residential Card have done through a Guarantor (Sponsor), then the Guarantor (Sponsor) is also classified as the service recipient of Temporary Residential Card. The guarantor as the first party who knows the information related to the issuance of Temporary Residential Card which will be socialized to foreigners in different ways. All of that depends on the policies of each institution, such as: International Office of University of Brawijaya which annually conducts socialization for New Foreign Students about licensing issues. The socialization brought in relevant parties to provide counseling, such as representatives from Immigration Office Class I of Malang City, Population and Civil Registration Agency of Malang City, and Culture and Tourism Agency of Malang City.



“Oh kita emang punya program disini sosialisasi untuk mahasiswa asing setiap tahun. Jadi setiap Maba. Nah, kita ada yang namanya Sosialisasi Perijinan. Jadi kita mendatangkan narasumber dari Imigrasi Dispendum terus dari Dinas Pariwisata, macem-macem. Yang berhubungan dengan perijinan. Setiap satu tahun sekali untuk mahasiswa baru.” (Irwan Rahadi, Advisor Staff of International Office of University of Brawijaya, February 8, 2018)

While, International Student Affairs of State Islamic University of Maulana Malik Ibrahim Malang provide all information related to students directly.

“... Biasanya kalau kita itu ada namanya Prosedur Penerimaan Mahasiswa Baru (PMB) yang asing itu. Itu kita sudah jelaskan. Kan kirim dulu paspor ijazah kirim dulu lewat email. Setelah kita baca. Oh, iya masuk. Berarti di persyaratan. Setelah dari persyaratan kan mereka hubungi kasih kontak number hubungi. Lalu disitu kita jelaskan mulai dari KITAS nya bayar SPP nya berapa. ... Kontak nomor yang tersedia. Nah setelah mereka menghubungi nanti kami kasih penjelasan. ... Kita menjelaskannya lewat lisan.” (Muhammad Nizar Asrofin, Staf Bagian Kemahasiswaan dan Alumni Urusan Mahasiswa Luar Negeri UIN Mulana Malik Ibrahim Malang, 19 Februari 2018)

2. Data Display

Temporary Residential Card Service in the Population and Civil

Registration Agency of Malang City is one form of government policy implementation. The successful implementation of this service will be one of

the efforts to achieve the goals of the Population Administration policy in Indonesia. Specifically, it aims to provide protection, recognition and determination of the personal status and legal status of each Population Events and Important Events experienced by Foreigners living within Indonesia (Law

Number 24 of 2013 concerning Amendment to Law Number 23 of 2006 concerning Population Administration).



Referring to Wibowo's view (2008) in his dissertation entitled *Studi Implementasi Kebijakan Penanganan Gelandangan di Kota Jakarta Timur* that the Policy Implementation Model of George C. Edward III can be used as a starting point for analyzing the success of a policy implementation. So, the discussion on the successful implementation of Population Administration Policy for Foreigners in the Population and Civil Registration Agency of Malang City will be analyzed based on 4 (four) elements, namely: communication, resources, disposition, and bureaucratic structure.

a. Communication

The Population and Civil Registration Agency of Malang City is the implementing actor in the Temporary Residential Card service. In particular, this service is carried out by the Population Registration Service Division of Population and Civil Registration Agency of Malang City. Head of Population Registration Service Division for the Population and Civil Registration Service of Malang City, Ms. Trini Pujiastuti explained to the author on January 31, 2018 that the Temporary Residential Card service is one of the services in the Population and Civil Registration Agency of Malang City, especially in the Population Registration Service Division. That service is located in Counters 20 (twenty).

"*tapi khusus untuk SKTT itu disini. Layanan yang berhubungan dengan Orang Asing seperti KTP KK untuk WNA itu disini. Di Loket 20 itu.*" (Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)



The main actor in the Population Administration policy in Indonesia is the Ministry of Home Affairs of the Republic of Indonesia, specifically the Directorate General of Population and Civil Registration. The Population and Civil Registration of Malang City works under their auspices. It was stated by the Head of Population Registration Service Division of the Population and Civil Registration Service of Malang City, Ms. Trini Pujiastuti to the Author on January 31, 2018, that:

“... beda Kementerian kan kita, Kantor Imigrasi kan Kementerian Hukum dan HAM kalau kita Kementerian Dalam Negeri, khususnya Ditjendukcapil ya harus ada kerjasama dulu, kita mau ngapa-ngapain tunggu perintah dulu dari pusat dulu, ngga bisa seenaknya, karena apa beda kementerian. ... Ini saya mau ke Batam tanggal 6, 3 hari dinasa untuk rakornas...” (Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)

Other parties involved in the Temporary Residential Card service,

consist of Neighborhood Association, Citizens Association, and Urban Village as assistance functions to produce a Certificate. Covering Letter of Neighborhood Association, Citizens Association, and Urban Village has a function as an introduction as well as complementary requirements for issuance

of Temporary Residential Card. The information contained in the Covering Letter of Neighborhood Association, Citizens Association, and Urban Village is data on the domicile of Foreigners in Malang City. Sample of Covering Letter of Neighborhood Association, Citizens Association, and Urban Village

Forms are attached in Attachment page 179 and page 180. Related to this, the Head of Population Registration Service Division of the Population and Civil



Registration Service of Malang City, Mrs. Trini Pujiastuti to the Author on January 31, 2018 explained that the other parties involved in the implementation of this service were the Neighborhood Association, Citizens Association, and Urban Village as the Statement Latter makers.

"Enggak. Nggak ada. Kita ngga ada prosedur pelayanan di Kelurahan. SKTT ya bikinnya hanya di sini. Kelurahan cuma bikinkan Surat Pengantar. Yang di persyaratan itu tadi lo mbak... Pengantar RT, RW terakhir Kelurahan." (Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)

The same thing has conveyed by Mr. Agus Siswanto, Temporary Residential Card service is only can be carried out at the Population and Civil Registration Agency of Malang City. The Urban Village is limited to making a Covering Letter whose format has been determined by the Population and Civil Registration Agency of Malang City.

"Iya, benar. SKTT cuma bisa dibikin disini. Nanti di Kelurahan cuma tinggal buatkan Surat Pengantar aja mbak. Sudah ada itu form-nya. ... ada formatnya nanti mereka tinggal ganti aja. Ganti nama, nama kampus nya apa, nomor-nomornya gitu..." (Agus Siswanto, Staff of Temporary Residential Card, Population and Civil Registration Agency of Malang City, February 2, 2018)

The statement of Sri Sri Rahayu, General Administrative Staff of the Sumbersari Urban Village of Malang City to the Author on February 9, 2018 further clarifies the fact that the Neighborhood Association, Citizens Association, and Urban Village are other parties involved in the Temporary Residential Card service. The Urban Village only served as a Covering Letter

maker. The requirement to make a Covering Letter is to attach a Covering Letter from the Neighborhood Association and Citizens Association which has been completed with a Sponsor Letter by the Guarantor (Sponsor). A Sponsor

Letter is a letter issued by a university stating that a Foreigner works as a student and studies at their university.

"Oh.. Itu tadi prosesnya, harus mengetahui Pak RT dan Pak RW setempat. Kemudian Pak RT dan RW nya kalau perlu dikasih foto kopi berkas-berkasnya yang diminta itu tadi. asalkan dia Kuliah terus ada Surat Sponsornya dari kampus juga harus muncul itu. Pengantar dari RT RW nomor sekian-sekian terus Sponsornya ada, nanti kita proses, setelah itu selesai Register minta tanda tangan Pak Lurah. Kita kan cuma pengantar itu saja... Surat pengantar aja bukti kalau dia mahasiswa mana, gitu...." (Sri Rahayu, General Administrative Staff of the Sumbersari Urban Village of Malang City, on February 9, 2018)

It was also supported by the statement of the Secretary of Tlogomas Urban Village, Mr. Arwanto to the Author on February 22, 2018 that the requirements needed to obtain a Covering Letter from the Urban Village is the Applicant must submit the form of the Covering Letter from Neighborhood Association and Citizens Association which has been accompanied by a Letter of Sponsor, a copy of the Passport and others.

"di Dispendukcapil ada form-form yang jadi persyaratan, lalu dia akan memenuhiinya dari RT RW dengan pengantar RT RW. Dari pengantar RT RW dilengkapi dengan persyaratan yang dia miliki seperti Sponsor, terus Paspor, terus apa lagi ya... lupa saya nah itu dibawa ke Kelurahan. Keluarahan tinggal mengetik berdasarkan berkas-berkas itu tadi. Nanti setelah kita buatkan, orang nya yang membawa ke Dispenduk. Itu saja." (Arwanto, Secretary of Tlogomas Urban Village, February 22, 2018)



Recipients of Temporary Residential Card service are not only foreigners but also guarantors (sponsors). That was explained earlier in point

d. General description of Temporary Residential Card in Malang City that most

requests for the issuance of Temporary Residential Card in Malang City are made by the Guarantor (Sponsor). Guarantor (Sponsor) in Malang City is the first party to find out information related to the issuance of the service. The

most guarantors (sponsors) in Malang City are universities, such as:

International Office of University of Brawijaya, International Affairs Office of

State University of Malang, International Student Affairs of Mulana Malik

Ibrahim Islamic State University of Malang and International Relations Office

of Muhammadiyah University of Malang, because this is one form of service

for foreign students . The Guarantor (Sponsor) helps the process of issuing a

Temporary Residential Card by helping foreign students complete all

requirements and helping to apply for a Temporary Residential Card.

Message delivered in communication between policymakers

(Directorate General of Population and Civil Registration of the Ministry of

Home Affairs) to policy implementers (Population and Civil Registration

Agency of Malang City) in the service of Temporary Residential Card relating

to procedures for implementing policies. The procedure for implementing is

regulated in Local Government Regulation of Malang City Number 9 of 2015

concerning Management of Population Administration and Civil Registration

Services and Mayor Regulation of Malang City Number 089 of 2016

concerning Guidelines for Management of Population Administration and





Civil Registration Services which refers to the Law Number 24 Year 2013

concerning Amendment to Law Number 23 Year 2006 concerning Population

Administration and the Presidential Regulation Number 25 Year 2008

concerning Requirements and Procedures for the Implementation of Population

Registration and Civil Registration.

"Iya... Itu ada di Undang-Undang 23 Tahun 2006 yang kemudian diperbarui dengan Undang-Undang 24 Tahun 2013 tentang Penyelenggaraan Pelayanan Administrasi Kependudukan, nah itu. Semua ada disana. Kalau di aturan tata cara persyaratan itu di Perpres 25 Tahun 2008. Kalau di Perda Kota Malang, Perda Nomor 9 Tahun 2015, Perwal-nya Nomor 89 Tahun 2016. Semua lengkap, Ada. Itu untuk khusus lingkungan Kota Malang. Tapi, kalau untuk seluruh Indonesia, aturannya ada di Perpres 25 Tahun 2008. Jadi, kalau SKPD itu ngga repot. Kita cuma melaksanakan sesuai ketentuan aturan aja, yang sudah dengan jelas tertulis diaturan itu. Selebihnya ngga boleh kita moro-moro ambil tindakan. Nanti kan kalau ada apa-apa yang baru, pasti ada arahan dari pusat. Ada rapat kerja atau ada penyuluhan." (Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)

Form of communication between the Directorate General of Population

and Civil Registration of the Ministry of Home Affairs and the Population and

Civil Registration Agency of Malang City is done by directly or indirectly, such

as: the changes in the procedures for implementing policies submitted through

Circular Letter or Regulation of Ministry of Home Affair and uniformity of the

policy implementation carried out directly through the Coordination Meeting.

One example is the activities of the National Population and Civil Registration

Coordination Meeting on February 7-February 9, 2018 in Batam City for the

successful implementation of the Local Head Election in 2018 and the General

Election in 2019.

“Loh kan kita disini cuma melaksanakan perintah dari atas. Kita disini tinggal nunggu apa kata pusat. Jadi kalau ada perubahan, pusat pasti infoin ke kita. Dukcapil ngasih tau ke kita. ... ya macem-macem, kan ada RAKORNAS, ada PERMENDAGRI, ada Surat Edaran Menteri. Nanti ke Walikota baru ke kita. Jadi kita ndak serta merta membuat sendiri-sendiri, endak. ... Nanti tgl 7,8,9 saya RAKORNAS ke Batam buat ini, persiapan Pemilu serentak 2018.” (Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)

In addition, the form of communication forms between the Malang City

Population and Civil Registry Office and other parties involved to help smooth the implementation of Temporary Residential Card, such as Neighborhood Association, Citizens Association, and Urban Village, also carried out by directly and indirectly, such as: Population and Civil Registration Service of Malang City gives Circular Letter, established meetings, or socializing the policy to the 57 Urban Village in Malang City.

“Jadi nanti secara otomatis kalau ada aturan baru. Nanti ke Walikota baru ke kita. ... Jadi nanti secara otomatis kita yang nyampein ke lapangan. Tugas kita sosialisasi ke Kelurahan, ngasih surat yang ditanda tangani Kepala Dinas ke 57 kelurahan. Dilihat nanti kebutuhannya. Bisa aja kita kumpulkan RT RW.” (Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)

Urban Village as a party involved in helping the implementation of the

Temporary Residential Card service has also obtained clear information about its duties and functions by providing a Covering Letter to Foreigners living in their territory. In fact, the Population and Civil Registration Agency of Malang





City have provided the same Covering Letter format for all Urban Villages so

that the implementation of this service can be faster and easier.

“Sudah mbak... setiap kelurahan itu sudah dijelaskan cara membuat Surat Keterangan. Syarat-syaratnya apa agar mereka bisa ngeluarin itu. Kita sudah kasih File nya. File untuk suratnya itu, biar ngga salah-salah lagi ...”(Agus Siswanto, Staff of Temporary Residential Card, Population and Civil Registration Agency of Malang City, February 2, 2018)

The same thing was conveyed by Ms. Nur Maharani, General Administrative Staff of Dinoyo Urban Village Malang City that in order to issuing a Covering Letter from the Urban Village, the applicant (Foreigner/Guarantor) must attach a Covering Letter from Neighborhood Association and Citizens Association; Sponsor Letter, the copy of Limited Stay Permit; and the copy of Passport. The Urban Village also has a Temporary Residential Card format like the other.

“Iya benar, Surat Pengantar dari RT RW, terus ditambahi surat dari Sponsor itu yang dari universitas atau yang bertanggungjawab. Kemudian passport. Terus yang dari imigrasi itu, udah. Nanti kita buatkan suratnya. ... iya ada. Sudah ada formatnya. ...”(Nur Maharani, General Administrative Staff of Dinoyo Urban Village Malang City, February 19, 2018)

According to Mr. Arwanto, the Secretary of Tlogomas Urban Village to the Author on February 22, 2018, that all the provisions regarding the delivery of Temporary Residential Card service in the Urban Village is has been conveyed by the Population and Civil Registration Agency of Malang

City through a Circular Letter. The letter relates to the procedures and



requirements needed to implement the Temporary Residential Card service.

The Urban Village will produce a Covering Letter based on the documents that

have been brought by the Applicant, such as: Covering Letter from

Neighborhood Association and Citizens Association, Passport, Limited Stay

Permit, and Sponsor Letter.

“Jadi urutannya sebenarnya Pemohon itu ke Dispendukcapil, di Dispendukcapil ada Form-Form yang jadi persyaratan, lalu dia akan memenuhinya dari RT dengan Pengantar RT. Dari pengantar RT dilengkapi dengan persyaratan yang dia miliki seperti Sponsor, terus Paspor, terus ijin dari Imigrasi, nah itu dibawa ke Kelurahan. Kelurahan tinggal mengetik berdasarkan berkas-berkas itu tadi. Nanti setelah kita buatkan, orang nya yang membawa ke Dispenduk... Lewat Surat Edaran biasanya, kalau ada perubahan apa-apa terkait pelayanan.”(Arwanto, Secretary of Tlogomas Urban Village, Malang City, February 22, 2018)

Population and Civil Registration Agency of Malang City has also

socialized the contents of the policy on Temporary Residential Card to

residents of Malang City, especially Foreigners by making a meeting on

campuses in every year and through Foreigners Monitoring Team activities

organized by the Immigration Class I Office of Malang. In addition, the

Population and Civil Registration Agency of Malang City also conduct

socialization through brochures in every Urban Village.

“sosialisasi yang gimana dulu. Soalnya gini, sosialisasi terdiri dari banyak macam. Ada sosialisasi via media cetak, media internet, dan ada yang tatap muka langsung. Nah kalau untuk Orang Asing ini memang kebanyakan sosialisasi melalui tatap muka ke kampus-kampus, baik dalam TIMORA atau kita diundang jadi narasumber. Jadi kami diundang oleh pihak kampus untuk jadi pembicara atau kami diajak kerjasama oleh Kantor Imigrasi untuk sosialisasi tentang SKTT ini sekalian swiping. Kalau yang lain ya, seperti biasa kita taruh banner brosure di kelurahan.”(Sudarmanto, Head of Population

perubahan persyaratannya. Jadi kalau ada prosedur baru kebijakan

baru, kita tahu nay darisitu.” (Arwan Santosa, Staff of International

Relations, Office of International Affairs of State University of Malang,

February 9, 2018)

Vertical communication within the Population and Civil Registration

Agency of Malang City to carry out Temporary Residential Card services has

occurred between operators/staff, the Move-Arrival Section, Head of

Population Registration Service Division, and Head of Agency. Their

communication takes both ways and has ongoing. Communication regarding

service delivery procedures and policy content. Head of Population

Registration Services Division Mrs. Trini Pujiastuti on January 31st, 2018 had

explained that if there was a change in the policy content relating to the

Temporary Residential Card service from the Central Government (Directorate

General of Population and Civil Registration), it will be informed by the Mayor

to the Head of Agency. The Head of Agency will distribute that information

again to the Population Registration Service Division and operator/staff, as

follows:

“loh... langsung. Walikota langsung memberi kabar kalau ada kegiatan

kalau ada kebijakan baru dari Pusat. Nanti yang di kabari Kepala

Dinas-nya. Kepala Dinas nanti langsung ke saya. Nanti didistribusikan

kebawah. Ke Pak Agus langsung saya koordinasikan. Pak Agus yg

didepan itu di Loket 20, ... karena Kasi-nya (Kepala Seksi) belum ada”

(Trini Pujiastuti, Head of Population Registration Service Division,

Population and Civil Registration Agency of Malang City, January 31,

2018)



Conversely, if there are obstacles in the service process, the operator will instantly coordinate with the Move-Arrival Section and the Head of Population Registration Service Division so that the service is in accordance with service standards. According to Ms. Trini Pujiastuti, Head of Population Registration Services Division, for all activities in the Temporary Residential Card service has been summarized and regulated in the Standard Operational Procedure. Activities are carried out in stages and carefully monitored through verification of each stage. If there is a problem, the officer will immediately consult the Head of Population Registration Services Division.

“komunikasi ya kita lakukan setipa hari mbak, setiap saat, ... kalau ada kendala di depan staf saya itu langsung ke saya. Di SOP kan ada alurnya, abis operator verifikasi berkas input data terus cetak SKTT, nah terus kan melalui saya dulu untuk saya verifikasi. Ngga boleh ada yang salah, ngga bias ... jadi ya komunikasi terus kalau ada apa-apa, karena disini saya yang menentukan.” (Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)

According to Mr. Agus Siswanto, Staff of Temporary Residential Card,

things that are usually communicated relating to the completeness of the requirements for application for a Temporary Residential Card, such as if there is a mistake in writing the Name on the Temporary Residential Card. The mistake is usually made by the Urban Village.

“kalau ada kendala, kadang Pemohon itu ada yang kembali kalau Nama nya salah. Makanya, kami petugas itu kudu teliti betul mbak... biasanya yang salah itu format yang dari kelurahan. Padahal sudah diajari berkali-kali tapi masih saja teledor. Nah, nanti kalau ada kesalah gitu-gitu langsung ke pimpinan, karena kan disini hasil



akhirnya, finalnya kan disini?" (Agus Siswanto, Staff of Temporary

Residential Card, Population and Civil Registration Agency of Malang City, February 2, 2018)

Problems arise almost every day. Even when the Author made direct

observations on February 2, 2018, in the Population Registration Service

Room, it appeared that the Head of Population Registration Service Division

was correcting an error in the application document for issuance of Temporary

Residential Card. The error that often arises is the writing error of entering the

passport number data and the spelling error of the applicant's name.

Horizontal or interdisciplinary communication within the Population

and Civil Registration Agency of Malang City occurs in intersect activities,

like determination of Population Identification Number (NIK), recording the

number of foreigners who have registered and the fulfillment of equipment for

the services. Menurut According to Mr. Agus Siswanto, Staff of Temporary

Residential Card that communication and coordination are also carried out with

other division in the Population and Civil Registration Agency of Malang City,

such as verification of the Population Registration Number and the recording

of the number of foreigners who have been registered coordinated with the

Division of Population Administration Information Management and Data

Utilization.

"*kita bias ngecek dia pernah mengajukan atau enggak, itu lewat NIK*

nya. Jadi kalau dia pernah mengurus, nama dia akan tercantum. ya

sebenarnya NIK itu kan hanya untuk memproses SKTT nya aja. Jadi

NIK itu nanti ditata sama bidang Admin nya di bagian Informasi ke Pak

Riski. Pak Riski kan tiap bulan minta laporan SKTT Orang Asing, yaitu

nanti mencocokan NIK. Jadi penduduk yang ngurus SKTT berapa



setiap bulan.” (Agus Siswanto, Staff of Temporary Residential Card, Population and Civil Registration Agency of Malang City, February 2, 2018)

According to Mrs. Trini Pujiastuti, Head of Population Registration Service Division, the Population Registration Division coordinates with other division in terms of the fulfillment of service facilities and the reporting. The fulfillment of equipment or service equipment is coordinated with the General and Staffing Subdivisions. In addition, in terms of reporting on the implementation of activities, the Population Registration Service Division is assisted by the Planning and Financial Subdivision, as in the preparation of the Government Agency Performance Accountability Report.

“ya kita bikin anggaran dulu, kita butuhnya apa, misal printer rusak, kita nanti minta ke bagian umum untuk disediakan. Bikin anggaran dulu. Lapor dulu ke bagian Umum nanti disediakan.... Kalau untuk laporan pelaksanaan itu ngga di saya mbak, saya cuma memastikan jumlah penduduk yang mendaftar aja, tugas saya cuma ngasih pelayanan aja, untuk laporan ngga disini tempatnya, di Sungram (Bagian Perencanaan dan Program) sana. ” (Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)

b. Resources

Population and Civil Registration Agency of Malang City has 5 (five) personnel in carrying out their duties and functions in the Temporary Residential Card, namely: 2 (two) operators or staff, 1 (one) Head of the Arrival Section, 1 (one) Head of the Population Registration Service Division, and 1 (one) Head of the Population and Civil Registration Agency of Malang City. According to Ms. Trini Pujiastuti, Head of the Population Registration





Service Division on January 31st 2018, there were only 2 (two) staff involved

in the service of Temporary Residential Card. The Position of Move-Arrival

Section is currently empty, so Ms. Trini Pujiastuti as the Head of the Population

Registration Service Division must double the task to fill that position. In

addition, personnel involved in the service of Temporary Residential Card,

namely Ms. Eny Hari Sutiyarni as Head of the Population and Civil

Registration Agency of Malang City.

“disini itu saya penanggungjawabnya. ... Loh, langsung. Walikota langsung memberi kabar kalau ada kegiatan kalau ada kebijakan baru dari Pusat. Nanti yang di kabari Kepala Dinas-nya. Kepala Dinas nanti langsung ke saya. Nanti didistribusikan kebawah. Ke Pak Agus langsung saya koordinasikan. Pak Agus yg didepan itu di Loket 20, ... karena Kasi-nya (Kepala Seksi) belum ada. ... Disana kan ada 2 ya untuk SKTT dan Surat Pindah ada 2 orang, mereka paham semua. .”
(Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)

Mr. Agus Siswato, Staff of Temporary Residential Card also said the

same thing to the author that the Temporary Residential Card service has

handled by 2 (two) operators and 1 (one) Population Move-Arrival Section.

However, due to the vacant position of the Move-Arrival Section, only 2 (two)

staff are currently operating. Ms. Trini Pujiastuti, Head of the Population

Registration Service Division who is concurrently serving as the Move-Arrival

Section and Head of the Population Registration Service Division.

“itu 2 staf nya, terus Kepala Seksi nya 1, jadi 3 orang. Tapi, ini Kepala Seksi nya kosong, diganti sama bu Trini” (Agus Siswanto, Staff of Temporary Residential Card, Population and Civil Registration Agency of Malang City, February 2, 2018)



The qualifications of service personnel Temporary Residential Card

based on Standard Operating Procedure (SOP) of Temporary

Residential Card, namely 1) understand the laws and regulations; 2) implement

the provisions of the legislation in accordance with the instructions for

implementation; 3) responsible for the tasks given out to carry out the rules;

and 4) carry out excellent service, discipline and communicative. According to

Mrs. Trini Pujiastuti, the personnel she has are capable and appropriate to carry

out the duties and work functions of the Temporary Residential Card service.

Operators / staff have fulfilled the requirements to be able to carry out duties

and service functions, because there are no special qualifications other than

mastering the Information and Technology field. The personnel have attended

the Technical Guidance Training before carrying out their duties and functions.

Ms. Trini Pujiastuti also emphasized that the personnel are very understanding

and reliable in carrying out the duties and functions of the service, because they

have been trained and have memorized all the requirements and forms related

to the service of Temporary Residential Card.

“Saya kira tidak, semua itu kualifikasi mereka paham semua jadi kalau pendaftaran penduduk dibidang saya kalau e... Disana kan ada 2 ya untuk SKTT dan Surat Pindah ada 2 orang, mereka paham semua. Karena sebelum mereka menduduki tempat tersebut mereka kan diberikan BinTek semacam arahan dengan pimpinan saya bahwa pelaksanaan ini sebelum dulu, sebelum dia menduduki itu persyaratannya apa tidak ada kualifikasi yang penting dia mampu untuk IT itu aja. Dia hafal dengan persyaratan-persyaratan dan formulir-formulir yang digunakan. Itukan melalui BinTek. Sudah kita BinTek semua itu. Jadi, seperti saya Kabid memberikan arahan dan petunjuk pada semua bawahan saya dan selalu mengawasi dan nanti kan saya paraf juga nanti disini.” (Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)

Supporting the statement of Mrs. Trini Pujiastuti, Mr. Agus Siswanto,

Staff of Temporary Residential Card, explained that other training related to

population services was also provided by the Central Government periodically.

The Central Government will give an invitation to the Population and Civil

Registration Agency of Malang City to take part in certain training. The

Agency will then send a representative in accordance with his field to attend

the training. The results of the training will be distributed to related division as

well as staff.

“Kalau pelatihan itu biasanya semuanya mbak, dalam arti e... Mewakili. Itu kan ada, kalau ada Undangan Pelatihan itu isinya apa. Pelatihan apa kenapa itu. Kalau Akta ya Bidang Akta yang datang. Kalau semuanya biasanya yang datang ya Pimpinannya mbak. nanati kalau pimpinan selesananti disampaikan ke Bidang nya, adri Bidangnya ke bawahan.” (Agus Siswanto, Staff of Temporary Residential Card, Population and Civil Registration Agency of Malang City, February 2, 2018)

The duties and functions of each personnel involved in the Temporary

Residential Card service, namely:

1) Operator/Staff of Temporary Residential Card Service

Operators/Staff has a function to provide services directly with the

applicant Temporary Residential Card, verify the application file of

Temporary Residential Card, check the data in the Population

Administration Information System database, input the applicant's



Universitas Brawijaya Temporary Residential Card data, print Temporary Residential Card based

Universitas Brawijaya on the file verified the application.

2) Population Move-Arrival Section

The Population Move-Arrival Section have the task of carrying out data

preparation of residents coming and moving materials. The Functions of

Population Move-Arrival Section has clearly been regulated in Major

Regulation of Malang City Number 32 Year 2016 concerning Position,

Organizational Structure, Duties, and Functions and Work of the

Population and Civil Registration Agency, namely:

- a) merencanakan kegiatan dan anggaran Seksi Pindah Datang Penduduk sesuai ketentuan Peraturan Perundang-undangan dan sumber data yang tersedia sebagai pedoman pelaksanaan kegiatan;
- b) mengatur penyiapan bahan perumusan kebijakan teknis pelayanan pendaftaran penduduk di bidang pindah datang penduduk;
- c) mengatur pencocokan dan penelitian dokumen pindah datang penduduk;
- d) mengatur pengumpulan dan penyusunan bahan koordinasi pelayanan pendaftaran penduduk di bidang pindah datang penduduk;
- e) mengatur penyiapan bahan pelayanan pindah datang penduduk;
- f) mengatur penyiapan bahan pendaftaran penduduk Orang Asing dan penerbitan Surat Keterangan Tempat Tinggal;
- g) mengatur pengadministrasian pindah datang penduduk;
- h) mendistribusikan tugas kepada Pelaksana/Bawahan sesuai bidang tugas jabatannya guna kelancaran pelaksanaan tugas seksi;
- i) membimbing Pelaksana/Bawahan sesuai bidang tugas jabatannya guna pencapaian kinerja jabatannya;
- j) memeriksa hasil kerja Pelaksana/Bawahan sesuai bidang tugas jabatannya sebagai bahan evaluasi;
- k) mengevaluasi pelaksanaan tugas Pelaksana/Bawahan sesuai target kinerja yang diperjanjikan dalam rangka penilaian kinerja;
- l) menyampaikan saran dan pertimbangan kepada Atasan sebagai bahan masukan guna kelancaran pelaksanaan tugas;
- m) melaporkan pelaksanaan tugas kepada Atasan sesuai bidang tugasnya sebagai dasar pengambilan kebijakan; dan
- n) melaksanakan tugas kedinasan lain yang diberikan oleh Atasan sesuai dengan tugas jabatannya.



3) Head of Population Registration Service Division

Based on Major Regulation of Malang City Number 32 Year 2016

concerning Position, Organizational Structure, Duties, and Functions and

Work of the Population and Civil Registration Agency, The Head of the

Population Registration Service Division functions:

- a. merencanakan program bidang pelayanan pendaftaran penduduk berdasarkan ketentuan Peraturan Perundang-undangan dan sumber data yang tersedia sebagai pedoman pelaksanaan kegiatan guna meningkatkan kelancaran pelaksanaan tugas;
- b. menyusun dan merumuskan kebijakan teknis sesuai ketentuan Peraturan Perundang-undangan dan bidang tugasnya sebagai bahan arahan operasional program dan kegiatan;
- c. membagi tugas kepada Bawahan sesuai dengan bidang tugasnya dalam rangka pelaksanaan kegiatan Bidang Pelayanan Pendaftaran Penduduk;
- d. melaksanakan koordinasi dengan Sekretariat dan Bidang dilingkungan Dinas Kependudukan dan Pencatatan Sipil untuk mendapatkan masukan, informasi serta untuk mengevaluasi permasalahan dalam rangka penyusunan rencana program dan kegiatan;
- e. mengatur pelaksanaan tugas Bawahan sesuai bidang tugasnya dalam rangka pengumpulan dan pengolahan data penduduk;
- f. mengatur pelaksanaan tugas Bawahan sesuai bidang tugasnya dalam rangka pendataan, pencatatan dan Pendaftaran Penduduk pemukim keturunan asing dalam pemberian status kewarganegaraan Republik Indonesia;
- g. mengatur pelaksanaan tugas Bawahan sesuai bidang tugasnya dalam rangka pendataan dan identifikasi Orang Asing dan penduduk rentan administrasi kependudukan;
- h. mengatur pelaksanaan tugas Bawahan sesuai bidang tugasnya dalam rangka pendataan dan pengendalian administrasi perpindahan penduduk ke luar negeri;
- i. mengatur pelaksanaan tugas Bawahan sesuai bidang tugasnya dalam rangka fasilitasi bimbingan teknis, supervisi, konsultasi pelaksanaan pendaftaran penduduk;
- j. mengatur pelaksanaan tugas Bawahan sesuai bidang tugasnya dalam rangka pendaftaran penduduk Orang Asing dan pemrosesan penerbitan Kartu Keluarga dan KTP elektronik;
- k. mengatur pelaksanaan tugas Bawahan sesuai bidang tugasnya dalam rangka penyiapan bahan pemantauan dan evaluasi pelayanan Pendaftaran Penduduk;



- l. mengatur pelaksanaan tugas Bawahan sesuai bidang tugasnya dalam rangka penyiapan bahan pembinaan dan pengembangan sumber daya manusia pengelola pendaftaran penduduk;*
- m. mengatur pelaksanaan tugas Bawahan sesuai bidang tugasnya dalam rangka penyiapan bahan pengawasan atas pelayanan Pendaftaran Penduduk;*
- n. mengatur pelaksanaan tugas Bawahan sesuai bidang tugasnya dalam rangka pengolahan dan penyajian data mobilitas penduduk;*
- o. menyampaikan saran dan pertimbangan kepada Atasan sesuai bidang tugasnya sebagai bahan masukan guna kelancaran pelaksanaan tugas;*
- p. memonitoring dan mengevaluasi pelaksanaan tugas Bawahan sesuai bidang tugasnya guna pencapaian program dan kegiatan Bidang Pelayanan Pendaftaran Penduduk;*
- q. melaporkan pelaksanaan tugas kepada Atasan sesuai bidang tugasnya sebagai dasar pengambilan kebijakan; dan*
- r. melaksanakan tugas kedinasan lain yang diberikan oleh Atasan sesuai dengan tugas dan fungsinya.*

4) Head of Population and Civil Registration Agency of Malang City

Based on Major Regulation of Malang City Number 32 Year 2016 concerning Position, Organizational Structure, Duties, and Functions and Work of the Population and Civil Registration Agency, The Head of Agency is the holder of the highest position in a regional apparatus organization. The task of the Head of Population and Civil Registration Agency of Malang City is as executor of government affairs in the field of Population Administration and Civil Registration. The following are the functions of the Head of Population and Civil Registration Agency:

- a. menyusun dan merumuskan perencanaan strategis Dinas Kependudukan dan Pencatatan Sipil berdasarkan ketentuan Peraturan Perundang-undangan dan sumber data yang tersedia sebagai pedoman pelaksanaan kegiatan;*
- b. menyusun dan merumuskan kebijakan di bidang Administrasi Kependudukan dan Pencatatan Sipil berdasarkan perencanaan*

- pembangunan daerah dan ketentuan Peraturan Perundang-undangan sebagai bahan arahan operasional Dinas;*
- c. mengarahkan bawahan sesuai bidang tugasnya sebagai pedoman pelaksanaan program;*
 - d. melaksanakan pengkajian/penelaahan sesuai kewenangannya dalam rangka pencarian alternatif solusi/kebijakan bagi Atasan;*
 - e. melaksanakan koordinasi dengan Perangkat Daerah dan/atau instansi terkait untuk mendapatkan masukan, informasi serta mengevaluasi permasalahan agar diperoleh hasil kerja yang optimal;*
 - f. menyelenggarakan pelayanan Pendaftaran Penduduk dan Pencatatan Sipil sesuai ketentuan Peraturan Perundang-undangan dalam rangka pencapaian standar pelayanan minimal;*
 - g. melakukan penerbitan Dokumen Kependudukan sesuai ketentuan Peraturan Perundang-undangan dalam rangka pemenuhan hak terhadap masyarakat;*
 - h. menyelenggarakan pendaftaran Peristiwa Kependudukan dan pencatatan Peristiwa Penting sesuai ketentuan Peraturan Perundang-undangan guna tertib Administrasi Kependudukan dan Pencatatan Sipil;*
 - i. melakukan pengelolaan informasi administrasi kependudukan sesuai ketentuan Peraturan Perundang-undangan dan kewenangannya guna peningkatan kualitas layanan informasi publik;*
 - j. melaksanakan kerjasama di bidang Administrasi Kependudukan sesuai ketentuan Peraturan Perundang-undangan dan kewenangannya guna pelaksanaan program di bidang Administrasi Kependudukan dan Pencatatan Sipil;*
 - k. melakukan pemanfaatan data dan Dokumen Kependudukan sesuai ketentuan Peraturan Perundang-undangan dan sumber data yang tersedia dalam rangka pelayanan Administrasi Kependudukan dan Pencatatan Sipil;*
 - l. melakukan analisis/penelaahan berdasarkan ketentuan Peraturan Perundang-undangan dan kewenangannya dalam rangka inovasi pelayanan Administrasi Kependudukan;*
 - m. melakukan penyuluhan kependudukan dan Pencatatan Sipil sesuai ketentuan Peraturan Perundang-undangan dan kewenangannya guna penyebarluasan informasi terkait pelayanan Administrasi Kependudukan;*
 - n. melakukan verifikasi dan validasi data dan informasi yang disampaikan oleh Penduduk dalam pelayanan Pendaftaran Penduduk dan Pencatatan Sipil;*
 - o. melaksanakan inventarisasi dan pendataan permasalahan terhadap kegiatan pelayanan Pendaftaran Penduduk dan Pencatatan Sipil sebagai bahan evaluasi;*
 - p. menyampaikan saran dan pertimbangan kepada Atasan sebagai bahan masukan guna kelancaran pelaksanaan tugas;*

- q. melaksanakan pembinaan kepada bawahan sesuai dengan bidang tugasnya guna meningkatkan kelancaran pelaksanaan tugas;
- r. mengendalikan pelaksanaan program dan kegiatan sesuai rencana kerja yang telah ditetapkan dalam rangka mewujudkan tercapainya target kinerja yang telah diperjanjikan;
- s. mengevaluasi pelaksanaan program dan kegiatan operasional di bidang Administrasi Kependudukan dan Pencatatan Sipil dengan cara mengukur pencapaian program kerja yang telah disusun sebagai bahan penyusunan laporan;
- t. melaporkan pelaksanaan tugas kepada Atasan sesuai kewenangannya sebagai dasar pengambilan kebijakan; dan
- u. melaksanakan tugas kedinasan lain yang diberikan oleh Atasan sesuai dengan tugas dan fungsinya.

According to Agus Siswanto, Staff of Temporary Residential Card,

Population and Civil Registration Agency of Malang City on February 2, 2018,

One of the obstacles that is owned by the personnel of Population and Civil

Registration Agency of Malang City in carrying out the Temporary Residential

Card service is communication using foreign languages, especially English.

This obstacle can still be overcome by the presence of Guarantor (Sponsor).

Guarantor (Sponsor) as third parties who mostly help Foreigners to apply for

the issuance of Temporary Residential Card. This condition is very beneficial

for both parties (Population and Civil Registration Agency of Malang City and

Foreigners) to speed up the service process.

"iya, cuma kan permasalahannya kalau di SKTT minimal harus bisa bahasa inggris mbak , itu aja, tapi rata-rata mereka yang ngurusi yayasananya spondornya itu terus kalau suami istri ya istrinya yg orang Indonesia, jadi komunikasinya cepet ngga miskom (miscommunication) ... Mereka kan kalau mengurus sendiri nuwun sewu mohon maaf kita kan terkendala Bahasa Inggris. Sedangkan kan kita masih minim. Apalagi ngga semuanya mereka itu bisa Bahasa Inggris mbak. Apalagi kalau darimana.... Dubai, Bahasa Arab itu waduuuhhh. Bukan kesulitan seh kalau kita mau belajar, tapi ya dilihat faktor usia juga. Tapi kami masih diwajibkan untuk belajar bahasa."'



(Agus Siswanto, Staff of Temporary Residential Card, Population and Civil Registration Agency of Malang City, February 2, 2018)

However, the problem has been attempted to be overcome by providing

English language skills training which is given for 1 week to improve communication skills.

"hmmm biasanya belum tentu ada mbak. Kemaren itu ada mbak, seminggu kalau ngga salah" (Agus Siswanto, Staf Surat Pindah Datang Dinas Kependudukan dan Pencatatan Sipil Kota Malang, 2 Februari 2018)

All information relating to the implementation of Temporary Residential Card services, such as requirements, procedures, service time, and service fees/rates have been regulated in the Decree of the Head of Population and Civil Registration Service of Malang City Number: 188.45 / /35.73.308/ 2017 concerning Determination of Service Standards on Types of Population and Civil Registration Administration Services Conducted by the Population and Civil Registration Service of Malang City. The legal basis for setting service standards for Temporary Residential Card is as follows:

- 1) Law Number 24 of 2013 as Amendment to Law Number 23 of 2006 concerning Population Administration;
- 2) Presidential Regulation Number 25 of 2008 concerning Requirements and Procedures for Population Registration and Civil Registration;
- 3) Presidential Regulation Number 26 of 2009 concerning National Population Identity Card-Based Population Identification Number;



- 4) Regulation of the Minister of Home Affairs Number 19 of 2012 concerning Guidelines for Documenting Results of Population Registration and Civil Registration;
- 5) Circular of the Minister of Home Affairs (Number 470/327 / SJ) concerning Policy Changes in Population Administration Services;
- 6) Government Regulation Number 37 of 2007 concerning Implementation of Law Number 23 of 2006;
- 7) Local Government Regulation of Malang City Number 9 of 2015 concerning Management Population Administration and Civil Registration Services.

According to Trini Pujiastuti, Head of Population Registration Service

Division, Population and Civil Registration Agency of Malang City to the Author had stated that all information and procedures for implementing Population Registration service activities are summarized and clearly stipulated in Law Number 24 of 2013 as Amendment to Law Number 23 of 2006 concerning Population Administration, Presidential Regulation Number 25 of 2008 concerning Requirements and Procedures for Population Registration and Civil Registration, Local Government Regulation of Malang

City Number 9 of 2015 concerning Management Population Administration and Civil Registration Services, and Malang City Mayor Regulation Number 89 of 2016 concerning Implementation Guidelines of Malang City Number 9 of 2015 concerning Management Population Administration and Civil Registration Services.

“ya... Itu ada di Undang-Undang 23 Tahun 2006 yang kemudian diperbarui dengan Undang-Undang 24 Tahun 2013 tentang Penyelenggaraan Pelayanan Administrasi Kependudukan, nah itu. Semua ada disana. Kalau di aturan tata cara persyaratan itu di Perpres 25 Tahun 2008. Kalau di Perda Kota Malang, Perda Nomor 9 Tahun 2015, Perwalnya Nomor 89 Tahun 2016. Semua lengkap, Ada. Itu untuk khusus lingkungan Kota Malang. Tapi, kalau untuk seluruh Indonesia, aturannya ada di Perpres 25 Tahun 2008.” (Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)

Supporting facilities that are used to carry out Temporary Residential

Card services are based on Standard Operational Procedure (SOP) Temporary Residential Card are included adequate waiting room, toilets, parking lot, car and motorcycle service, document cupboards, file racks, tables, chairs, portable fans / air conditioners, 2 (two) computer units, 2 (two) printer units, telephone / facsimile, office stationery. In addition, according to Mr. Agus Siswanto, the facilities needed in carrying out the Temporary Residential Card service is the Population Administration Information System database. However, if staff need other facilities, then the staff will coordinate the Head of the Movement Arrival Section to provide the required facilities.

“fasilitasnya paling apa mbak, database. Databasenya sudah siap, gitu-gitu aja. ... ya biasanya memang kepala seksinya yang menentukan, Cuma ya koordinasi dengan staf nya. Kamu... Kegiatan kamu yang butuhkan apa aja? Jadi mereka yang menghitung sendiri.” (Agus Siswanto, Staff of Temporary Residential Card, Population and Civil Registration Agency of Malang City, February 2, 2018)



c. Disposition

The commitment of the personnel of the Population and Civil

Registration Agency of Malang City in carrying out the Temporary Residential

Card service appears in their consistency in conducting socialization, their

consistency in coordinating with other parties, and compliance in managing the

service implementation budget. Trini Pujiastuti, Head of Population

Registration Service Division has explained to the Author that she can

guarantee the accuracy of population data in Malang City, because the data

provided by the Population and Civil Registration Agency of Malang City are

strategic and have been utilized by many agencies, such as: The Health Social

Security, Police, Bank and General Election Commission.

“wewenang saya memastikan data kependudukan, karena kita itu sangat strategis. Database kita itu insyaallah semua dipakek oleh lembaga layanan publik baik swasta maupun negeri sudah kayak BPJS, Kepolisian, Bank, semuanya kan makek kita. Bank-bank, untuk PEMILU pun juga kan pakek kita.” (Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)

In addition, the Population and Civil Registration Agency of Malang

City always participates in the Foreigners Control Coordination Team held by

Immigration Office Class 1 of Malang. This Foreigner surveillance activity is

carried out about 4 times in 1 year because through this activity the Population

and Civil Registration Agency of Malang City can encourage Foreigners to

apply for a Temporary Residential Card. The Population and Civil Registration

Agency of Malang City is also active in fulfilling invitations to conduct



socialization to universities in Malang City. Almost every year, the Population and Civil Registration Agency of Malang City always sends representatives to be resource persons/speaker in the socialization of residence permits for Foreigners in Malang City. Some campuses that often invite the Population and Civil Registration Agency of Malang City include: University of Brawijaya and Ma Chung University.

“Terjadwal. Jadi dalam satu tahun ini tahun 2017 kemaren ada 4 kali kita terjun ke lapangan dengan TEMPORA itu. Ataupun permintaan dari Universitas. Kemarin kita diundang Brawijaya dan Machung untuk sosialisasi kan kita ngga tahu. Jadi secara otomasi kalau kegiatan kita seumpama dalam 1 tahun TEMPORA, itu 1 tim 4 ternyata ada tambahan lagi undangan dari luar berarti kan tambahan 2 lagi jadi 6, makanya ndak pasti kan. Siapa tau ada yang minta lagi sosialisasi malah sumber pasti dari kita, karena pelaksana membuat SKTT kan kita. Kalau Imigrasi kan hanya KITAS, kalau KITAS itu disosialisasikan oleh Kementerian Hukum dan Ham, Imigrasi kan dibawahnya Kementerian Hukum dan Ham, kita selalu diundang juga jadi peserta bukan jadi narasumber.” (Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)

Compliance with the prevailing budget system in fulfilling the obligations of carrying out Temporary Residential Card service is reflected in the timeliness in preparing the budget plan and the use of budget efficiency.

Mrs. Trini Pujiastuti, Head of the Population Registration Service Division on January 31, 2018 explained that the preparation of the Budget Activity Plan was carried out in September to be submitted to the Regional Representative Council (DPRD) of Malang City. In addition, Ms. Trini Pujiastuti also strived that the Budget Activity Plan was effective and well targeted to save the State expenditure budget.

“Sebelum akhir tahun sudah menganggarkan merencanakan, bulan september sudah jadi kalau nganggarkan. Jadi merencanakan membuat RKA (Rencana Kegiatan Anggaran) itu september sudah jadi. Nantikan diajukan di DPR, disetujui apa ngga, kalau ngga disetujui ya sudah ngga jadi. Dengan biaya berapa, manfaatnya apa. itu yang penting. itu lo ya... kalau membuat anggaran untuk kegiatan itu ada manfaatnya ngga, kalau ngga ada ya ngga boleh menghabiskan uang negara itu namanya. Manfaatnya untuk masyarakat biar tahu itu pasti akan disetujui.” (Trini Pujiastuti, Head of Population Registration Service Division, Population and Civil Registration Agency of Malang City, January 31, 2018)

d. Bureaucratic Structure

Based on the structure, the implementation of Temporary Residential

Card service will pass through 4 (four) different levels of the bureaucratic structure, namely: operator/staff level, Section level, Division level, and Head of Agency level. In the process of Temporary Residential Card service, each level has different duties and functions, i.e.:

1) Staff/Operators of Temporary Residential Card Service

Staff/operators are tasked with verifying the application documents for Temporary Residential Card, checking the biodata through the Database of Population Administration Information System, entering the data of the applicant into the Population Administration Information System database, printing Temporary Residential Card, and providing services directly to the applicant for Temporary Residential Card.

2) Population Move-Arrival Section

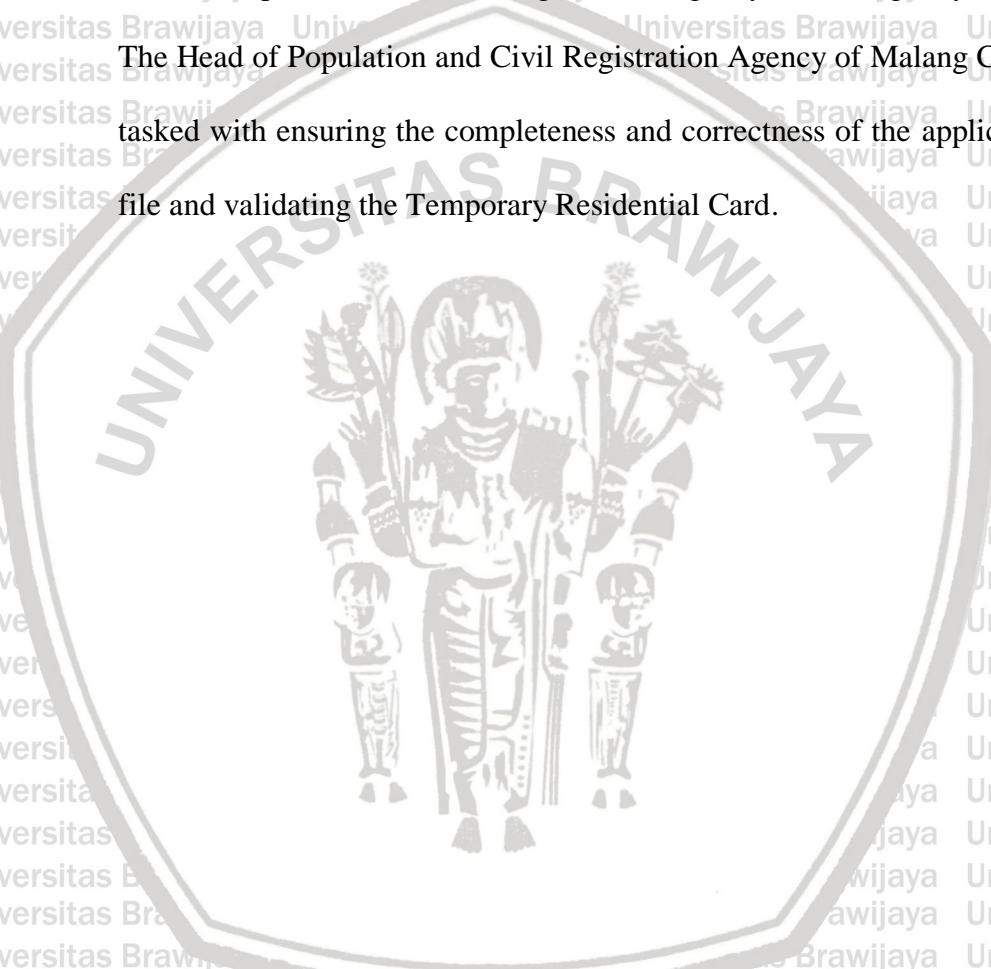
The Move-Arrival Section has the task of verifying the Temporary Residential Card by matching the resettlement documents.

3) Population Registration Service Division

The Head of the Population Registration Service Division has the duty to verify the Temporary Residential Card by correcting the entire application file and the printed Temporary Residential Card.

4) Head of Population and Civil Registration Agency of Malang City

The Head of Population and Civil Registration Agency of Malang City is tasked with ensuring the completeness and correctness of the application file and validating the Temporary Residential Card.



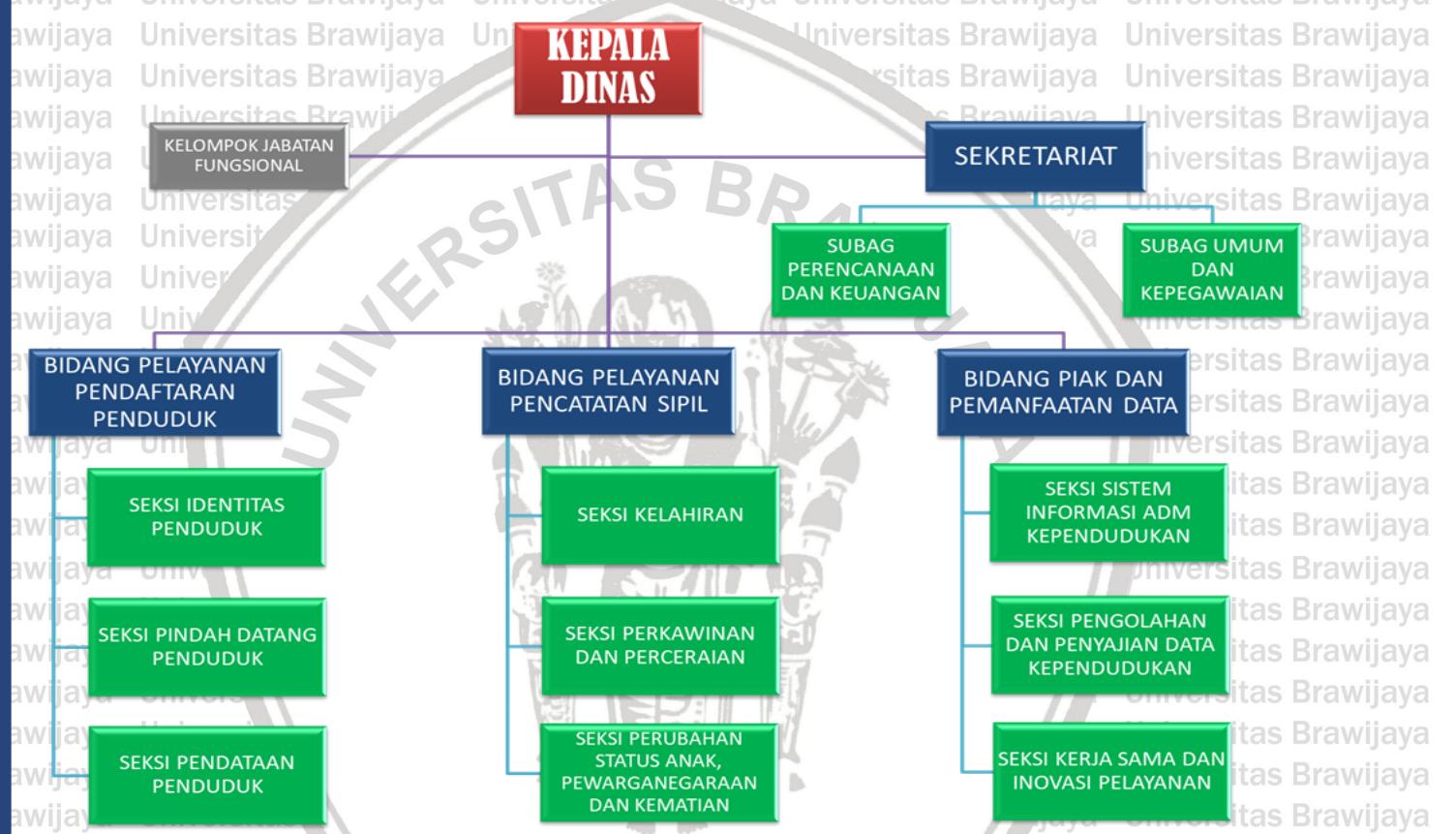


Figure 4.5 Bureaucratic Structure of Population and Civil Registration Agency of Malang City (part 1)

Source: Population and Civil Registration Agency of Malang City (2017)

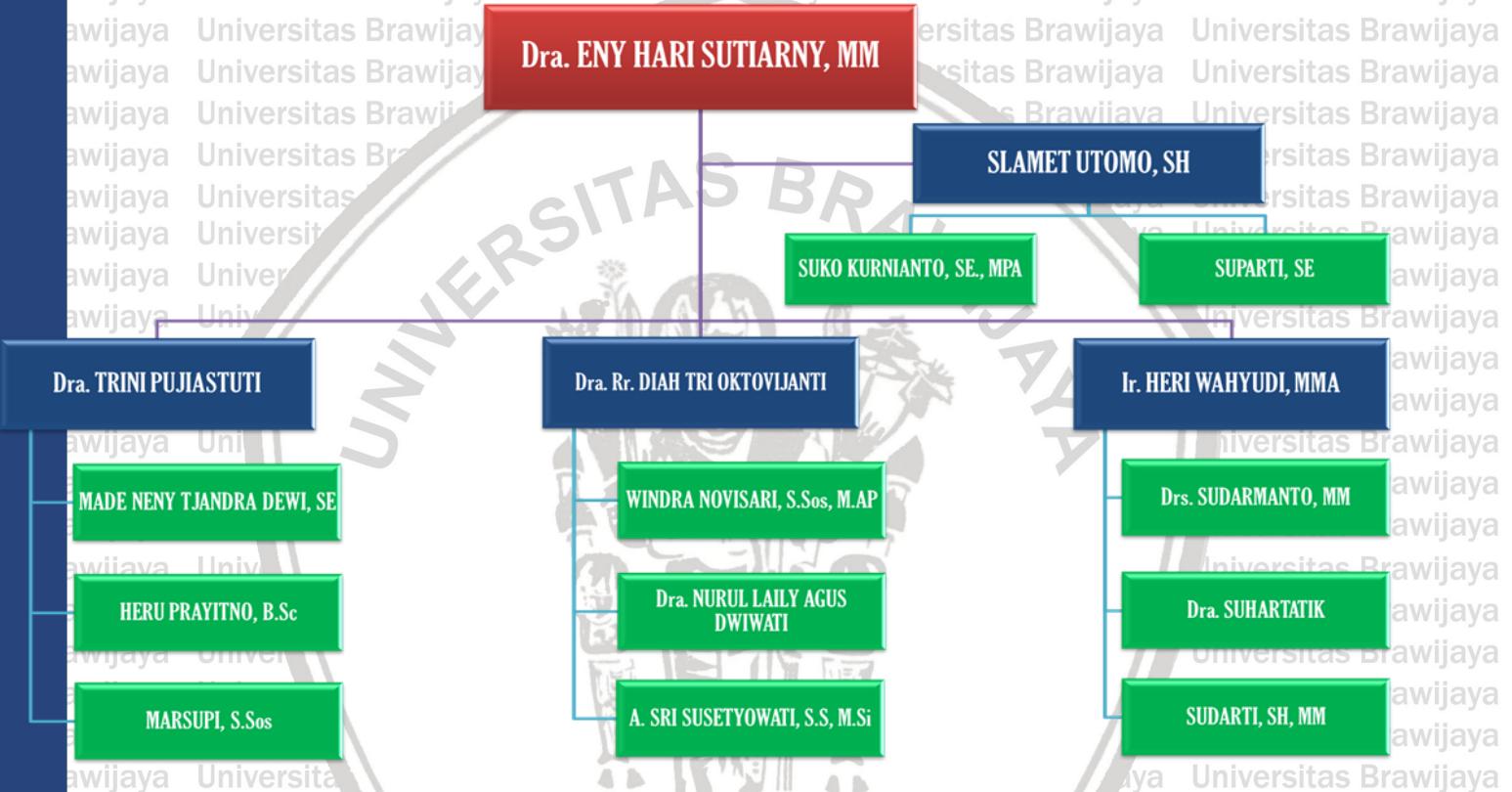


Figure 4.6 Bureaucratic Structure of Population and Civil Registration Agency of Malang City (part 2)

Source: Population and Civil Registration Agency of Malang City (2017)

According to Mr. Agus Siswanto, Staff of Temporary Residential Card,

on February 2, 2018, data verification is an activity to check and correct data

on applications for Temporary Residential Card. Compliance with the Service

Standards is a priority in the implementation of services. Data accuracy is a

matter of high concern by minimizing duplicate data. Whether the applicant

has applied for a Temporary Residential Card or not.

"Itu gini mbak, mengoreksi pengajuannya, sesuai standart pelayanan kita ngga. Sesuai persyaratan kita nggak. ... Nah... Itu cek lagi dia pernah ngajukan apa nggak di tahun-tahun sebelumnya. Biasanya mereka kan kadang-kadang cuma setahun udah kembali ke negaranya." (Agus Siswanto, Staff of Temporary Residential Card, Population and Civil Registration Agency of Malang City, February 2, 2018)

The total time required in the issuance of a Temporary Residential Card

based on Standard Operational Procedure of Temporary Residential Card

Number: 470 / /35.73.308/2017 is 3 hours 15 minutes. The total time can be

taken in 3 days if all the requirements for application for a Temporary

Residential Card are complete and correct and all personnel of the Temporary

Residential Card is available.



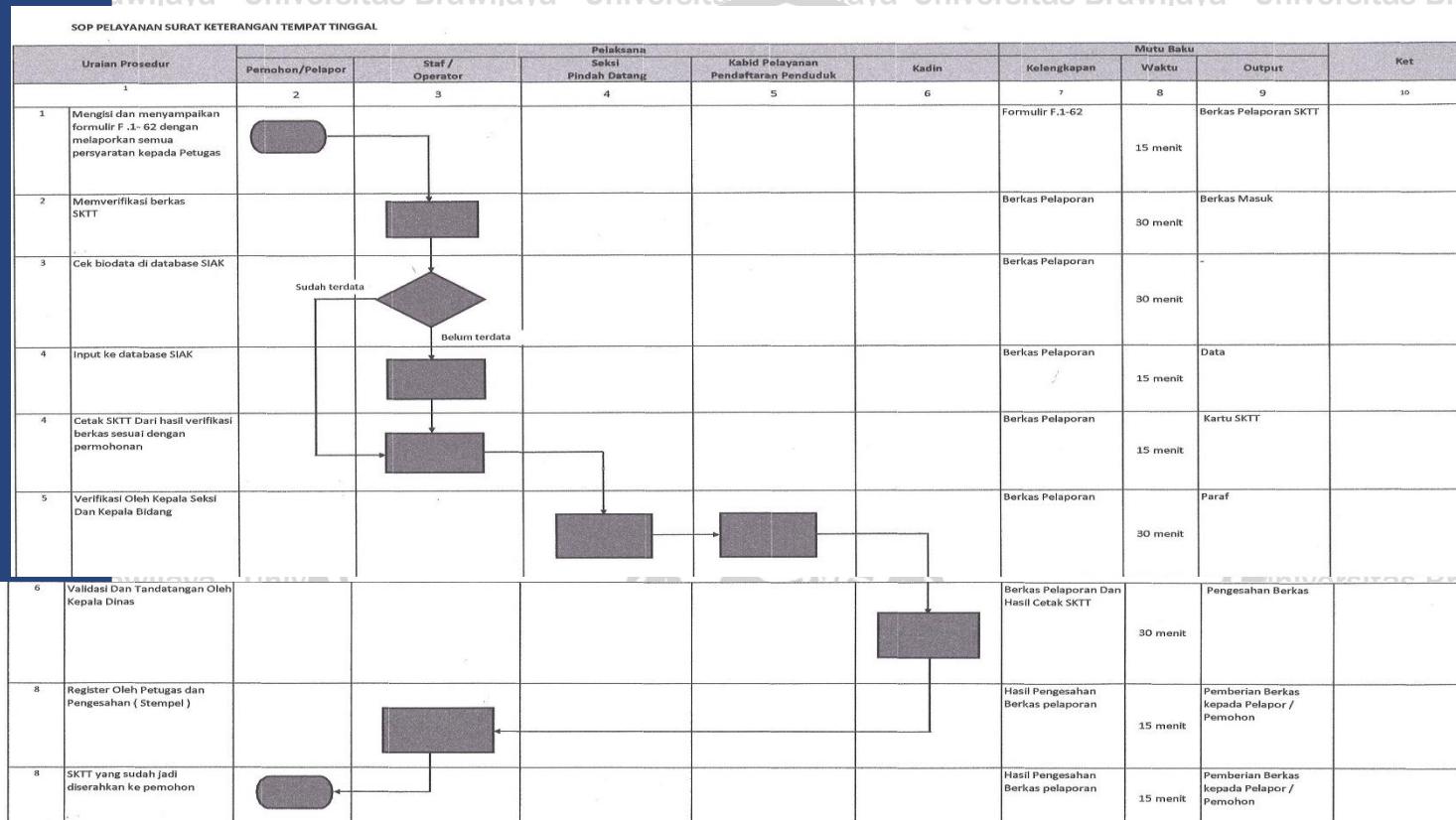


Figure 4.7 Scan of Standard Operational Procedure for Temporary Residential Card

Source: Archives of Population and Civil Registration Agency of Malang City (2017)

However, the fact is that the service time is still adjusted to the situation and conditions, such as the availability of the Head of Agency as the authorized person to authorize the Temporary Residential Card. In dealing with these conditions, service personnel has the initiative not to give the Date of Retrieval to the applicant. Applicants will be asked to call Staff/Operators periodically to check the application process for Temporary Residential Card.

"Sebenarnya di kami cepet mbak, verifikasi, database masuk, cetak. Yang agak lama kan nuwunsewu tergantung pimpinannya ada apa nggak di kantor, itu aja. Kalau di kami cepet mbak. Pokonya berkas lengkap, masuk, proses, verifikasi, cetak udah. Ya nunggu, manya di SOP nya kan maksimal 3 hari, makanya kalau kepala dinasnya hari ini ada sekarang ngajukan besok balik lagi. Kecuali kalau keluar kota ini agak lama. Makanya di pengambilan kita ngga berani ngasih tanggal. Tanggal selesainya kita cuma nomor telepon aja. Jadi nanti Pemohonnya tanya, Pak SKTT atasnama ini sudah jadi apa belum. Jadi untuk mempercepat biar mereka ngga nunggu lama. Kalau di Loket cepet mbak, pokoknya persyaratan lengkap proses verifikasi cetak, udah. nah, permasalahnya kan di tanda tangannya itu. Kecuali kalau sudah dikondisikan ya bisa." (Agus Siswanto, Staff of Temporary Residential Card, Population and Civil Registration Agency of Malang City, February 2, 2018)

B. Analysis

In the previous section, it has stated that this study aims to find out the implementation of the Population Administration policy for Foreigners in Malang City conducted by the Population and Civil Registration Agency of Malang City. The focus in this study is based on George C. Edward III's thinking about the Policy Implementation model. The focus was chosen in the view of Wibowo (2008) in his dissertation entitled *Studi Implementasi Kebijakan Penanganan Gelandangan di Kota Jakarta Timur* which states that

this model is able to analyze the implementation of public policies in terms of

/ internal conditions of agencies. According to Wibowo (2008), although there

is a plus in the implementation of Policy Implementation by George C. Edward

III, it cannot guarantee the successful implementation of public policy.

However, this model can be used as a stepping stone in starting an analysis of

the successful implementation of a public policy. The following are the results

of the analysis of the implementation of the Population Administration policy

for Foreigners in Malang City:

1. Communication

Communication is one of the key factors in policy implementation.

Communication between actors involved in a policy largely determines the

effectiveness of policy implementation. According to Edward (Agustino, 2016:

137), policy implementation will run effectively if all the actors involved know

and understand clearly about what they are doing. The main actor is the

Temporary Residential Card in Malang, namely the Population and Civil

Registration Agency of Malang City. Specifically, this service is carried out by

the Population Registration Service Division of Population and Civil

Registration Agency of Malang City. The main actor in the Population

Administration policy in Indonesia is the Directorate General of Population and

Civil Registration of the Ministry of Home Affairs of the Republic of

Indonesia.

In addition to the Population and Civil Registration Agency of Malang

City, other parties involved in the implementation of the Temporary



Residential Card service, ie Neighborhood Association, Citizens Association,

and Urban Village. They have the assistance function to make a Covering

Letter. Covering Letter of Neighborhood Association, Citizens Association,

and Urban Village function as an introduction and complementary

requirements for application for issuance of Temporary Residential Card. The

format of the Covering Letter of Neighborhood Association, Citizens

Association, and Urban Village has been determined by the Population and

Civil Registration Agency of Malang City. The information contained in the

Covering Letter of Neighborhood Association, Citizens Association, and

Urban Village is data on the domicile of Foreigners in Malang City. The

involvement of urban village and sub-district level officials also occurs in other

local governments, such as Surabaya City. Urban Village and Sub-districts of

Surabaya City are also involved in the implementation of the Temporary

Residential Card service as the Covering Letter maker (Selan and Prabawati,

2016).

Knowledge and understanding of the duties and functions of each actor

and the procedures for implementing the policy will be obtained easily, if the

communication between actors goes well. According to Edward (Agustino,

2016: 137), good communication will be realized if the following three

elements are fulfilled, i.e:

a. Transmission

This element emphasizes that policy decisions and implementation guidelines must be accurately distributed to the right actors.

Misunderstanding in understanding policy decisions and guidelines for policy

implementation causes failure in achieving policy objectives (Agustino, 2016:137). Some obstacles in transferring policy decisions and policy

implementation guidelines (Winarno, 2016: 157), namely: 1) disagreement

about policies can cause communication distortion, 2) delivery of information

across several layers of bureaucratic hierarchy, 3) the use of indirect communication facilities and the absence of established channels also result in

the emergence of communication distortions, and 4) communication reception

can be inhibited by selective implementers' perception and reluctance to know

about policy requirements.

Communication between implementers of Temporary Residential Card

in Malang City is well established. They establish direct and indirect

communication. In addition, there are clear means for channeling information,

such as indirect communication delivered through Circular, written legal

regulations, brochures or publications through the official website of the

Agency; and direct communication delivered through coordination meetings or

other formal meetings.

Communication between the Population and Civil Registration Agency

of Malang Cit and the Directorate General of Population and Civil Registration

of the Ministry of Home Affairs is carried out by directly or indirectly. Indirect

communication has channeled through Circular or written legal regulations, such as Regulation of the Minister of Home Affairs Number 19 of 2012 concerning Guidelines for Documenting Results of Population Registration and Civil Registration. Direct communication has channeled through formal meetings. Direct communication has seen in the uniformity of policy implementation activities carried out through the National Population and Civil Registry Coordination Meeting on 7-9 February 2018 in Batam City, Riau Islands Province to succeed in the implementation of the 2018 Concurrent Regional Elections and 2019 General Elections.

Communication of the Population and Civil Registration Agency of Malang City with other parties, such as Neighborhood Association, Citizens Association, and Urban Village is also carried out directly and indirectly, such as: Population and Civil Registration Agency of Malang City provides Circular Letters, meetings, or socialization of policies owned by the Agency to 57 village in Malang City. The procedure for implementing the Temporary Residential Card service is understood by all parties. This has been seen in the uniformity of the format of the Covering Letter of Neighborhood Association, Citizens Association, and Urban Village. They have also been guided on how to fill out the Covering Letter format to minimize errors in the issuance of a Temporary Residential Card. Although in some cases the error still occurs, but the error can still be tolerated, such as typing errors in the applicant's name. The problem will be handled by the Population and Civil Registration Agency

of Malang City because the document printing process is only done at the Population and Civil Registration Agency of Malang City.

The Population and Civil Registration Agency of Malang City has also socialized the contents of the policy of Temporary Residential Card to Malang City residents, especially Foreigners and Guarantor (Sponsors) in Malang City.

The socialization has carried out by direct communication through the Foreigners Monitoring Team activities organized by the Immigration Office Class I of Malang or by being a guest speaker in socialization activities

regarding licensing to New Foreign Students in several campuses in Malang City. This condition is similar to what happened in the Cilegon City, the

Population and Civil Registration Agency of Cilegon City also conducts direct communication through socialization in the Foreigners Monitoring Team activities together with the Immigration Office and other agencies (Suheni, 2016). In addition, indirect communication is done by publicizing services through brochures distributed in each Urban Village and publication on the Population and Civil Registration Agency official website.

Vertical communication within the internal organization of the Population and Civil Registration Agency of Malang City to carry out Temporary Residential Card service has been intertwined between operators/staff, Population Move-Arrival Section, Head of Population Registration Service Division, and Head of Agency. Communication takes place both ways and on an ongoing basis. Information relating to the contents of policies and procedures for implementing policies has channeled through

clear channels. If there is a change in the content or procedures for implementing the policy from the Central Government (Directorate General of Population and Civil Registration), then the change will be notified to the Mayor. The Mayor will forward the information to the Head of Service. The Head of Service will later distribute the information to the Population Registration Service Division and operators/staff, through internal meetings of the organization. Conversely, if there are obstacles in the service process, the operator will coordinate directly to the Movi-Arrival Section and Head of the Population Registration Service Division so that the service is in accordance with service standards. In addition, horizontal communication or communication between divisions occurs in activities that intersect, such as cooperation in determining the Population Registration Number, recording the number of foreigners who have registered, fulfillment of service equipment, and reporting. All of that had done to guarantee the implementation of the Temporary Residential Card in accordance with the Service Standards.

So, it was concluded that the distribution of information about the contents and service procedures of Temporary Residential Card service had been going well, because the information has distributed through clear and controlled channels, namely through written legal regulations, brochures, and publications on the official website; and through socialization and coordination meetings between agencies or between sections within the organization.

b. Clarity

Clarity in receiving information is also a determining factor in the effectiveness of policy implementation. The ambiguity of communication messages will lead to wrong interpretations and can affect the achievement of policy objectives. Even at a certain level, implementers need flexibility in implementing policies (Winarno, 2016:157). Unclear policy communication is influenced by 6 (six) factors (Winarno, 2016: 157), i.e: 1) the complexity of the policy, 2) the desire not to disturb community groups, 3) the lack of consensus regarding policy objectives, 4) the problems in carrying out a new policy, 5) avoiding policy accountability, 6) the nature of judicial decision making.

The ability of the Population and Civil Registration Agency of Malang

City to receive information is clearly seen in the suitability of service activities with service standards, such as: Malang City Population and Civil Registry Service personnel always try to harmonize service time in Standard Operational Procedures with real time service. This was done by taking the initiative not to give the Retrieval Date to the applicant. Service time, which is 3 working days. The delay in implementation time is influenced by the

availability of the Head of Service as an actor who has the right to validate population documents. To overcome this, the applicant will be asked to call Staff / Operators periodically to check the application process for Temporary Residential Card. Service standards have been regulated in the Decree of the

Head of Population and Civil Registration Service of Malang City Number:



188.45 / 35.73.308/ 2017 concerning Determination of Service Standards on

Types of Population and Civil Registration Administration Services Conducted

by the Population and Civil Registration Service of Malang City (Appendix

page 172). Delay in service is one example of complexity in policy

implementation, because service guidance is very high. Initiation about the

time of service implementation is a form of policy implementation adaptation

in carrying out its duties and functions so that the service continues to run in

accordance with policy implementation procedures.

Another problem in implementing Temporary Residential Card service

in Malang City is the discrepancy between the contents of the policy and the

implementation. Application for issuance of Temporary Residential Card can

still be made more than 14 (fourteen) working days after the Limited Stay

Permit has issued. An application can still be made and there are no

administrative sanctions or fines for the delay. This condition is very contrary

to the content of Article 83 Paragraph 3 of Local Government Regulation of

Malang City Number 9 of 2015 concerning Management of Population

Administration Services and Civil Registration that "*Every Foreigner who is*

late in reporting as referred to in the provisions of Article 13 paragraph (3),

Article 18 paragraph (1), Article 22 paragraph (1) shall be liable to a

maximum fine of Rp. 100,000.00 (one hundred thousand rupiah)". However,

the Population and Civil Registration Agency of Malang City acknowledges

that this decision is based on an agreement between the Local Government and

House of Representatives of Malang City committed to providing Free



Population Document Services to the entire community. This fact shows the

lack of consensus (agreement) in the implementation of Population

Administration policy in Malang City, especially in the service of Temporary

Residential Card. Normatively this cannot be justified, because the entire

contents of a regulation that has been ratified through a legal process must still

be implemented. If there is a change in the policy content agreement between

the Malang City Government and the Malang City House of Representatives,

the policy content must change. However, in terms of implementing the

Population Administration policy, there should be no negotiation in the

discipline of implementing the policy, because the Population Administration

policy is a basic policy and is classified as a derivative policy. Basic policy

means that this policy concerns one of the basic functions of the state, namely

service. While derivatives means that this policy is a derivative of previous

policies, then the implementation must be the same and appropriate. The

suggestion from the author to overcome this problem is that the Local

Government of Malang City must continue to carry out the contents of the

policy on the Temporary Residential Card properly, namely imposing fines or

administrative sanctions. However, if that cannot be done, then the Local

Government of Malang City must amend the content of Article 83 Paragraph 3

of Malang City Regulation Number 9 of 2015 concerning Management of

Population Administration and Civil Registration Services.

So, it can be concluded that information relating to the contents and

procedures for implementing the policy has clearly been distributed to the



implementers of the policy. Although there are still some aspects that are not

appropriate, such as a mismatch between the time of implementation in the

Standard Operational Procedure and the time of service delivery; and fines or

administrative sanctions for late reporting that do not apply.

c. Consistency

Consistency in implementing orders also greatly influences the

effectiveness of policy execution. Distribution of clear but contradictory orders

will also cause problems in implementing policies. Implementation orders are

vague and inconsistent. Unclear communication resulted in inconsistent

implementation of policy orders. The order to implement the Temporary

Residential Card has been running consistently. This is evident in the

compatibility between the contents of service standards with basic rules of

service. Service standards for Temporary Residential Card are based on Law

Number 24 of 2013 as Amendments to Law Number 23 of 2006 concerning

Population Administration and other explanatory regulations. In addition, the

consistency of communication can also be seen in the alignment of the

performance of all Neighborhood Association, Citizens Association, and

Urban Village in assisting the implementation of Temporary Residential Card

services. The Population and Civil Registration Agency of Malang City has

provided a clear letter format and provided appropriate technical guidance for

the issuance of Covering Letter of Neighborhood Association, Citizens

Association, and Urban Village.

So, it can be concluded that the regulations regarding the implementation of Temporary Residential Card in Malang City have been consistently communicated by the implementing actors. This is evident in the suitability of the contents of service standards with the legal basis of policy; and the alignment of the format and procedure for the issuance of Covering Letter of Neighborhood Association, Citizens Association, and Urban Village throughout Malang City.

Based on the description above, it can be concluded that communication in the implementation of the Temporary Residential Card in Malang has been going well. But, not optimal. The lines of communication in the implementation of Temporary Residential Card services are well established, clear, controlled and consistent. However, there are some discrepancies between the contents and procedures of policy and reality.

2. Resource

In addition to implementation orders that must be properly, clearly and consistently communicated, the resources needed to implement the policy must also be available. If these resources are not met optimally, the effectiveness of policy implementation will not be achieved. According to Edward (Winarno, 2016: 157), important resources in implementing policies, namely:

a. Staff

According to Edward (Winarno, 2016: 157), the main resources in policy implementation are staff or human resources. One of the failures that



often occur in the implementation of the policy because of insufficient staff, or incompetent in their fields. Therefore, policy implementers must have the competence and capability to carry out the tasks desired by a policy. Population and Civil Registration Agency of Malang City has 5 (five) personnel in carrying out the duties and functions of Residence Certificate, namely 2 (two) operators or staff, 1 (one) Head of Move-Arrival Section, 1 (one) Head of Population Registration Service Division, and 1 (one) Head of Population and Civil Registration Agency of Malang City.

Lack of Temporary Residential Card service, namely the personnel of the Population and Civil Registration Agency of Malang City do not have the skills to communicate in a good foreign language. Even though the Temporary Residential Card service really requires that expertise. However, the Population and Civil Registration Agency of Malang City has sought to overcome this problem by providing English language skills training for 1 week to improve the foreign language communication skills of service personnel. Unfortunately, this training only takes place once, so it has not had a significant impact on the quality of communication of personnel in foreign languages.

The Population and Civil Registration Agency of Malang City has also provided Technical Guidance Training before assigning tasks to service implementing personnel. The Head of the Population Registration Service Division, is responsible for the quality and quality of the service staff of the Temporary Residential Card. As explained in the previous point, other parties involved in the service of Temporary Residential Card have also received





Technical Guidance on how to administer the service, namely the administrative officer at the Urban Village level to correctly print the Urban Village Cover Letter. The aim is to guarantee the quality of service runs in accordance with service standards. The qualifications of the personnel implementing the services of the Temporary Residential Card based on the Standard Operational Procedure for Temporary Residential Card Services, namely 1) understand the Legislation; 2) implement the provisions of the legislation in accordance with the instructions for implementation of the relevant regulations; 3) responsible for the tasks carried out in carrying out the rules; and 4) providing excellent, disciplined and communicative services.

The problem of competency of service staff who cannot communicate using foreign languages is also helped by the presence of Guarantor (Sponsor) who helps the service process. Guarantor (Sponsor) is a third party that helps Foreigners to apply for the issuance of Temporary Residential Card, namely by helping Foreigners complete all requirements and follow the entire service process. This condition seems beneficial for both parties, namely: the Population and Civil Registration Agency of Malang City and Foreigners to speed up the service process. However, this condition is actually an obstacle that must be resolved by the Population and Civil Registration Agency of Malang City. It was not mentioned in the Standard Operational Procedure (SOP) for Temporary Residential Card Services that service staff/operators must have the ability to communicate using a foreign language, but this needs to be a concern and be resolved immediately. The City Government of Malang

and the Directorate General of Population and Civil Registration must require the ability to communicate using a foreign language for personnel who handle services for Foreigners. If unable to re-recruit, the Malang City Government and the Directorate General of Civil Registration and Registration must provide more intensive language training. So, it can be concluded that another obstacle to the service of Temporary Residential Card in Malang City is service personnel who cannot communicate using foreign languages.

b. Information

Information in implementing policies has 2 (two) forms (Winarno, 2016: 157), namely: information relating to the way policies are implemented and information regarding data on compliance of implementers with government regulations. Lack of knowledge about how to implement policies results in policies that are not timely and inefficient (Winarno, 2016: 157). All information relating to the implementation of Temporary Residential Card services in Malang, such as requirements, procedures, service times, and service fees/fees has been regulated in the Decree of the Head of Population and Civil Registration Agency of Malang City Number: 188.45 / 35.73. 308/2017 concerning the Determination of Service Standards on the Types of Population and Civil Registration Administration Services carried out by the Population and Civil Registration Agency of Malang City. As for the legal basis in setting service standards for Temporary Residential Card, as follows:



- (1) Law Number 24 of 2013 as Amendment of Law Number 23 of 2006 concerning Population Administration;
- (2) Presidential Regulation Number 25/2008 concerning Requirements and Procedures for Population Registration and Civil Registration;
- (3) Presidential Regulation Number 26 of 2009 concerning National Population Identity Card-Based Population Identification Number;
- (4) Regulation of the Minister of Home Affairs Number 19 of 2012 concerning Guidelines for Documenting Results of Population Registration and Civil Registration;
- (5) Circular of the Minister of Home Affairs (Number 470/327 / SJ) concerning Policy Changes in Population Administration Services;
- (6) Government Regulation Number 37 of 2007 concerning Implementation of Law Number 23 of 2006; and
- (7) Malang City Regulation No. 9 of 2015 concerning Management of Population Administration and Civil Registration Services.

c. Authority

According to Edward (Winarno, 2016: 157), in general, the authority must be formal so that policy orders can be implemented. Authority is the authority or legitimacy for the implementers in implementing the stipulated policy. The effect of the authority given to the implementing actors of the policy will affect the exclusion of the policy. For this reason, a system of accountability is provided that is expected to be able to maintain the legitimacy of the community towards implementing policies.

The Population and Civil Registration Agency of Malang City has 5 (five) personnel in exercising its authority to carry out the Temporary Residential Card service, namely 2 (two) operators or staff, 1 (one) Head of Move-Arrival Section, 1 (one) Head of Population Registration Service Division, and 1 (one) Head of Population and Civil Registration Agency of Malang City. Officially, the authority of each person of the Temporary Residential Card is regulated in Mayor Regulation of Malang City Number 32 of 2016 concerning Position, Organizational Structure, Duties and Functions, and Work Procedures of the Population and Civil Registration Office of Malang City.

To maintain community legitimacy and as a form of responsibility for the authority that has been given, the Population and Civil Registration Agency of Malang City has tried to follow the performance reporting system set by the central government and regional governments. This commitment appears in the timeliness in preparing budget plans and always reporting the results of work.

The Population and Civil Registration Agency of Malang City seek to complete the preparation of the Budget Activity Plan in September to be immediately submitted to the Malang City Regional Representative Council (DPRD). In addition, the Population and Civil Registration Agency of Malang City also actively publishes reports related to its work fields, such as the Population Increase Report, the Performance Achievement Performance Report, and the Public Satisfaction Survey published through the Malang City Population and





Figure 4.8 Display of Publication of Population and Civil Registration Agency of Malang City Performance Report

Source: Population and Civil Registration Agency of Malang City (2017)

So, it can be concluded that the Population and Civil Registration

Agency of Malang City has run its authority well. Authority is carried out appropriately and is accounted for in accordance with the rules that have been made by the central government and regional governments.

d. Facility

Without supporting facilities, namely the means and infrastructure of policy implementation will not succeed (Winarno, 2016: 157). Supporting facilities that are used to carry out the Temporary Residential Card are based

on the Standard Operational Procedure for Temporary Residential Card,

including adequate waiting room, toilets, parking lot, car and motorcycle service, document cupboards, file racks, tables, chairs, portable fans / air conditioners, 2 (two) computer units, 2 (two) printer units, telephone / facsimile, office stationery. In addition, the main facility in the service of Temporary Residential Card in Malang is the Population Administration Information System Database. In general, the facilities owned by the Population and Civil Registration Agency of Malang City are complete and meet service requirements. Personnel from the Population and Civil Registration Agency of Malang City have provided the required facilities and have also been well coordinated.

So, it can be concluded that the Population and Civil Registration Agency of Malang City has good service facilities according to service standards e.g. the authority to implement the policy has been used properly because the personnel have utilized the authority and have been responsible for the authority in accordance with established regulations; In addition, the information used as a reference for implementing the policy is accurate information and the Population and Civil Registration Agency of Malang City is able to adjust well. There are other obstacles in the service of Temporary Residential Card in Malang City, namely personnel whose services cannot communicate using foreign languages. However, the Population and Civil Registration Agency of Malang City has tried to overcome this problem by providing English language skills training although it has not yet had a



significant impact on the quality of communication of personnel in foreign languages.

3. Disposition

According to George C. Edwards III, a disposition is "the will, desire, and tendency of policy actors to carry out policy seriously, so that what the policy objectives can be realized" (Agustino, 2016: 139-140). According to Nugroho (2017: 749), disposition regarding the willingness of policy implementers to implement the policy. The commitment of the personnel of the Population and Civil Registration Agency of Malang City in carrying out the Temporary Residential Card service shows in their consistency in conducting socialization, their consistency in coordinating with other parties, and compliance in implementing policies based on rules set by the central government.

The Head of Population Registration Services Division, Ms. Trini Pujiastuti explained that she can guarantee the accuracy of population data in Malang City, because the data provided by the Population and Civil Registration Agency of Malang City are strategic and have been utilized by many agencies, such as The Health Social Security Administration Agency, Police, Bank and General Election Commission. That means the personnel of the Population and Civil Registration Agency of Malang City has tried to implement the policy as well as possible to achieve the goals of Population Administration policy in Indonesia.

In addition, the Population and Civil Registration Agency of Malang City always participate in the Foreigners Control Coordination Team held by the Immigration Office Class I of Malang. This Foreigner surveillance activity is carried out about 4 times in 1 year because through this activity the Population and Civil Registration Agency of Malang City can encourage Foreigners to make requests for the issuance of Temporary Residential Card.

The Population and Civil Registration Agency of Malang City is also active in fulfilling invitations to conduct socialization to universities in Malang. Almost every year, the Population and Civil Registration Agency of Malang City always send representatives to be resource persons in the socialization of residence permits for Foreigners in Malang City. Some campuses that often invite the Population and Civil Registration Agency of Malang City include University of Brawijaya and Ma Chung University. This shows the efforts made by the Population and Civil Registration Agency of Malang City to carry out their duties and functions properly.

So, it can be concluded that the Population and Civil Registration Agency of Malang City has been able to carry out policy orders with a good commitment. This is evident in his efforts to produce accurate population data in accordance with policy objectives and always plays an active role in carrying out his role as the main actor implementing population administration policies in Malang City.



4. Bureaucratic Structure

According to George C. Edwards III, although the resources to implement policy are sufficient and the policy implementers know what and how to do it, and have the desire to do it. However, the implementation of policies may still not be effective, because of the inefficiency of the bureaucratic structure (bureaucratic structure, division of authority, relations between organizational units and so on). Complex policies require the cooperation of many parties, when the bureaucratic structure is not conducive to the available policies, then this will cause resources to be ineffective so that it hinders the implementation of policies. There are 2 (two) characteristics that can boost the performance of bureaucratic structures (Agustino, 2016: 140-141), namely: making Standard Operational Procedure and carrying out fragmentation.

Standard operational procedure is a routine planned procedure or activity that enables policy implementers to carry out their activities in accordance with established standards. Meanwhile, fragmentation is the distribution of responsibilities in various activities, activities, or programs in several work units in accordance with their respective fields. Fragmentation functions to provide competent and capable organizations to carry out policies so that the implementation of policies runs effectively.

Based on the structure, the implementation of Temporary Residential Card service will pass 4 (four) different levels of the bureaucratic structure, namely: the operator or staff level, Section level, Division level, and Head of

Agency level. The bureaucratic structure of the Population and Civil Registration Agency of Malang City has been listed on page 66. According to the research data, the bureaucratic structure of the Population and Civil Registration Agency of Malang City has been well fragmented in the implementation of the Temporary Residential Card service. Each level has different and mutually supportive tasks and functions, namely:

- 1) Staff/Operators of Temporary Residential Card Service**

Staff/operators are tasked with verifying the application documents for Temporary Residential Card, checking the biodata through the Population Administration Information System Database, enter the applicant's data into the Population Administration Information System database, print a Temporary Residential Card, and provide services directly to the applicant's Temporary Residential Card.

- 2) Population Move-Arrival Section**

Population Move-Arrival Section is tasked with verifying the Temporary Residential Card by matching population move-arrival documents..

- 3) Population Registration Service Division**

Head of The Population Registration Services Division is tasked with verifying the Temporary Residential Card by correcting the entire application document and the results of the Temporary Residential Card that has been printed.



4) Head of Population and Civil Registration Agency of Malang City

Population and Civil Registration Head of Population and Civil

Registration Agency of Malang City has the duty to ensure the

completeness and correctness of the application documents and validate

Temporary Residential Card.

Fragmentation in the bureaucratic structure of the Population and Civil

Registration Agency of Malang City is generally listed in Malang Mayor

Regulation Number 32 of 2016 concerning Position, Organizational Structure,

Duties and Functions, and Work Procedures of the City Population and Civil

Registration Agency of Malang City.

So, it can be concluded that the Population and Civil Registration

Agency of Malang City has implemented the Temporary Residential Card

using a good bureaucratic structure and the right fragmentation in accordance

with the applicable legal basis, namely Malang Mayor Regulation Number 32

of 2016 concerning Position, Composition Organization, Duties and Functions,

and Work Procedures of the Population and Civil Registration Agency of

Malang City.



A. Conclusion

Based on the results of research and discussion in the previous chapter,

it can be concluded that the implementation of the population administration

policy for Foreigners in Malang City, namely the Temporary Residential Card

service organized by the Population and Civil Registration Agency of Malang

City in general is well implemented. The implementation of population

administration policy for foreigners in Malang City is said to be good, because

it almost fulfills the 4 (four) determinants of success of the policy.

implementation that was coined by George C. Edwards III, namely:

communication resources, disposition, and bureaucratic structure

Communication in the implementation of Temporary Residential Card

service has been going well. But, not optimal. Distribution of information about

the acceptance and service procedures of Temporary Residential Card service in...

Melaka City has been using well because the information is channeled through

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time of implementation in the Standard Operational Procedure (SOP) with the real-time implementation; and non-functioning fine rules or administrative sanctions for late reporting. The implementing regulations for Temporary Residential Card have been consistently communicated by the implementing actors. This can be seen from the suitability of the contents of standard service with the legal basis of the policy; and alignment of the format and procedure for the issuance of Temporary Residential Card in the Neighborhood Association, Citizens Association, and Urban Village in all Malang City.

The resources owned by the Population and Civil Registration Agency

of Malang City to carry out the Temporary Residential Card service are quite good. Although there is an aspect that needs to be addressed, namely the quality of service personnel because of the service personnel Temporary Residential Card that is not fluent in communicating using a foreign language. To overcome this problem, the Population and Civil Registration Agency of Malang City has attempted to overcome the problem by providing English language skills training, although the training has not yet had a significant impact on the quality of personnel communication skill. Service facilities are in accordance with service standards set by the central government. The authority to implement the policy has been used properly because the personnel have carried out and have accounted for it in accordance with the contents of the established regulations. In addition, the information used as a reference for implementing the policy by the Population and Civil Registration Agency of

Malang City is accurate and the Agency has been able to adjust itself well to that information. The element of disposition in the implementation of Temporary Residential Card service is reflected in the commitment of the Population and Civil Registration Agency of Malang City to carry out the policy orders properly. This is evident in the Agency's efforts to produce accurate population data in accordance with policy objectives and always play an active role in carrying out its role as the main actor implementing population administration policies in Malang City. Besides, the Population and Civil Registration Agency of Malang City has implemented the Temporary Residential Card service using the right bureaucratic and fragmentation structures in accordance with a legal basis.

B. Suggestion

Based on the results of the analysis in the previous section, the advice offered by the author on the implementation of the Population Administration policy for Foreigners in Malang City, especially in the Temporary Residential Card service, namely:

1. On the constraints of personnel's ability to communicate using foreign languages, the author suggests to the Government of Malang City and the Directorate General of Population and Civil Registration must require communication skills using foreign languages for personnel who handle services for Foreigners. If unable to re-recruit, the Government of Malang



Universitas Brawijaya City and the Directorate General of Civil Registration and Registration Universitas Brawijaya must provide more intensive language training.

2. Obstacles regarding the discrepancy between the contents of the policy and the implementation of the policy on the Temporary Residential Card service, namely: application for issuance of Temporary Residential Card can be processed for more than 14 (fourteen) working days after the Limited Stay Permit is issued and there are no administrative sanctions or fines for the violation. The suggestion from the author to overcome this problem is that the Government of Malang City must continue to implement the contents of the policy properly by imposing fines or administrative sanctions. However, if the Government of Malang City can't do that, then they must amend the content of Article 83 Paragraph 3 of Local Government Regulation of Malang City Number 9 of 2015 concerning Management of Population Administration and Civil Registration Services.

C. Limitations in Research

The limitations faced by the author during the process of conducting this research, including:

1. Time of research

The data collection process was carried out on 15 January 2018-15 June 2018 so that the data obtained were data in 2017-2018.



2. Limitations in obtaining the informants

The author was unable to obtain data from the Temporary Residential Card's holder, due to limited access and data related to Foreigners in Malang. According to the Population and Civil Registration Agency of Malang City and the Guarantor (Sponsor), data about contacts or addresses of Foreigners is private data. So, the author only interviewed the Guarantor (Sponsor) as a third party who was judged to be most often involved in the Temporary Residential Card service.

3. Limitations in obtaining the data

The author was unable to obtain data on the specific number of Temporary Residential Card applicants in Malang City and only succeeded in obtaining data on the number of foreigners in Malang in general. In addition, the author also failed to obtain data about the service implementation report of the Temporary Residential Card. This is influenced by the unavailability of authorized personnel for these data.



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APPENDIX

1. Interview Guide

A. Dinas Kependudukan dan Pencatatan Sipil Kota Malang

- 1) Apa definisi Pelayanan Surat Keterangan Tempat Tinggal menurut Anda?
- 2) Apa fungsi Surat Keterangan Tempat Tinggal bagi Dinas Kependudukan dan Pencatatan Sipil dan bagi Orang Asing yang bersangkutan?
- 3) Apa wewenang Dinas Kependudukan dan Pencatatan Sipil Kota Malang dalam pelaksanaan pelayanan ini?
- 4) Apasaja dasar pelaksanaan Pelayanan Surat Keterangan Tempat Tinggal ini?
- 5) Bagaimana prosedur dan apa persyaratan pelaksanaan Pelayanan Surat Keterangan Tempat Tinggal?
- 6) Apakah data Orang Asing yang memiliki Izin Tinggal Terbatas di Kota Malang tersimpan dalam Sistem Informasi Administrasi Kependudukan (SIAK)? Apakah dalam Surat Keterangan Tempat Tinggal juga ada NIK? Jika Tidak, dimana data tersebut disimpan?
- 7) Apakah ada Standard Operational Procedure (SOP) bagi pelaksanaan pelayanan ini? Berkaitan dengan apa saja standar yang ditetapkan tersebut? Berapa lama waktu yang dibutuhkan dalam menerbitkan 1 Surat Keterangan Tempat Tinggal?
- 8) Siapa saja aktor yang terlibat dalam pelaksanaan Pelayanan Surat Keterangan Tempat Tinggal? dan Apa saja wewenang masing-masing aktor tersebut?
- 9) Berapa jumlah Staf yang terlibat dalam pelaksanaan Pelayanan Surat Keterangan Tempat Tinggal? Apa tugasnya?
- 10) Apakah ada kualifikasi khusus bagi staf yang menangani pelayanan ini?

- 11) Apakah ada upaya memberikan pelatihan bagi staf pelaksana pelayanan yang belum memenuhi kualifikasi untuk meningkatkan kompetensi mereka dalam melaksanakan tugas pelayanan?
- 12) Fasilitas atau sarana apa saja yang dibutuhkan dalam melaksanakan pelayanan ini?
- 13) Darimana sumber pembiayaan pelayanan ini?
- 14) Siapa dan bagaimana cara penentuan besar kecilnya anggaran yang dibutuhkan untuk memenuhi kebutuhan penyelenggaraan pelayanan ini?
- 15) Bagaimana bentuk praktek komunikasi antara Dinas Kependudukan dan Pencatatan Sipil dengan Pembuatan Kebijakan (Direktorat Jenderal Kependudukan dan Pencatatan Sipil, Kementerian Dalam Negeri) dan sebaliknya dalam proses pelaksanaan kebijakan Pelayanan Surat Keterangan Tempat Tinggal? Saluran komunikasi apa yang digunakan?
- 16) Apakah pelayanan ini hanya bisa dilakukan di Kantor Dinas Kependudukan dan Pencatatan Sipil, tidak seperti Pelayanan Pendaftaran Kependudukan yang (KK dan E-KTP) bisa dilaksanakan di Kecamatan atau Kelurahan sebagai tugas pembantuan?
- 17) Sebagai salah satu bentuk Pelayanan Pendaftaran Penduduk, Apakah Pelayanan Surat Keterangan Tempat Tinggal juga bisa dilakukan di Kelurahan melalui Petugas Registrasi/di Kecamatan melalui petugas validasi layaknya Pelayanan KK dan KTP bagi WNI?
- 18) Apa wewenang Kecamatan dalam pelaksanaan pelayanan ini?
- 19) Apa wewenang Kelurahan dalam pelaksanaan pelayanan ini?
- 20) Bagaimana bentuk praktek atau cara komunikasi antara Dinas Kependudukan dan Pencatatan Sipil dengan Kelurahan dalam proses pelaksanaan kebijakan Pelayanan Surat Keterangan Tempat Tinggal?
- 21) Apakah semua Kelurahan di Kota Malang telah mengetahui prosedur pelaksanaan pelayanan ini?



- 22) Apakah semua Kelurahan telah memahami pentunjuk pelaksanaan kebijakan dengan jelas?
- 23) Apakah penyampaian informasi terkait prosedur pelaksanaan Pelayanan Surat Keterangan Tempat Tinggal telah dilaksanakan secara konsisten kepada Kelurahan?
- 24) Apasaja dasar petunjuk pelaksanaan Pelayanan Surat Keterangan Tempat Tinggal bagi Kelurahan?
- 25) Berapa banyak jumlah Orang Asing yang memiliki Izin Tinggal Terbatas yang terdata di Dinas Kependudukan dan Pencatatan Sipil Kota Malang saat ini?
- 26) Berapa banyak jumlah Orang Asing yang miliki Izin Tinggal Terbatas yang TIDAK terdata di Dinas Kependudukan dan Pencatatan Sipil Kota Malang saat ini?
- 27) Apakah semua penerima layanan (Orang Asing yang memiliki Izin Tinggal Terbatas di Kota Malang) telah mengetahui tentang pelaksanaan pelayanan ini?
- 28) Bagaimana bentuk praktik atau cara komunikasi antara Dinas Kependudukan dan Pencatatan Sipil dengan penerima layanan (Orang Asing yang memiliki Izin Tinggal Terbatas di Kota Malang) dalam proses pelaksanaan kebijakan Pelayanan Surat Keterangan Tempat Tinggal?
- 29) Apakah penyampaian informasi terkait Pelayanan Surat Keterangan Tempat Tinggal telah dilaksanakan secara konsisten kepada Penerima Layanan (Orang Asing yang memiliki Izin Tinggal Terbatas di Kota Malang)?
- 30) Apakah Orang Asing yang terdata di Dinas Kependudukan dan Pencatatan Sipil Kota Malang telah melaporkan diri paling lambat 14 hari kerja sejak diterbitkannya Izin Tinggal Terbatas dari Kantor Imigrasi Kelas I Malang?
- 31) Apakah selama ini ada Orang Asing yang memiliki Izin Tinggal Terbatas melakukan keterlambatan dalam perpanjangan atau tidak



memperpanjang Surat Keterangan Tempat Tinggal sesuai Izin Tinggal

Terbatas?

32) Adakah Sanksi Administratif atau Denda bagi Orang Asing yang memiliki Izin Tinggal Terbatas yang telat melakukan pelaporan "pindah atau datang" ke Dinas Kependudukan dan Pencatatan Sipil?

Bagaimana prosedurnya?

33) Apakah Sanksi Administratif atau Denda bagi Orang Asing yang memiliki Izin Tinggal Terbatas masih berlaku, jika yang bersangkutan tidak melakukan pelaporan (pindah keluar negeri/Kota Malang) ke Dinas Kependudukan dan Pencatatan Sipil Kota Malang?

34) Apakah ada koordinasi khusus antara Dinas Kependudukan dan Pencatatan Sipil dengan Kantor Imigrasi Kelas I Malang terkait pelaksanaan Pasal ini, terkait sharing Data Orang Asing atau Pengawasan dan Penindakan bagi yang tidak melakukan pelaporan?

35) Menurut Peraturan Menteri Hukum dan Hak Asasi Manusia No. 50 Tahun 2016 tentang Pengawasan Orang Asing, Dinas Kependudukan dan Pencatatan Sipil merupakan salah satu Instansi yang ikut dalam pengawasan Orang Asing. Apa saja wewenang Dinas Kependudukan dan Pencatatan Sipil?

36) Berdasarkan Kutipan Publikasi Badan Kesatuan Bangsa dan Politik Kota Malang pada 8 Agustus 2018 bahwa banyak Orang Asing yang memiliki Izin Tinggal Terbatas mengalami Over Stay. Apakah ada peran Dinas Kependudukan dan Pencatatan Sipil Kota Malang untuk mengatasi masalah itu? Seperti apa bentuk kegiatannya?

37) Instansi mana saja yang dapat menerima manfaat dari data Tempat Tinggal Orang Asing yang memiliki Izin Tinggal Terbatas di Kota Malang?

38) Masalah apa saja yang sering muncul dalam pelaksanaan Pelayanan Surat Keterangan Tempat Tinggal bagi Orang Asing di Kota Malang?

39) Apa upaya yang dilakukan Dinas Kependudukan dan Pencatatan Sipil untuk mempertahankan keterlaksanaan pelayanan ini?



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- 40) Apakah pelaksanaan pelayanan ini masih menjadi prioritas Dinas Kependudukan dan Pencatatan Sipil?

41) Adakah insentif yang diberikan oleh Pemerintah Pusat bagi Pemerintah Daerah dalam upaya peningkatan pelaksanaan pelayanan ini?

Kelurahan

1) Apakah ada Pelayanan Surat Keterangan Tempat Tinggal di Kelurahan?

2) Apakah Kelurahan mengetahui tentang adanya Pelayanan Surat Keterangan Tempat Tinggal bagi Orang Asing yang memiliki Izin Tinggal Terbatas di Kota Malang?

3) Apa definisi Pelayanan Surat Keterangan Tempat Tinggal menurut Anda?

4) Apa saja wewenang Kelurahan dalam pelaksanaan Pelayanan Surat Keterangan Tempat Tinggal bagi Orang Asing di Kota Malang?

5) Apakah ada kegiatan pengarahan dari Dinas Kependudukan dan Pencatatan Sipil Kota Malang terkait prosedur pelaksanaan pelayanan ini?

6) Seberapa sering kegiatan pengarahan dilakukan?

7) Bagaimana prosedur pelaksanaan Pelayanan Surat Keterangan Tempat Tinggal?

8) Berkaitan dengan apa saja standar yang ditetapkan tersebut?

9) Apasaja dasar petunjuk pelaksanaan Pelayanan Surat Keterangan Tempat Tinggal ini?

10) Siapa atau Bagian apa yang bertugas menangani pelayanan ini (menerima data Pindah Datang Penduduk)? Berapa jumlahnya dan seperti apa bentuk kegiatannya?

11) Apakah ada kualifikasi khusus bagi staf yang menangani pelayanan ini?

12) Fasilitas atau sarana apa saja yang dibutuhkan dalam melaksanakan pelayanan ini?

- 13) Berapa jumlah Orang Asing terdata di Kelurahan ini?
- 14) Setiap tahunnya, berapa jumlah Orang Asing yang memiliki Izin Tinggal Terbatas datang ke Kelurahan ini?
- 15) Apakah saya boleh meminta data terkait itu? (Saya membutuhkan sampel untuk diwawancara)
- 16) Menurut Peraturan Menteri Hukum dan Hak Asasi Manusia Nomor 50 Tahun 2016 tentang Pengawasan Orang Asing, Kelurahan merupaksan salah satu Instansi yang ikut dalam pengawasan Orang Asing. Apa saja wewenang Kelurahan dalam kegiatan ini?
- 17) Berdasarkan Kutipan Publikasi Badan Kesatuan Bangsa dan Politik Kota Malang pada 8 Agustus 2018 bahwa banyak Orang Asing yang memiliki Izin Tinggal Terbatas mengalami Over Stay. Apakah ada peran Kelurahan untuk mengatasi masalah itu? Seperti apa bentuk kegiatannya?
- 18) Apa upaya yang dilakukan Kelurahan untuk mempertahankan keterlaksanaan pelayanan ini?

C. Kantor Imigrasi Kelas I Malang

- 1) Apakah Anda mengetahui tentang Pelayanan Surat Keterangan Tempat Tinggal bagi Orang Asing yang memiliki Izin Tinggal Terbatas di Kota Malang?
- 2) Apakah ada koordinasi antara Dinas Kependudukan dan Pencatatan Sipil Kota Malang dengan Kantor Imigrasi Kelas 1 Malang dalam pelaksanaan pelayanan ini?
- 3) Berapa jumlah Orang Asing yang memiliki Izin Tinggal Terbatas yang tinggal di Kota Malang saat ini?
- 4) Apakah saya boleh meminta data terkait itu? (Saya membandingkan data tersebut dengan data yang ada di Dinas Kependudukan dan Pencatatan Sipil Kota Malang. Selain itu, saya membutuhkan sampel untuk diwawancara)
- 5) Menurut Peraturan Menteri Hukum dan Hak Asasi Manusia Nomor 50 Tahun 2016 tentang Pengawasan Orang Asing, Dinas



Kependudukan dan Pencatatan Sipil, Kecamatan dan Kelurahan

merupaksan Instansi yang ikut terlibat dalam pengawasan Orang Asing. Apa saja wewenang instansi-instansi tersebut?

6) Berdasarkan Kutipan Publikasi Badan Kesatuan Bangsa dan Politik

Kota Malang pada 8 Agustus 2018 bahwa banyak Orang Asing yang memiliki Izin Tinggal Terbatas mengalami Over Stay.Berdasarkan pengalaman Kantor Imigrasi Kelas I Malang, apasaja penyebabnya?

Dan bagaimana upayanya mengatasinya?

7) Berapa jumlah Orang Asing yang memiliki Izin Tinggal Terbatas yang tinggal di Kota Malang yang telah tercatat Over Stay saat ini?

D. Penjamin (Sponsor)

- 1) Apakah Institusi ini mengurus domisili Orang Asing?
- 2) Apakah Anda mengetahui tentang Pelayanan Surat Keterangan Tempat Tinggal bagi Orang Asing di Kota Malang?
- 3) Apakah semua Orang Asing di Institusi Anda telah memiliki Surat Keterangan Tempat Tinggal?
- 4) Bagaimana prosedur pengurusan domisili Orang Asing tersebut?
- 5) Apakah Dinas Kependudukan dan Pencatatan Sipil Kota Malang atau Kantor Imigrasi Kelas 1 Malang memberikan sosialisasi terkait Surat Keterangan Tempat Tinggal ke Institusi ini?
- 6) Apakah Anda tahu jika akan ada Sanksi bagi Orang Asing yang tidak melakukan pelaporan?
- 7) Bagaimana menurut Anda Pelayanan Surat Keterangan Tempat Tinggal di Dinas Kependudukan dan Pencatatan Sipil Kota Malang?

8) Apasaja keluhan yang dialami selama pelayanan?

9) Bagaimana komentar Anda terhadap pelayanan tersebut?

10) Apa saran atau harapan untuk Dinas Kependudukan dan Pencatatan

Sipil Kota Malang dalam upaya meningkatkan kualitas pelayanan ini?



E. Orang Asing

- 1) Siapa nama Anda?
- 2) Darimana Anda berasal?
- 3) Apa profesi Anda?
- 4) Dimana Anda belajar/bekerja?
- 5) Dimana kamu tinggal?
- 6) Berapa lama Anda tinggal di Kota Malang?
- 7) Apakah Anda memiliki Surat Keterangan Tempat Tinggal?
- 8) Apakah Anda mengetahui tentang Pelayanan Surat Keterangan Tempat Tinggal bagi Orang Asing di Kota Malang?
- 9) Apakah selama ini Anda menerima sosialisasi atau pengarahan mengenai keharusan melakukan pelaporan kepada Dinas Kependudukan dan Pencatatan Sipil di Kota Malang?
- 10) Apakah Anda tahu jika akan ada Sanksi bagi Orang Asing yang tidak melakukan pelaporan?
- 11) Apa kendala yang Anda alami sehingga tidak melakukan pelaporan kepada Dinas Kependudukan dan Pencatatan Sipil tentang pelayanan ini?
- 12) Apasaja keluhan yang dialami selama pelayanan?
- 13) Bagaimana komentar Anda terhadap pelayanan tersebut?
- 14) Apa saran atau harapan untuk Dinas Kependudukan dan Pencatatan Sipil Kota Malang dalam upaya meningkatkan kualitas pelayanan ini?



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Dekan Fakultas Ilmu Administrasi Universitas Brawijaya Malang mohon dengan hormat bantuan Bapak/Ibu/Saudara untuk memberikan kesempatan melakukan kegiatan penelitian dan permintaan data tugas mata kuliah Skripsi bagi mahasiswa :

Nama : Milatul Hakimah
NIM : 135030100111108
Alamat : Jl. Kedawung No. 68, Tulusrejo, Lowokwaru, Kota Malang
Jurusan : Ilmu Administrasi Publik
Judul Skripsi : Implementasi Kebijakan Administrasi Kependudukan bagi Orang Asing di Kota Malang (Studi pada Implementasi Pasal 22 Peraturan Daerah Kota Malang No. 9 Tahun 2015 tentang Penyelenggaraan Pelayanan Administrasi Kependudukan dan Pencatatan Sipil)

Lokasi :
1. Dinas Kependudukan dan Pencatatan Sipil Kota Malang
2. Kelurahan Sumbersari, Kec. Lowokwaru
3. Kelurahan Dinoyo, Kec. Lowokwaru
4. Kelurahan Tlogomas, Kec. Lowokwaru

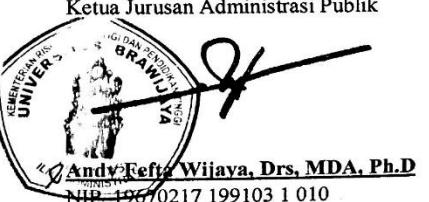
Lamanya : 3 bulan (3 September – 28 Desember 2018)
Peserta : 1 orang

Demikian atas bantuan dan kesediaan Bapak/Ibu/Saudara, kami ucapkan terima kasih.

Malang, 3 September 2018

a.n. Dekan

Ketua Jurusan Administrasi Publik



Andy Tefta Wijaya, Drs, MDA, Ph.D.

NIP. 19670217 199103 1 010



PEMERINTAH KOTA MALANG
BADAN KESATUAN BANGSA DAN POLITIK
Jl. A. Yani No. 98 Telp. (0341) 491180 Fax. 474254
MALANG

Kode Pos 65125

REKOMENDASI PELAKSANAAN PENELITIAN
NOMOR : 072/7.09.P/35.73.406/2018

Berdasarkan pemenuhan ketentuan persyaratan sebagaimana ditetapkan dalam Peraturan Walikota Malang Nomor 24 Tahun 2011 Tentang Pelayanan Pemberian Rekomendasi Pelaksanaan Penelitian dan Praktek Kerja Lapangan di Lingkungan Pemerintah Kota Malang Oleh Badan Kesatuan Bangsa dan Politik Kota Malang serta menunjuk surat Kajur Adm. Publik FIA Univ. Brawijaya No. 10676/UN10.F03.11.11/PN/2018 tgl. 3 September 2018 perihal : Surat Permohonan Ijin Survey, kepada pihak sebagaimana disebut di bawah ini :

- a. Nama : MILATUL HAKIMAH. (peserta : - orang terlampir).
b. Nomor Identitas : 135030100111108.
c. Judul Penelitian : Implementasi Kebijakan Admininstrasi Kependudukan bagi Orang Asing di Kota Malang (Studi pada Implementasi Pasal 22 Perda Kota Malang No. 9 Tahun 2015 tentang Penyelenggaraan Pelayanan Administrasi Kependudukan dan Pencatatan Sipil).

dinyatakan memenuhi persyaratan untuk melaksanakan penelitian skripsi yang berlokasi di:

- Dinas Kependudukan dan Pencatatan Sipil; Kelurahan Sumbersari; Kelurahan Dinoyo; Kelurahan Tlogomas Kota Malang.

Sepanjang yang bersangkutan memenuhi ketentuan sebagai berikut :

- a. Tidak melakukan penelitian yang tidak sesuai atau tidak ada kaitannya dengan judul, maksud dan tujuan penelitian;
b. Menjaga perilaku dan mentaati tata tertib yang berlaku pada Lokasi tersebut di atas;
c. Mentaati ketentuan peraturan perundang-undangan.

Demikian rekomendasi ini dibuat untuk dipergunakan sebagaimana mestinya, dan masa berlaku rekomendasi ini adalah sejak tanggal **ditetapkan s/d 28 Desember 2018**.

Malang, 4 September 2018
An. KEPALA BAKESBANGPOL
KOTA MALANG
SEKRETARIS,
PEMERINTAH KOTA MALANG
BADAN KESATUAN BANGSA DAN POLITIK
HERU MULYONO, SIP., MT.
Pembina
NIP. 19720420 199201 1 001

Tembusan :
Yth. Sdr.
- Kajur Adm. Publik FIA Univ.
Brawijaya;
- Camat Lowokwaru Kota Malang;
- Yang bersangkutan.

NB : Yang bersangkutan wajib melaporkan hasil penelitian dan sejenisnya kepada Bakesbangpol Kota Malang.



**3. Local Government Regulation of Malang City Number 9 of 2015
concerning Management of Population Administration and Civil
Registration Service (it is attached on the next page)**

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**SALINAN
NOMOR 9, 2015**

PERATURAN DAERAH KOTA MALANG

NOMOR 9 TAHUN 2015

TENTANG

**PENYELENGGARAAN PELAYANAN ADMINISTRASI KEPENDUDUKAN DAN
PENCATATAN SIPIL**

DENGAN RAHMAT TUHAN YANG MAHA ESA

WALIKOTA MALANG,

Menimbang : bahwa sebagai pelaksanaan lebih lanjut Undang-Undang Nomor 24 Tahun 2013 tentang Perubahan Atas Undang-Undang Nomor 23 Tahun 2006 tentang Administrasi Kependudukan, perlu menetapkan Peraturan Daerah tentang Penyelenggaraan Pelayanan Administrasi Kependudukan dan Pencatatan Sipil;

Mengingat : 1. Pasal 18 ayat (6) Undang-Undang Dasar Negara Republik Indonesia Tahun 1945;

2. Undang-Undang Nomor 16 Tahun 1950 tentang Pembentukan Daerah-Daerah Kota Besar dalam lingkungan Provinsi Jawa Timur, Jawa Tengah, Jawa Barat dan Daerah Istimewa Yogyakarta sebagaimana telah diubah dengan Undang-Undang Nomor 13 Tahun 1954 (Lembaran Negara Republik Indonesia Tahun 1954 Nomor 40, Tambahan Lembaran Negara Republik Indonesia Nomor 551);

3. Undang-Undang Nomor 1 Tahun 1974 tentang Perkawinan (Lembaran Negara Republik Indonesia Tahun 1974 Nomor 1, Tambahan Lembaran Negara Republik Indonesia Nomor 3019);

4. Undang-Undang Nomor 8 Tahun 1981 tentang Hukum Acara Pidana (Lembaran Negara Republik



- Indonesia Tahun 1981 Nomor 76, Tambahan Lembaran Negara Republik Indonesia Nomor 3209);

5. Undang-Undang Nomor 39 Tahun 1999 tentang Hak Asasi Manusia (Lembaran Negara Republik Indonesia Tahun 1999 Nomor 165 Tambahan Lembaran Negara Republik Indonesia Nomor 3886);

6. Undang-Undang Nomor 23 Tahun 2002 tentang Perlindungan Anak (Lembaran Negara Republik Indonesia Tahun 2002 Nomor 109, Tambahan Lembaran Negara Republik Indonesia Nomor 4235);

7. Undang-Undang Nomor 12 Tahun 2006 tentang Kewarganegaraan (Lembaran Negara Republik Indonesia Tahun 2006 Nomor 63, Tambahan Lembaran Negara Republik Indonesia Nomor 4634);

8. Undang-Undang Nomor 23 Tahun 2006 tentang Administrasi Kependudukan (Lembaran Negara Tahun 2006 Nomor 124 Tambahan Lembaran Negara Nomor 4674) sebagaimana telah diubah dengan Undang-Undang Nomor 24 Tahun 2013 (Lembaran Negara Tahun 2013 Nomor 232 Tambahan Lembaran Negara Nomor 5475);

9. Undang-Undang Nomor 25 Tahun 2009 tentang Pelayanan Publik (Lembaran Negara Republik Indonesia Tahun 2009 Nomor 112, Tambahan Lembaran Negara Republik Indonesia Nomor 5038);

10. Undang-Undang Nomor 52 Tahun 2009 tentang Perkembangan Kependudukan dan Pembangunan Keluarga (Lembaran Negara Republik Indonesia Tahun 2009 Nomor 161, Tambahan Lembaran Negara Republik Indonesia Nomor 5080);

11. Undang-Undang Nomor 6 Tahun 2011 tentang Keimigrasian (Lembaran Negara Republik Indonesia Tahun 2011 Nomor 52, Tambahan Lembaran Negara Republik Indonesia Nomor 5216);
12. Undang-Undang Nomor 12 Tahun 2011 tentang Pembentukan Peraturan Perundang-Undangan (Lembaran Negara Republik Indonesia Tahun 2011 Nomor 82, Tambahan Lembaran Negara Republik Indonesia Nomor 5234);
13. Undang-Undang Nomor 23 Tahun 2014 tentang Pemerintahan Daerah (Lembaran Negara Republik Indonesia Tahun 2014 Nomor 244, Tambahan Lembaran Negara Republik Indonesia Nomor 5587) sebagaimana telah diubah kedua kalinya dengan Undang-Undang Nomor 9 Tahun 2015 (Lembaran Negara Republik Indonesia Tahun 2015 Nomor 58, Tambahan Lembaran Negara Republik Indonesia Nomor 5679);
14. Peraturan Pemerintah Nomor 9 Tahun 1975 tentang Pelaksanaan Undang-Undang Nomor 1 Tahun 1974 tentang Perkawinan (Lembaran Negara Republik Indonesia Tahun 1975 Nomor 12, Tambahan Lembaran Negara Republik Indonesia Nomor 3050);
15. Peraturan Pemerintah Nomor 15 Tahun 1987 tentang Perubahan Batas Wilayah Kotamadya Daerah Tingkat II Malang dan Kabupaten Daerah Tingkat II Malang (Lembaran Negara Republik Indonesia Tahun 1987 Nomor 29, Tambahan Lembaran Negara Republik Indonesia Nomor 3354);
16. Peraturan Pemerintah Nomor 27 Tahun 1994 tentang Pengelolaan Perkembangan Kependudukan (Lembaran Negara Republik Indonesia Tahun 1994 Nomor 49, Tambahan Lembaran Negara Republik Indonesia Nomor 3559) sebagaimana telah diubah dengan Peraturan Pemerintah Nomor 57 Tahun 2009 (Lembaran Negara Republik Indonesia Nomor 10, Tambahan Lembaran Negara Republik Indonesia Nomor 3659).



- Tahun 2009 Nomor 134, Tambahan Lembaran Negara Republik Indonesia Nomor 5053);

17. Peraturan Pemerintah Nomor 37 Tahun 2007 tentang Pelaksanaan Undang-Undang Nomor 23 Tahun 2006 tentang Administrasi Kependudukan (Lembaran Negara Republik Indonesia Tahun 2007 Nomor 89, Tambahan Lembaran Negara Republik Indonesia Nomor 4737) sebagaimana telah diubah dengan Peraturan Pemerintah Nomor 102 Tahun 2012 (Lembaran Negara Republik Indonesia Tahun 2012 Nomor 265, Tambahan Lembaran Negara Republik Indonesia Nomor 5373);

18. Peraturan Pemerintah Nomor 96 Tahun 2012 tentang Pelaksanaan Undang-Undang Nomor 25 Tahun 2009 tentang Pelayanan Publik (Lembaran Negara tahun 2012 Nomor 215, Tambahan Lembaran Negara Nomor 5357);

19. Peraturan Presiden Nomor 25 Tahun 2008 tentang Persyaratan dan Tata Cara Pendaftaran Penduduk dan Pencatatan Sipil;

20. Peraturan Presiden Nomor 26 Tahun 2009 tentang Penerapan Kartu Tanda Penduduk Berbasis Nomor Induk Kependudukan Secara Nasional sebagaimana telah diubah keempat kalinya dengan Peraturan Presiden Nomor 112 Tahun 2013 (Lembaran Negara Tahun 2013 Nomor 257);

21. Peraturan Menteri Dalam Negeri Nomor 13 Tahun 2006 tentang Pedoman Pengelolaan Keuangan Daerah sebagaimana telah diubah kedua kalinya dengan Peraturan Menteri Dalam Negeri Nomor 21 Tahun 2011;

22. Peraturan Menteri Dalam Negeri Nomor 19 Tahun 2010 tentang Formulir dan Buku Yang Digunakan Dalam Pendaftaran Penduduk dan Pencatatan Sipil;



Menetapkan : PERATURAN DAERAH TENTANG PENYELENGGARAAN
PELAYANAN ADMINISTRASI KEPENDUDUKAN DAN
PENCATATAN SIPIL.

MEMUTUSKAN :

BAB I

KETENTUAN UMUM

Pasal 1

Dalam Peraturan Daerah ini yang dimaksud dengan:

1. Daerah adalah Kota Malang.
2. Pemerintah Daerah adalah Pemerintah Kota Malang.
3. Walikota adalah Walikota Malang.
4. Instansi Pelaksana adalah Dinas Kependudukan dan Pencatatan Sipil Kota Malang.
5. Kepala Instansi Pelaksana adalah Kepala Dinas Kependudukan dan Pencatatan Sipil Kota Malang.
6. Kecamatan adalah wilayah kerja Camat sebagai Perangkat Daerah Kota Malang.
7. Kelurahan adalah wilayah kerja Lurah sebagai Perangkat Daerah Kota Malang dibawah Kecamatan.
8. Administrasi Kependudukan adalah rangkaian kegiatan penataan dan penertiban dalam penerbitan dokumen dan data kependudukan melalui Pendaftaran Penduduk,

Dengan Persetujuan Bersama

DEWAN PERWAKILAN RAKYAT DAERAH KOTA MALANG

dan

WALIKOTA MALANG

MEMUTUSKAN :

Dengan Persetujuan Bersama

DEWAN PERWAKILAN RAKYAT DAERAH KOTA MALANG

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MEMUTUSKAN :

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Pencatatan Sipil, Pengelolaan Informasi Administrasi Kependudukan serta pendayagunaan hasilnya untuk pelayanan publik dan pembangunan sektor lain.

9. Penduduk adalah Warga Negara Republik Indonesia dan Orang Asing yang bertempat tinggal di Indonesia.

10. Warga Negara Indonesia, yang selanjutnya disingkat WNI adalah orang-orang bangsa Indonesia asli dan orang-orang bangsa lain yang disahkan dengan Undang-Undang sebagai Warga Negara Indonesia.

11. Orang Asing adalah orang yang bukan WNI.

12. Orang Asing Tinggal Tetap adalah Orang Asing yang berada dalam wilayah Republik Indonesia dan telah mendapat Ijin Tinggal Tetap dari Instansi yang berwenang.

13. Penduduk Rentan Administrasi Kependudukan yang selanjutnya disebut Penduduk Rentan Adminduk adalah penduduk yang mengalami hambatan dalam memperoleh dokumen penduduk yang disebabkan oleh bencana alam dan kerusuhan sosial.

14. Dokumen Kependudukan adalah dokumen resmi yang diterbitkan oleh Instansi Pelaksana yang mempunyai kekuatan hukum sebagai alat bukti autentik yang dihasilkan dari pelayanan Pendaftaran Penduduk dan Pencatatan Sipil.

15. Pendaftaran Penduduk adalah pencatatan biodata penduduk, pencatatan atas pelaporan Peristiwa Kependudukan dan pendataan Penduduk Rentan Adminduk serta penerbitan dokumen kependudukan berupa kartu identitas atau surat keterangan kependudukan.

16. Peristiwa Kependudukan adalah kejadian yang dialami penduduk yang harus dilaporkan karena membawa akibat terhadap penerbitan atau perubahan Kartu Keluarga, Kartu Tanda Penduduk dan/atau Surat Keterangan Kependudukan lainnya meliputi pindah

- datang, perubahan alamat, serta perubahan status tinggal terbatas menjadi tinggal tetap.
17. Biodata Penduduk adalah keterangan yang berisi elemen data tentang jati diri, informasi dasar serta riwayat perkembangan dan perubahan keadaan yang dialami oleh penduduk sejak kelahiran.
18. Data Kependudukan adalah data perseorangan dan/atau data agregat yang terstruktur sebagai hasil dari kegiatan Pendaftaran Penduduk dan Pencatatan Sipil.
19. Nomor Induk Kependudukan yang selanjutnya disebut NIK adalah nomor identitas penduduk yang bersifat unik atau khas, tunggal dan melekat pada seseorang yang terdaftar sebagai penduduk Indonesia.
20. Kartu Keluarga yang selanjutnya disebut KK adalah kartu identitas keluarga yang memuat data tentang nama, susunan dan hubungan dalam keluarga, serta identitas anggota keluarga.
21. Kepala Keluarga adalah :
- a. Orang yang bertempat tinggal dengan orang lain baik mempunyai hubungan darah maupun tidak, yang bertanggung jawab dalam keluarga;
 - b. Orang yang bertempat tinggal seorang diri;
 - c. Kepala kesatrian, asrama, rumah yatim piatu dan lain-lain dimana beberapa orang bertempat tinggl bersama-sama.
22. Anggota Keluarga adalah mereka yang tercantum dalam KK yang secara kemasyarakatan menjadi tanggung jawab Kepala Keluarga.
23. Kartu Tanda Penduduk Elektronik yang selanjutnya disebut KTP-el adalah Kartu Tanda Penduduk yang dilengkapi cip yang merupakan identitas resmi penduduk sebagai bukti diri yang diterbitkan oleh Instansi Pelaksana.

24. Pindah Datang Penduduk adalah perubahan lokasi tempat tinggal untuk menetap karena perpindahan dari tempat yang lama ke tempat yang baru.
25. Pencatatan Sipil adalah pencatatan peristiwa penting yang dialami oleh seseorang dalam register catatan sipil pada Instansi Pelaksana.
26. Peristiwa Penting adalah kejadian yang dialami oleh seseorang meliputi kelahiran, kematian, lahir mati, perkawinan, perceraian, pengakuan anak, pengesahan anak, pengangkatan anak, perubahan nama dan perubahan status kewarganegaraan.
27. Pengangkatan Anak adalah perbuatan hukum untuk mengalihkan hak anak dari lingkungan kekuasaan keluarga orang tua, wali yang sah atau orang lain yang bertanggung jawab atas perawatan, pendidikan dan membesarkan anak tersebut ke dalam lingkungan keluarga orang tua angkatnya berdasarkan putusan atau penetapan pengadilan.
28. Pengakuan Anak adalah pengakuan seorang ayah terhadap anaknya yang lahir dari perkawinan yang telah sah menurut hukum agama dan disetujui oleh ibu kandung anak tersebut.
29. Pengesahan Anak adalah pengesahan status seorang anak yang lahir dari perkawinan yang telah sah menurut hukum agama, pada saat pencatatan perkawinan dari kedua orang tua anak tersebut telah sah menurut hukum negara.
30. Surat Keterangan Kependudukan adalah bentuk keluaran sebagai hasil dari kegiatan penyelenggaraan pendaftaran penduduk.
31. Akta Catatan Sipil adalah akta otentik yang berisi catatan lengkap seseorang mengenai kelahiran, kematian, perkawinan, perceraian, pengakuan anak, pengangkatan anak, pengesahan anak, perubahan



nama, perubahan kewarganegaraan dan peristiwa penting lainnya yang diterbitkan dan disimpan oleh Instansi Pelaksana, termasuk akta otentik pencatatan perkawinan di Kantor Urusan Agama (KUA).

32. Kutipan Akta adalah catatan pokok tanggal dikutip dari akta catatan sipil dan merupakan alat bukti yang sah bagi diri yang bersangkutan maupun pihak ketiga mengenai kelahiran, kematian, perceraian, pengakuan anak, pengangkatan anak, pengesahan anak, perubahan nama, perubahan kewarganegaraan dan peristiwa penting lainnya.

33. Kutipan Akta Kedua dan seterusnya adalah kutipan akta catatan sipil yang kedua dan seterusnya yang dapat diterbitkan oleh Instansi Pelaksana karena kutipan akta yang asli (pertama) hilang, musnah setelah dibuktikan dengan surat keterangan dari pihak yang berwajib.

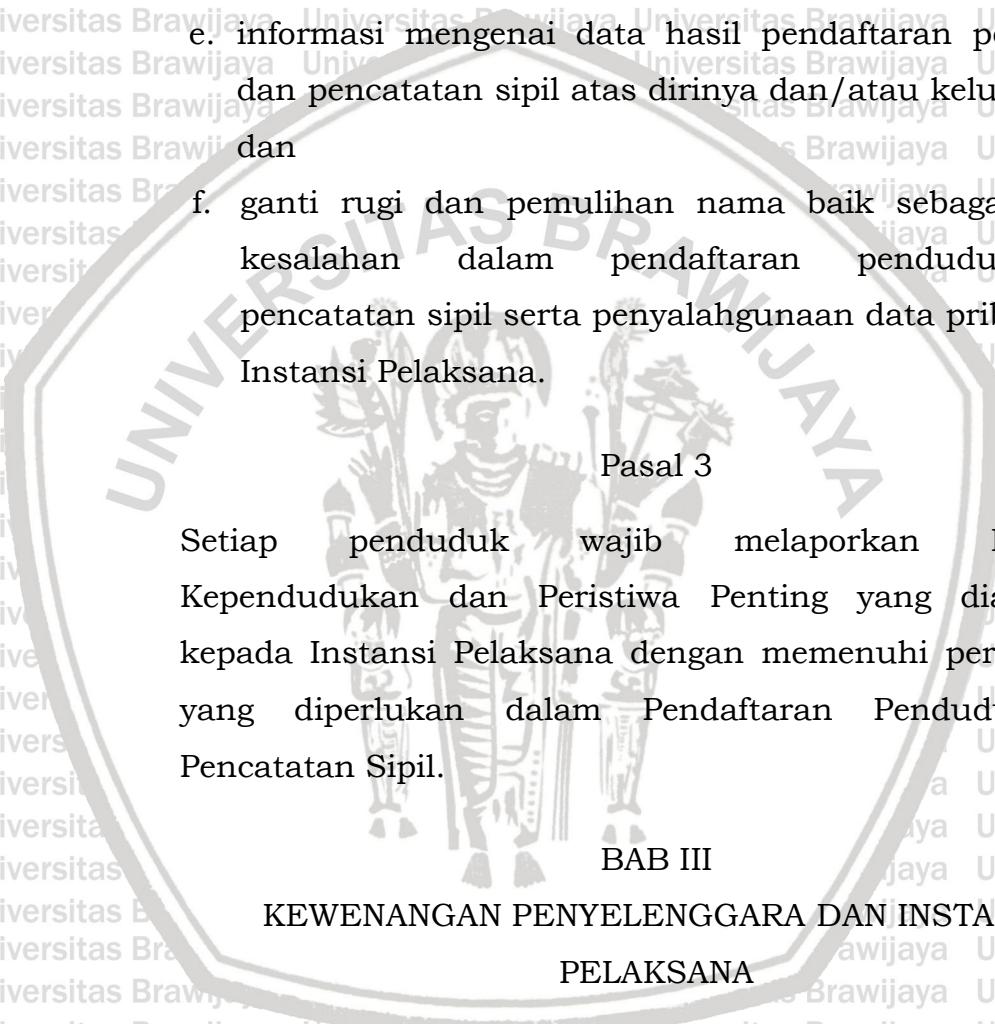
34. Salinan Akta adalah salinan lengkap isi akta catatan sipil yang diterbitkan oleh Instansi Pelaksana atas permintaan pemohon.

35. Sistem Informasi Administrasi Kependudukan yang selanjutnya disingkat SIAK adalah sistem informasi yang memanfaatkan teknologi informasi dan komunikasi untuk memfasilitasi pengelolaan informasi Administrasi Kependudukan di tingkat Penyelenggara dan Instansi Pelaksana sebagai satu kesatuan.

36. Database adalah kumpulan berbagai jenis data kependudukan yang tersimpan secara sistematis, terstruktur dan saling berhubungan dengan menggunakan perangkat lunak, perangkat keras dan jaringan komunikasi data.

37. Data Center adalah tempat/ruang penyimpanan perangkat database pada penyelenggaraan pusat yang menghimpun data kependudukan dari penyelenggara kota dan instansi pelaksana.

38. Data Pribadi adalah data perseorangan tertentu yang disimpan, dirawat dan dijaga kebenarannya serta dilindungi kerahasiaannya.
39. Data Agregat adalah kumpulan data tentang peristiwa kependudukan, peristiwa penting, jenis kelamin, kelompok usia, agama, pendidikan dan pekerjaan.
40. Hak Akses adalah hak yang diberikan oleh Menteri kepada petugas yang ada pada Penyelenggara dan Instansi Pelaksana untuk dapat mengakses database kependudukan sesuai dengan ijin yang diberikan.
41. Pemeriksaan adalah serangkaian kegiatan untuk mencari, mengumpulkan, mengelola data dan/atau keterangan lainnya untuk menguji kepatuhan pemenuhan kewajiban dibidang Penyelenggaraan Administrasi Kependudukan dan Pencatatan Sipil.
42. Petugas Registrasi adalah pegawai yang diberi tugas dan tanggung jawab memberikan pelayanan pelaporan Peristiwa Kependudukan dan Peristiwa Penting serta pengelolaan dan penyajian data Kependudukan di Desa/Kelurahan atau nama lainnya.
43. Lahir Mati adalah kelahiran soerang bayi dari kandungan yang berumur paling sedikit 28 (dua puluh delapan) minggu pada saat dilahirkan tanpa menunjukkan tanda-tanda kehidupan.
44. Penyidik Pegawai Negeri Sipil, yang selanjutnya disingkat PPNS adalah pejabat Pegawai Negeri Sipil tertentu di lingkungan Pemerintah Daerah yang diberi wewenang khusus oleh Peraturan Perundang-undangan yang berlaku untuk melakukan penyidikan terhadap pelanggaran Peraturan Daerah.
45. Pejabat Pencatatan Sipil yang ditunjuk adalah pegawai yang diberi tugas tertentu sesuai dengan peraturan Perundang-undangan yang berlaku.



BAB II

HAK DAN KEWAJIBAN PENDUDUK

Pasal 2

Setiap penduduk mempunyai hak untuk memperoleh :

- a. dokumen kependudukan;
 - b. pelayanan yang sama dalam pendaftaran penduduk dan pencatatan sipil;
 - c. perlindungan atas data pribadi;
 - d. kepastian hukum atas kepemilikan dokumen;
 - e. informasi mengenai data hasil pendaftaran penduduk dan pencatatan sipil atas dirinya dan/atau keluarganya; dan
 - f. ganti rugi dan pemulihan nama baik sebagai akibat kesalahan dalam pendaftaran penduduk dan pencatatan sipil serta penyalahgunaan data pribadi oleh Instansi Pelaksana.

Pasal 3

Setiap penduduk wajib melaporkan Peristiwa Kependudukan dan Peristiwa Penting yang dialaminya kepada Instansi Pelaksana dengan memenuhi persyaratan yang diperlukan dalam Pendaftaran Penduduk dan Pencatatan Sipil.

BAB III

KEWENANGAN PENYELENGGARA DAN INSTANSI

PELAKSANA

Bagian Kesatu Penyelenggara

Pasal 4

Pemerintah Daerah berkewajiban dan bertanggung jawab menyelenggarakan urusan administrasi kependudukan yang meliputi :

- a. koordinasi penyelenggaraan Administrasi Kependudukan;



- b. pembentukan Instansi Pelaksana yang tugas dan fungsinya di bidang Administrasi Kependudukan;
- c. pengaturan teknis penyelenggaraan Administrasi Kependudukan sesuai dengan ketentuan peraturan perundang-undangan yang berlaku;
- d. pembinaan dan sosialisasi penyelenggaraan Administrasi Kependudukan;
- e. pelaksanaan kegiatan pelayanan masyarakat di bidang Administrasi Kependudukan;
- f. penyajian Data Kependudukan berskala kota berasal dari Data Kependudukan yang telah dikonsolidasi dan dibersihkan oleh Kementerian yang bertanggung jawab dalam urusan pemerintahan dalam negeri; dan
- g. koordinasi pengawasan atas penyelenggaraan Administrasi Kependudukan.

Bagian Kedua
Instansi Pelaksana

Pasal 5

- (1) Instansi Pelaksana melaksanakan urusan administrasi kependudukan dengan kewajiban yang meliputi :
- mendaftar peristiwa kependudukan dan mencatat peristiwa penting;
 - memberikan pelayanan yang sama dan profesional kepada setiap penduduk atas pelaporan peristiwa kependudukan dan peristiwa penting;
 - mencetak, menerbitkan dan mendistribusikan Dokumen Kependudukan;
 - mendokumentasikan hasil pendaftaran penduduk dan pencatatan sipil;
 - menjamin kerahasiaan dan keamanan data atas peristiwa kependudukan dan peristiwa penting;
 - melakukan verifikasi dan validasi data dan informasi yang disampaikan oleh penduduk dalam pelayanan pendaftaran penduduk dan pencatatan sipil; dan
 - mengumumkan tentang besarnya tarif denda.
- (2) Kewajiban sebagaimana dimaksud pada ayat (1) huruf a, untuk pencatatan nikah, talak, cerai dan rujuk



bagi penduduk yang beragama Islam pada tingkat Kecamatan dilakukan oleh pegawai pencatat pada KUA Kecamatan.

(3) Kewajiban sebagaimana dimaksud pada ayat (1), untuk persyaratan dan tata cara pencatatan peristiwa penting bagi penduduk yang agamanya belum diakui sebagai agama berdasarkan ketentuan peraturan perundang-undangan atau bagi penghayat kepercayaan berpedoman pada ketentuan peraturan perundang-undangan.

Pasal 6

(1) Instansi Pelaksana melaksanakan urusan Administrasi Kependudukan dengan kewenangan meliputi :

- memperoleh keterangan dan data yang benar tentang peristiwa kependudukan dan peristiwa penting yang dilaporkan penduduk;
- memperoleh data mengenai peristiwa penting yang dialami penduduk atas dasar putusan atau penetapan Pengadilan;
- memberikan keterangan atas laporan peristiwa kependudukan dan peristiwa penting untuk kepentingan penyelidikan, penyidikan dan pembuktian lembaga peradilan; dan
- mengelola data dan mendayagunakan informasi hasil pendaftaran penduduk dan pencatatan sipil untuk kepentingan pembangunan;

(2) Kewenangan sebagaimana dimaksud pada ayat (1) huruf a dan huruf b, berlaku juga bagi KUA Kecamatan khususnya untuk pencatatan nikah, talak, cerai dan rujuk bagi penduduk yang beragama Islam.

(3) Selain kewenangan sebagaimana dimaksud pada ayat (1), Instansi Pelaksana mempunyai kewenangan untuk mendapatkan data hasil pencatatan peristiwa perkawinan, perceraian dan rujuk bagi penduduk yang beragama Islam dari KUA Kecamatan.



Pejabat Pencatatan Sipil mempunyai kewenangan melakukan verifikasi kebenaran data, melakukan pembuktian pencatatan atas nama jabatannya, mencatat data dalam register akta pencatatan sipil, menerbitkan kutipan akta pencatatan sipil dan membuat catatan pinggir pada akta-akta catatan sipil.

Pasal 7

- (1) Petugas Registrasi membantu Lurah dan Instansi Pelaksana dalam pendaftaran Penduduk dan Pencatatan Sipil.

(2) Petugas Registrasi sebagaimana dimaksud pada ayat (1) diangkat dan diberhentikan oleh Walikota diutamakan dari Pegawai Negeri Sipil yang memenuhi persyaratan.

(3) Pedoman pengangkatan dan pemberhentian serta tugas pokok Petugas Registrasi sebagaimana dimaksud pada ayat (1) diatur lebih lanjut dalam Peraturan Walikota.

BAB IV

PENDAFTARAN PENDUDUK

Bagian Kesatu Pelaporan Biodata Penduduk

Pasal 9

- (1) Setiap penduduk wajib melaporkan biodata perorangan sebagai data awal pendaftaran penduduk.
 - (2) Setiap terjadi perubahan biodata penduduk wajib dilaporkan kepada instansi pelaksana paling lambat 30 (tiga puluh) hari sejak tanggal perubahan biodata tersebut.
 - (3) Atas perubahan biodata sebagaimana dimaksud pada ayat (2), wajib dilakukan penggantian terhadap seluruh dokumen penduduk yang bersangkutan.
 - (4) Pelaporan biodata sebagaimana dimaksud pada ayat (1), direkam dengan iSIAK di Tempat Perekaman Data Kependudukan.



Bagian Kedua

NIK

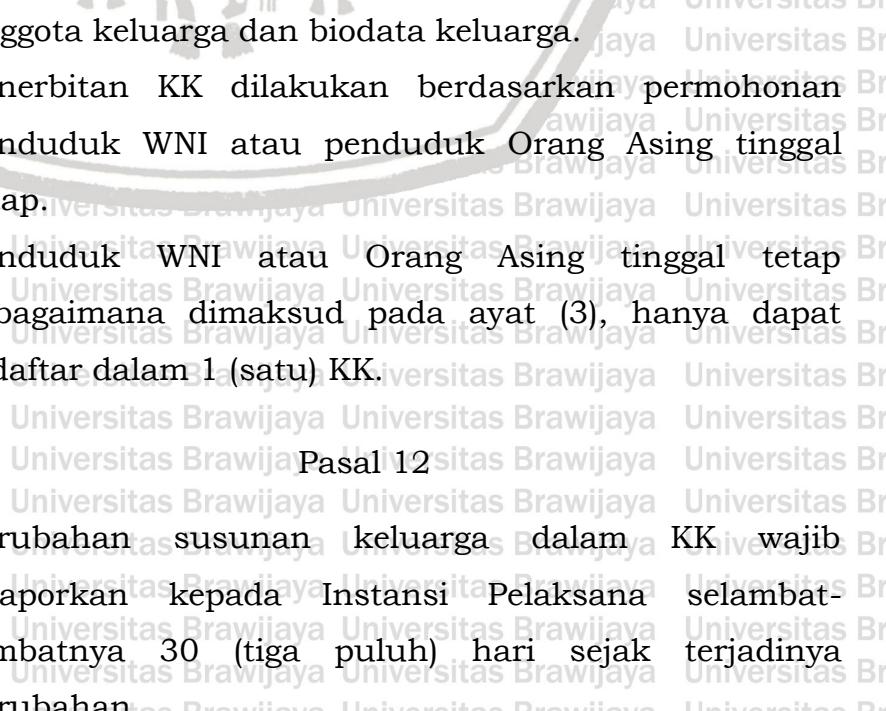
Bagian Ketiga

Pendaftaran Peristiwa Kependudukan

Paragraf 1

KK

Pasal 11

- 
 - (1) Setiap keluarga yang bertempat tinggal tetap wajib memiliki KK yang diterbitkan oleh Instansi Pelaksana.
 - (2) Dalam KK dicatat data kepala keluarga dan data semua anggota keluarga dan biodata keluarga.
 - (3) Penerbitan KK dilakukan berdasarkan permohonan penduduk WNI atau penduduk Orang Asing tinggal tetap.
 - (4) Penduduk WNI atau Orang Asing tinggal tetap sebagaimana dimaksud pada ayat (3), hanya dapat didaftar dalam 1 (satu) KK.

Pasal 12

 - (1) Perubahan susunan keluarga dalam KK wajib dilaporkan kepada Instansi Pelaksana selambat-lambatnya 30 (tiga puluh) hari sejak terjadinya perubahan.

(2) Berdasarkan laporan sebagaimana dimaksud pada ayat (1) Instansi Pelaksana menerbitkan KK.

(3) KK dinyatakan tidak berlaku dan wajib diserahkan ke Instansi Pelaksana apabila terjadi perubahan data.

**Paragraf 2
KTP-el**

Pasal 13

(1) Penduduk Warga Negara Indonesia dan Orang Asing yang memiliki Izin Tinggal Tetap yang telah berumur 17 (tujuh belas) tahun atau telah kawin atau pernah kawin wajib memiliki KTP-el.

(2) KTP-el sebagaimana dimaksud pada ayat (1) berlaku secara nasional.

(3) Orang Asing sebagaimana dimaksud pada ayat (1) wajib melaporkan perpanjangan masa berlaku atau mengganti KTP-el kepada Instansi Pelaksana paling lambat 30 (tiga puluh) hari sebelum tanggal masa berlaku Izin Tinggal Tetap berakhir.

(4) KTP-el dibedakan antara KTP-el WNI dan KTP-el Orang asing bedasarkan status kewarganegaraan.

(5) KTP-el berlaku seumur hidup selama tidak terjadi perubahan elemen data.

(6) Penduduk yang telah memiliki KTP-el wajib membawanya pada saat berpergian.

(7) Penduduk sebagaimana dimaksud pada ayat (1) hanya memiliki 1 (satu) KTP-el.

(8) Dalam KTP-el di muat pas Photo berwarna dari penduduk yang bersangkutan, dengan ketentuan :

a. Penduduk yang lahir pada tahun ganjil, latar belakang pas photo berwarna merah;

b. Penduduk yang lahir pada tahun genap, latar belakang pas photo berwarna biru.

(9) Pas photo sebagaimana dimaksud pada ayat (6), berukuran 2 cm X 3 cm dengan ketentuan 70 % (tujuh puluh persen) tampak wajah dapat menggunakan jilbab dan tidak diperbolehkan menggunakan cadar.



- Pasal 14
- (1) KTP-el mencantumkan gambar lambang Garuda Pancasila dan peta wilayah Negara Kesatuan Republik Indonesia, memuat elemen data penduduk, yaitu NIK, nama, tempat tanggal lahir, laki-laki atau perempuan, agama, status perkawinan, golongan darah, alamat, pekerjaan, kewarganegaraan, pas foto, masa berlaku, tempat dan tanggal dikeluarkan KTP-el, dan tandatangan pemilik KTP-el.
- (2) NIK sebagaimana dimaksud pada ayat (1) menjadi nomor identitas tunggal untuk semua urusan pelayanan publik.
- (3) Pemerintah menyelenggarakan semua pelayanan publik dengan berdasarkan NIK sebagaimana dimaksud pada ayat (2).
- (4) Elemen data penduduk tentang agama sebagaimana dimaksud pada ayat (1) bagi Penduduk yang agamanya belum diakui sebagai agama berdasarkan ketentuan Peraturan Perundang-undangan atau bagi penghayat kepercayaan tidak diisi, tetapi tetap dilayani dan dicatat dalam database kependudukan.
- (5) Dalam KTP-el sebagaimana dimaksud pada ayat (1) tersimpan cip yang memuat rekaman elektronik data perseorangan.
- (6) KTP-el untuk:
- a. Warga Negara Indonesia masa berlakunya seumur hidup; dan
 - b. Orang Asing masa berlakunya disesuaikan dengan masa berlaku Izin Tinggal Tetap.
- (7) Dalam hal terjadi perubahan elemen data, rusak, atau hilang, Penduduk pemilik KTP-el wajib melaporkan kepada Instansi Pelaksana untuk dilakukan perubahan atau penggantian.
- (8) Dalam hal KTP-el terjadi perubahan elemen data dan/atau rusak sebagaimana dimaksud pada ayat (7) diwajibkan menyerahkan KTP-el asli.



(9) Dalam hal KTP-el hilang sebagaimana dimaksud pada ayat (7) diwajibkan menyerahkan Surat Keterangan Kehilangan dari Kepolisian asli.

(10) Dalam hal KTP-el rusak, Penduduk pemilik KTP-el wajib melapor kepada Instansi Pelaksana paling lambat 14 (empat belas) hari dan melengkapi surat pernyataan penyebab terjadinya kerusakan.

(11) Ketentuan lebih lanjut mengenai perubahan elemen data, rusak, atau hilang sebagaimana dimaksud pada ayat (7) diatur dalam Peraturan Walikota.

Pasal 15

- (1) Pembetulan KTP-el hanya dilakukan untuk KTP-el yang mengalami kesalahan tulis redaksional.
 - (2) Pembetulan KTP-el sebagaimana dimaksud pada ayat (1) dilaksanakan dengan atau tanpa permohonan dari orang yang menjadi Subjek KTP-el.
 - (3) Pembetulan KTP-el sebagaimana dimaksud pada ayat (1) dilakukan oleh instansi Pelaksana.

Paragraf 3 Perubahan Alamat

Pasal 16

Dalam hal terjadi perubahan alamat penduduk, Instansi Pelaksana wajib menyelenggarakan penerbitan perubahan dokumen pendaftaran penduduk.

Paragraf 4 Pindah Datang Penduduk

Pasal 17

- (1) Penduduk WNI yang akan pindah ke luar daerah wajib melapor kepada Instansi Pelaksana untuk mendapatkan Surat Keterangan Pindah.
 - (2) Setiap WNI yang pindah wajib melapor kepada Instansi Pelaksana dengan membawa Surat Keterangan Pindah dari daerah asal.
 - (3) Pindah sebagaimana dimaksud pada ayat (1) dan ayat (2), berdomisilinya penduduk di alamat yang baru untuk waktu yang lebih dari 1 (satu) tahun atau



Universitas Brawijaya berdasarkan kebutuhan yang bersangkutan untuk waktu yang kurang dari 1 (satu) tahun.

(4) Berdasarkan Surat Keterangan Pindah sebagaimana dimaksud pada ayat (2), Instansi Pelaksana menerbitkan Surat Keterangan Pindah Datang bagi penduduk yang bersangkutan.

(5) Surat Keterangan Pindah Datang sebagaimana dimaksud pada ayat (4), digunakan sebagai dasar perubahan atau penerbitan KK dan KTP-el bagi penduduk yang bersangkutan.

Pasal 18

- (1) Orang Asing yang memiliki Ijin Tinggal Terbatas dan Orang Asing yang memiliki Ijin Tinggal Tetap yang pindah wajib melaporkan kedatangannya kepada Instansi Pelaksana paling lambat 30 (tiga puluh) hari sejak diterbitkannya Surat Keterangan Pindah Datang.
- (2) Surat Keterangan Pindah Datang sebagaimana dimaksud pada ayat (1), digunakan sebagai dasar perubahan atau penerbitan KK, KTP-el atau Surat Keterangan Tempat Tingal bagi Orang Asing yang bersangkutan.

Paragraf 5 Pindah Datang Antar Negara

Pasal 19

- (1) Penduduk WNI yang pindah ke luar negeri wajib melaporkan rencana kepindahannya kepada Instansi Pelaksana.
- (2) Berdasarkan laporan sebagaimana dimaksud pada ayat (1), Instansi Pelaksana mendaftar dan menerbitkan Surat Keterangan Pindah ke Luar Negeri.

Pasal 20

- (1) WNI yang datang dari luar negeri wajib melaporkan kedatangannya kepada Instansi Pelaksana paling lambat 14 (empat belas) hari sejak tanggal kedatangan.

(2) Berdasarkan laporan sebagaimana dimaksud pada ayat (1), Instansi Pelaksana mendaftar dan menerbitkan Surat Keterangan Datang dari Luar Negeri sebagai dasar penerbitan KK dan KTP-el.

Pasal 21

(1) Orang Asing yang memiliki Izin Tinggal Terbatas yang telah berubah status menjadi Orang Asing yang memiliki Izin Tinggal Tetap wajib melaporkan kepada Instansi Pelaksana paling lambat 14 (empat belas) hari sejak diterbitkan Izin Tinggal Tetap.

(2) Berdasarkan laporan sebagaimana dimaksud pada ayat (1), Instansi Pelaksana mendaftar dan menerbitkan KK dan KTP-el.

Pasal 22

(1) Orang Asing yang memiliki Ijin Tinggal Terbatas yang datang dari luar negeri dan Orang Asing yang memiliki Ijin lainnya yang telah berubah status sebagai pemegang Ijin Tinggal Terbatas yang berencana tinggal di daerah wajib melaporkan kepada Instansi Pelaksana paling lambat 14 (empat belas) hari sejak diterbitkannya Ijin Tinggal Terbatas.

(2) Berdasarkan laporan sebagaimana dimaksud pada ayat (1), Instansi Pelaksana mendaftar dan menerbitkan Surat Keterangan Tempat Tinggal.

(3) Masa berlaku Surat Keterangan Tempat Tinggal sebagaimana dimaksud pada ayat (2), disesuaikan dengan masa berlaku Ijin Tinggal Terbatas.

(4) Surat Keterangan Tempat Tinggal sebagaimana dimaksud pada ayat (2), wajib dibawa pada saat bepergian.

(5) Orang asing yang memiliki Izin Tinggal Terbatas ingin pindah ke luar negeri harus melapor kepada Instansi Pelaksana.



Bagian Keempat
Pendataan Penduduk Rentan Administrasi Kependudukan

Bagian Keempat

Brawijaya Universitas Brawijaya Pasal 23

- (1) a) Instansi Pelaksana wajibers melakukan pendataan penduduk rentan administrasi kependudukan meliputi :

 - a. penduduk korban bencana alam;
 - b. penduduk korban bencana sosial;
 - c. orang terlantar; dan
 - d. komunitas terpencil.

(2) Pendataan penduduk rentan administrasi kependudukan sebagaimana dimaksud pada ayat (1) huruf a dan huruf b, dapat dilakukan di tempat sementara.

(3) Pendataan orang terlantar sebagaimana dimaksud pada ayat (1) huruf c dilakukan secara bersama dalam tim dengan SKPD terkait.

(4) Hasil pendataan sebagaimana dimaksud pada ayat (2) dan ayat (3), digunakan sebagai dasar penerbitan Surat Keterangan Kependudukan untuk penduduk rentan administrasi kependudukan.

(5) Ketentuan lebih lanjut mengenai Tata Cara Pendataan Penduduk Rentan sebagaimana dimaksud pada ayat (1) diatur dalam Peraturan Walikota.

Pasal 24

Atas pendataan penduduk rentan administrasi kependudukan sebagaimana dimaksud dalam Pasal 23 ayat (1), diterbitkan dokumen kependudukan oleh Instansi Pelaksana.

Bagian Kelima

Pelaporan Penduduk Yang Tidak Mampu Mendaftarkan Sendiri

Pasal 25

wijaya Universitas Brawijaya Pasal 23
wijaya Universitas Brawijaya, Univers

- (1) Penduduk yang tidak mampu melaksanakan sendiri pelaporan terhadap Peristiwa Kependudukan yang menyangkut dirinya sendiri dapat dibantu oleh Instansi Pelaksana atau meminta bantuan kepada orang lain.



(2) Penduduk sebagaimana dimaksud pada ayat (1) adalah penduduk yang tidak mampu karena faktor umur, sakit keras, cacat fisik dan/atau cacat mental.

(3) Orang lain sebagaimana dimaksud pada ayat (1) adalah keluarganya atau orang yang diberi kuasa.

Bagian Keenam
Dokumen Pendaftaran Penduduk
Paragraf 1
Pengelolaan Dokumen Pendaftaran Penduduk

Pasal 26

- (1) Pengelolaan dokumen pendaftaran penduduk dilaksanakan oleh Instansi Pelaksana.
- (2) Untuk pengelolaan dokumen pendaftaran penduduk sebagaimana dimaksud pada ayat (1), Instansi Pelaksana dapat berkoordinasi dan bekerjasama dengan instansi terkait.

Paragraf 2

Pencabutan dan/atau Pembatalan Dokumen Pendaftaran Penduduk

Pasal 27

- (1) Setiap orang asing yang berdasarkan penetapan instansi yang berwenang sudah tidak bertempat tinggal secara tetap di alamat lama atau masa berlaku Kitab suatu berakhir, maka Instansi Pelaksana melaksanakan pencabutan dan/atau penghapusan terhadap data dan dokumen kependudukan bagi Orang Asing.
- (2) Setiap WNI yang memiliki data kependudukan ganda atau terdaftar di daerah lain, maka Instansi Pelaksana wajib mencabut dan/atau membatalkan salah satu Data Kependudukan dengan Surat Pernyataan dari pemohon tersebut.
- (3) Apabila ditemukan dokumen pendaftaran penduduk yang diperoleh tanpa melalui prosedur sebagaimana yang ditetapkan peraturan perundang-undangan, maka dokumen tersebut dicabut dan/atau dibatalkan yang diikuti dengan penghapusan data kependudukan yang bersangkutan.



- yang berwenang di Negara setempat dan dilaporkan kepada Perwakilan Republik Indonesia.
- (2) Apabila negara setempat sebagaimana dimaksud pada ayat (1) tidak menyelenggarakan pencatatan kelahiran bagi orang asing, pencatatan dilakukan pada Perwakilan Republik Indonesia setempat.
- (3) Perwakilan Republik Indonesia sebagaimana dimaksud pada ayat (2) mencatat peristiwa kelahiran dalam Register Akta Kelahiran dan menerbitkan Kutipan Akta Kelahiran.
- (4) Pencatatan Kelahiran sebagaimana dimaksud pada ayat (1) dan ayat (2) dilaporkan pada Instansi Pelaksana paling lambat 30 (tiga puluh) hari sejak Warga Negara Indonesia yang bersangkutan kembali ke Republik Indonesia.
- (5) Atas pelaporan kelahiran sebagaimana dimaksud pada ayat (1), diberikan surat tanda bukti pelaporan kelahiran luar negeri

Paragraf 3

Pencatatan kelahiran di atas Kapal laut atau Pesawat Terbang

Pasal 32

- (1) Kelahiran Warga Negara Indonesia di atas kapal laut atau pesawat terbang wajib dilaporkan oleh Penduduk kepada Instansi yang berwenang di tempat tujuan atau tempat singgah berdasarkan keterangan kelahiran dari nakhoda kapal laut atau kapten pesawat terbang.
- (2) Dalam hal tempat tujuan atau tempat singgah sebagaimana dimaksud pada ayat (1) berada di luar wilayah Negara Kesatuan Republik Indonesia, kelahiran dilaporkan kepada negara tempat tujuan atau tempat singgah.
- (3) Apabila negara tempat tujuan atau tempat singgah sebagaimana dimaksud pada ayat (2) tidak menyelenggarakan pencatatan kelahiran bagi orang asing, pencatatan dilakukan pada Perwakilan Republik Indonesia setempat.

(4) Pencatatan Kelahiran sebagaimana dimaksud pada ayat (2) dan ayat (3) wajib dilaporkan oleh Penduduk kepada

Instansi Pelaksana paling lambat 30 (tiga puluh) hari sejak Warga Negara Indonesia yang bersangkutan kembali ke Republik Indonesia.

Pasal 33

(1) Setiap lahir mati wajib dilaporkan oleh penduduk kepada Instansi Pelaksana dan/atau Kelurahan paling lambat 30 (tiga puluh) hari sejak lahir mati.

(2) Instansi Pelaksana dan/atau Kelurahan sebagaimana dimaksud pada ayat (1), menerbitkan Surat Keterangan Lahir Mati.

(3) Pencatatan pelaporan lahir mati sebagaimana dimaksud pada ayat (1) dilakukan dengan memenuhi persyaratan yaitu Keterangan lahir mati dari dokter/bidan/penolong kelahiran.

(4) Berdasarkan pelaporan lahir mati WNI sebagaimana dimaksud pada ayat (1), Lurah menerbitkan dan menandatangani Surat Keterangan Lahir Mati atas nama kepala Instansi Pelaksana.

(5) Berdasarkan pelaporan lahir mati Orang Asing sebagaimana dimaksud pada ayat (1), Instansi Pelaksana menerbitkan dan menandatangani Surat Keterangan Lahir Mati.

Bagian Ketiga

Pencatatan Perkawinan

Paragraf 1

Pencatatan Perkawinan di Wilayah Negara Kesatuan Republik Indonesia

Pasal 34

(1) Perkawinan yang sah berdasarkan ketentuan peraturan perundang-undangan wajib dilaporkan oleh penduduk kepada Instansi Pelaksana paling lambat 60 (enam puluh) hari sejak tanggal perkawinan.



- (2) Berdasarkan laporan sebagaimana dimaksud pada ayat (1), Pejabat Pencatatan Sipil mencatat pada register Akta Perkawinan dan menerbitkan Kutipan Akta Perkawinan.
- (3) Kutipan Akta Perkawinan sebagaimana dimaksud pada ayat (2), masing-masing diberikan kepada suami dan isteri.
- (4) Pelaporan sebagaimana dimaksud pada ayat (1), dilakukan oleh penduduk yang beragama Islam kepada KUA Kecamatan.
- (5) Data hasil pencatatan atas peristiwa sebagaimana dimaksud pada ayat (4) dan dalam Pasal 5 ayat (2), wajib disampaikan oleh KUA Kecamatan kepada Instansi Pelaksana dalam waktu paling lambat 10 (sepuluh) hari setelah pencatatan perkawinan dilaksanakan.
- (6) Hasil pencatatan data sebagaimana dimaksud pada ayat (5), tidak memerlukan penerbitan Kutipan Akta Pencatatan Sipil.

Pasal 35

Pencatatan perkawinan sebagaimana dimaksud dalam Pasal 34, berlaku pula bagi :

- perkawinan yang ditetapkan oleh Pengadilan;
- perkawinan Orang Asing yang dilakukan di Daerah atas permintaan Orang Asing yang bersangkutan.

Pasal 36

Dalam hal perkawinan tidak dapat dibuktikan dengan Akta Perkawinan, pencatatan perkawinan dilakukan setelah adanya penetapan Pengadilan.

Paragraf 2

Pencatatan Perkawinan Bagi Penghayat Kepercayaan

Pasal 37

- (1) Perkawinan Penghayat Kepercayaan dilakukan dihadapan Pemuka Penghayat Kepercayaan.
- (2) Pemuka Penghayat Kepercayaan sebagaimana



- dimaksud pada ayat (1), ditunjuk dan ditetapkan oleh organisasi penghayat kepercayaan, untuk mengisi dan menandatangani surat perkawinan Penghayat Perkawinan.
- (3) Pemuka Penghayat Kepercayaan sebagaimana dimaksud pada ayat (2), terdaftar pada kementerian yang bidang tugasnya secara teknis membina organisasi Penghayat Kepercayaan kepada Tuhan Yang Maha Esa.
- (4) Peristiwa perkawinan sebagaimana dimaksud pada ayat (1), wajib dilaporkan kepada Instansi Pelaksana paling lambat 60 (enam puluh) hari.
- (5) Ketentuan lebih lanjut mengenai Tata Cara Pencatatan Perkawinan Penghayat Kepercayaan sebagaimana dimaksud pada ayat (4) diatur dalam Peraturan Walikota.

Paragraf 3

Pencatatan Perkawinan di Luar wilayah Negara Kesatuan Republik Indonesia

Pasal 38

- (1) Perkawinan warga Negara Indonesia di luar wilayah Negara kesatuan Republik Indonesia wajib dicatatkan pada Instansi yang berwenang di Negara setempat dan dilaporkan pada perwakilan Republik Indonesia.
- (2) Apabila Negara setempat sebagaimana dimaksud pada ayat (1) tidak menyelenggarakan pencatatan perkawinan bagi orang asing, pencatatan dilakukan pada perwakilan Republik Indonesia setempat.
- (3) Perwakilan Republik Indonesia sebagaimana dimaksud pada ayat (2) mencatat peristiwa perkawinan dalam register akta perkawinan dan menerbitkan kutipan akta perkawinan.
- (4) Pencatatan perkawinan sebagaimana dimaksud pada ayat (1) dan ayat (2) dilaporkan oleh yang bersangkutan kepada instansi pelaksana di tempat tinggalnya paling lambat 30 (tiga puluh) hari sejak yang bersangkutan kembali ke Indonesia.



(5) Pelaporan perkawinan sebagaimana dimaksud pada ayat (4) diberikan surat tanda bukti perkawinan luar negeri oleh Instansi Pelaksana.

Bagian Keempat

Pencatatan Pembatalan Perkawinan

Pasal 39

(1) Pembatalan perkawinan wajib dilaporkan oleh penduduk yang mengalami pembatalan perkawinan kepada Instansi Pelaksana paling lambat 90 (sembilan puluh) hari setelah putusan Pengadilan tentang pembatalan perkawinan yang telah memperoleh kekuatan hukum tetap.

(2) Pencatatan pembatalan perkawinan sebagaimana dimaksud pada ayat (1) dilakukan dengan menyerahkan salinan putusan pengadilan mengenai pembatalan perkawinan yang telah mempunyai kekuatan hukum tetap dan kutipan Akta perkawinan.

(3) Instansi Pelaksana sebagaimana dimaksud pada ayat (1), mencabut Kutipan Akta Perkawinan dari kepemilikan subjek akta dan mengeluarkan Surat Keterangan Pembatalan Perkawinan.

Bagian Kelima

Pencatatan Perceraian

Paragraf 1

Pencatatan Perceraian di Wilayah Negara Kesatuan Republik Indonesia

Pasal 40

(1) Perceraian wajib dilaporkan oleh yang bersangkutan kepada Instansi Pelaksana paling lambat 60 (enam puluh) hari sejak putusan Pengadilan tentang perceraian yang telah memperoleh kekuatan hukum tetap.

(2) Pencatatan perceraian sebagaimana dimaksud pada ayat (1) dilakukan dengan menyerahkan salinan putusan pengadilan yang telah memperoleh kekuatan hukum tetap dan kutipan Akta perkawinan.



(3) Berdasarkan laporan sebagaimana dimaksud pada ayat (1), Pejabat Pencatatan Sipil mencatat pada register Akta Perceraian dan menerbitkan Kutipan Akta Perceraian.

**Paragraf 2
Pencatatan Perceraian di Luar wilayah Negara
Kesatuan Republik Indonesia**

Pasal 41

(1) Perceraian warga Negara Indonesia di luar wilayah Negara Kesatuan Republik Indonesia wajib dicatatkan pada Instansi yang berwenang di Negara setempat dan dilaporkan pada perwakilan Republik Indonesia.

(2) Apabila Negara setempat sebagaimana dimaksud pada ayat (1) tidak menyelenggarakan pencatatan perceraian bagi orang asing, pencatatan dilakukan pada perwakilan Republik Indonesia setempat.

(3) Perwakilan Republik Indonesia sebagaimana dimaksud pada ayat (2) mencatat peristiwa perceraian dalam register akta perceraian dan menerbitkan kutipan akta perceraian.

(4) Pencatatan perceraian sebagaimana dimaksud pada ayat (1) dan ayat (2) dilaporkan oleh yang bersangkutan kepada Instansi Pelaksana ditempat tinggalnya paling lambat 30 (tiga puluh) hari sejak yang bersangkutan kembali ke Indonesia.

(5) Pelaporan perceraian sebagaimana dimaksud pada ayat (4) diberikan surat tanda bukti perceraian luar negeri oleh Instansi Pelaksana.

**Bagian Keenam
Pencatatan Pembatalan Perceraian**

Pasal 42

(1) Pembatalan perceraian bagi penduduk wajib dilaporkan oleh penduduk kepada Instansi Pelaksana paling lambat 60 (enam puluh) hari setelah putusan Pengadilan tentang pembatalan perceraian mempunyai kekuatan hukum tetap.



(2) Pencatatan pembatalan perceraian sebagaimana dimaksud pada ayat (1) dilakukan dengan menyerahkan salinan putusan pengadilan mengenai pembatalan perceraian yang telah memperoleh kekuatan hukum tetap dan kutipan akta perceraian.

(3) Berdasarkan laporan sebagaimana dimaksud pada ayat (1), Instansi Pelaksana mencabut Kutipan Akta Perceraian dari pemilikan subjek akta dan mengeluarkan Surat Keterangan Pembatalan Perceraian.

Bagian Ketujuh Pencatatan Kematian

Paragraf 1 Pencatatan Kematian di Wilayah Negara Kesatuan Republik Indonesia

Pasal 43

- (1) Setiap kematian wajib dilaporkan oleh Ketua Rukun Tetangga atau nama lainnya di domisili Penduduk dan/atau keluarga kepada Instansi Pelaksana paling lambat 30 (tiga puluh) hari sejak tanggal kematian.
- (2) Berdasarkan laporan sebagaimana dimaksud pada ayat (1), Pejabat Pencatatan Sipil mencatat pada Register Akta Kematian dan menerbitkan Kutipan Akta Kematian.
- (3) Pencatatan kematian sebagaimana dimaksud pada ayat (2), dilakukan berdasarkan keterangan kematian dari pihak yang berwenang.
- (4) Dalam hal terjadi ketidakjelasan keberadaan seseorang karena hilang atau mati tetapi tidak ditemukan jenasahnya, pencatatan oleh Pejabat Pencatatan Sipil baru dilakukan setelah adanya penetapan Pengadilan.
- (5) Dalam hal terjadi kematian seseorang yang tidak jelas identitasnya, Instansi Pelaksana melakukan pencatatan kematian berdasarkan keterangan dari Kepolisian;
- (6) Ketentuan lebih lanjut mengenai Tata Cara Pencatatan Kematian sebagaimana dimaksud pada ayat (1) diatur dalam Peraturan Walikota.



Pasal 44

- (1) Kematian WNI di luar negeri dilaporkan oleh keluarganya setelah kembali ke Indonesia pada Instansi Pelaksana paling lambat 30 (tiga puluh) hari sejak kedatangannya.

(2) Atas pelaporan kematian sebagaimana dimaksud pada ayat (1), diberikan surat tanda bukti pelaporan kematian luar negeri.

Paragraf 2

Pencatatan Kematian di luar Wilayah Negara Kesatuan Republik Indonesia

Pasal 45

- (1) Kematian Warga Negara Indonesia di luar wilayah Negara Kesatuan Republik Indonesia wajib dilaporkan oleh keluarganya atau yang mewakili keluarganya kepada Perwakilan Republik Indonesia dan wajib dicatatkan kepada instansi yang berwenang di Negara setempat paling lambat 7 (tujuh) hari setelah kematian.

(2) Apabila Perwakilan Republik Indonesia mengetahui peristiwa kematian seseorang Warga Negara Indonesia di Negara setempat yang tidak dilaporkan dan dicatatkan paling lambat 7 (tujuh) hari sejak diterimanya informasi tersebut, pencatatan kematian dilakukan oleh Perwakilan Republik Indonesia.

(3) Dalam hal seseorang Warga Negara Indonesia dinyatakan hilang, pernyataan kematian karena hilang dan pencatatannya dilakukan oleh Instansi yang berwenang di Negara setempat.

(4) Dalam hal terjadi kematian seseorang Warga Negara Indonesia yang tidak jelas identitasnya, pernyataan dan pencatatan dilakukan oleh Instansi yang berwenang di Negara setempat.

(5) Keterangan pernyataan kematian sebagaimana dimaksud pada ayat (3) dan ayat (4) dicatatkan pada Perwakilan Republik Indonesia setempat.



(6) Keterangan sebagaimana dimaksud pada ayat (5) menjadi dasar Instansi Pelaksana mencatat peristiwa tersebut dan menjadi bukti di pengadilan sebagai dasar penetapan pengadilan mengenai kematian seseorang.

Pasal 46

Instansi Pelaksana dapat mencatat peristiwa kematian WNI yang dinyatakan hilang di Luar negeri berdasarkan Keterangan pernyataan kematian dari Instansi yang berwenang di negara setempat dan penetapan pengadilan mengenai kematian seseorang.

Bagian Kedelapan Brawijaya

Pencatatan Pengangkatan Anak, Pengakuan Anak dan Pengesahan Anak

Paragraf 1

Pencatatan Pengangkatan Anak

Pasal 47

- (1) Pencatatan pengangkatan anak dilaksanakan berdasarkan penetapan Pengadilan.
- (2) Pencatatan pengangkatan anak sebagaimana dimaksud pada ayat (1), wajib dilaporkan oleh penduduk kepada Instansi Pelaksana yang menerbitkan Kutipan Akta Kelahiran paling lambat 30 (tiga puluh) hari setelah diterimanya salinan penetapan Pengadilan oleh penduduk.
- (3) Berdasarkan laporan sebagaimana dimaksud pada ayat (2), Pejabat Pencatatan Sipil membuat catatan pingir pada register Akta Kelahiran dan Kutipan Akta Kelahiran.
- (4) Ketentuan lebih lanjut mengenai Tata Cara Pencatatan Pengangkatan Anak sebagaimana dimaksud pada ayat (2) akan diatur dalam Peraturan Walikota.

Pasal 48

- (1) Pelaporan pengangkatan anak yang dilakukan di luar negeri wajib dilaporkan pada Instansi Pelaksana paling lambat 30 (tiga puluh) hari sejak kembali ke Daerah.



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(2) Pelaporan pengangkatan anak sebagaimana dimaksud pada ayat (1), Instansi Pelaksana mengukuhkan Surat Keterangan Pengangkatan Anak.

**Paragraf 2
Pencatatan Pengakuan Anak
Pasal 49**

(1) Pengakuan anak wajib dilaporkan oleh orang tua pada Instansi Pelaksana paling lambat 30 (tiga puluh) hari sejak tanggal surat pengakuan anak oleh ayah dan disetujui oleh ibu kandung dari anak yang bersangkutan.

(2) Pengakuan anak hanya berlaku bagi anak yang orang tuanya telah melaksanakan perkawinan sah menurut hukum agama, tetapi belum sah menurut hukum negara.

(3) Berdasarkan laporan sebagaimana dimaksud pada ayat (1), Pejabat Pencatatan Sipil mencatat pada register Akta Pengakuan Anak dan menerbitkan Kutipan akta Pengakuan Anak.

(4) Ketentuan lebih lanjut mengenai Tata Cara Pencatatan Pengakuan Anak sebagaimana dimaksud pada ayat (1) akan diatur dalam Peraturan Walikota.

**Paragraf 3
Pencatatan Pengesahan Anak
Pasal 50**

(1) Setiap pengesahan anak wajib dilaporkan oleh orang tua kepada Instansi Pelaksana paling lambat 30 (tiga puluh) hari sejak ayah dan ibu dari anak yang bersangkutan melakukan perkawinan dan mendapatkan akta perkawinan.

(2) Pengesahan anak hanya berlaku bagi anak yang orang tuanya telah melaksanakan perkawinan sah menurut hukum agama dan hukum negara.

(3) Berdasarkan laporan pengesahan anak sebagaimana dimaksud pada ayat (1), Pejabat Pencatatan Sipil mencatat pada register akta pengesahan anak dan menerbitkan kutipan akta pengesahan anak.



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(4) Ketentuan lebih lanjut mengenai Tata Cara Pencatatan Pengesahan Anak sebagaimana dimaksud pada ayat (1) akan diatur dalam Peraturan Walikota.

Bagian Kesembilan
Pencatatan Perubahan Nama dan Perubahan Status Kewarganegaraan

Paragraf 1
Pencatatan Perubahan Nama

Pasal 51

(1) Pencatatan perubahan nama dilaksanakan berdasarkan penetapan Pengadilan Negeri tempat tinggal pemohon.

(2) Pencatatan perubahan nama sebagaimana dimaksud pada ayat (1), wajib dilaporkan oleh penduduk kepada Instansi Pelaksana yang menerbitkan Akta Pencatatan Sipil paling lambat 30 (tiga puluh) hari sejak diterimanya salinan penetapan Pengadilan Negeri oleh Penduduk.

(3) Berdasarkan laporan sebagaimana dimaksud pada ayat (2), Pejabat Pencatatan Sipil membuat catatan pinggir pada register Akta Pencatatan Sipil dan Kutipan Akta Pencatatan Sipil.

Paragraf 2
Pencatatan Perubahan Status Kewarganegaraan

Pasal 52

(1) Setiap perubahan kewarganegaraan dari Orang Asing menjadi WNI wajib dilaporkan oleh penduduk yang bersangkutan kepada Instansi Pelaksana paling lambat 60 (enam puluh) hari sejak berita acara pengucapan sumpah atau pernyataan janji setia oleh Pejabat.

(2) Berdasarkan laporan sebagaimana dimaksud pada ayat (1), Pejabat Pencatatan Sipil membuat catatan pinggir pada register akta Pencatatan Sipil.

(3) Ketentuan lebih lanjut mengenai Tata Cara Pencatatan Perubahan Status Kewarganegaraan sebagaimana dimaksud pada ayat (1), diatur dalam Peraturan Walikota.



**Bagian Kesepuluh
Pencatatan Peristiwa Penting Lainnya**

Pasal 53

(1) Pencatatan Peristiwa Penting lainnya dilakukan oleh Pejabat Pencatatan Sipil atas permintaan penduduk yang bersangkutan setelah adanya penetapan Pengadilan Negeri yang telah memperoleh kekuatan hukum tetap.

(2) Pencatatan Peristiwa Penting lainnya sebagaimana dimaksud pada ayat (1), paling lambat 30 (tiga puluh) hari sejak diterimanya Salinan penetapan Pengadilan.

Bagian Kesebelas

Pelaporan Penduduk yang tidak Mampu Melaporkan Sendiri

Pasal 54

- (1) Penduduk yang tidak mampu melaksanakan sendiri pelaporan terhadap Peristiwa Penting yang menyangkut dirinya sendiri dapat dibantu oleh Instansi Pelaksana atau meminta bantuan kepada orang lain.
- (2) Penduduk sebagaimana dimaksud pada ayat (1) adalah penduduk yang tidak mampu karena faktor umur, sakit keras, cacat fisik atau cacat mental.
- (3) Orang lain sebagaimana dimaksud pada ayat (1) adalah keluarganya atau orang yang diberi kuasa.

Bagian Keduabelas

Pembetulan, Perubahan, Pembatalan dan Salinan Akta

Pasal 55

(1) Pembetulan akta hanya dapat dilakukan untuk akta yang mengalami kesalahan penulisan redaksional.

(2) Pembetulan Akta Pencatatan Sipil sebagaimana dimaksud pada ayat (1) dilaksanakan dengan atau tanpa permohonan dari orang yang menjadi subyek akta.

(3) Pembetulan Akta Pencatatan Sipil sebagaimana dimaksud pada ayat (1) dilakukan oleh Pejabat Pencatatan Sipil sesuai dengan kewenangannya;



(2) Data perseorangan meliputi :

- a. nomor KK;
 - b. NIK;
 - c. nama lengkap;
 - d. jenis kelamin;
 - e. tempat lahir;
 - f. tanggal/bulan/tahun lahir;
 - g. golongan darah;
 - h. agama/kepercayaan;
 - i. status perkawinan;
 - j. status hubungan dalam keluarga;
 - k. cacat fisik dan/atau mental;
 - l. pendidikan terakhir;
 - m. jenis pekerjaan;
 - n. NIK ibu kandung;
 - o. nama ibu kandung;
 - p. NIK ayah;
 - q. nama ayah;
 - r. alamat sebelumnya;
 - s. alamat sekarang;
 - t. kepemilikan akta kelahiran/surat kenal;
 - u. nomor akta kelahiran/nomor surat kenal;
 - v. kepemilikan akta perkawinan/buku nikah;
 - w. nomor akta perkawinan/buku nikah;
 - x. tanggal perkawinan;
 - y. kepemilikan akta perceraian;
 - z. nomor akta perceraian/surat cerai;
 - aa. tanggal perceraian;
 - bb. sidik jari;
 - cc. iris mata;
 - dd. tanda tangan; dan
 - ee. elemen data lainnya yang merupakan seseorang

(3) Data agregat meliputi himpunan data perseorangan yang berupa data kuantitatif dan data kualitatif.

(4) Data Kependudukan sebagaimana dimaksud pada ayat (1), ayat (2) dan ayat (3) yang digunakan untuk semua keperluan adalah data kependudukan dari

Kementerian Dalam Negeri, antara lain untuk pemanfaatan :

- a. pelayanan publik;
- b. perencanaan pembangunan;
- c. alokasi anggaran;
- d. pembangunan demokrasi; dan/atau
- e. penegakan hukum dan pencegahan kriminal.

Bagian Kedua

Dokumen Kependudukan

Pasal 61

(1) Dokumen kependudukan meliputi :

- a. Biodata penduduk;
- b. KK;
- c. KTP;
- d. Surat Keterangan kependudukan;
- e. Akta Pencatatan Sipil.

(2) Surat keterangan kependudukan sebagaimana dimaksud pada ayat (1) huruf d, meliputi :

- a. Surat Keterangan Pindah;
- b. Surat Keterangan Pindah Datang;
- c. Surat Keterangan Pindah ke Luar Negeri;
- d. Surat keterangan Datang dari Luar Negeri;
- e. Surat Keterangan Tempat Tinggal;
- f. Surat Keterangan Kelahiran;
- g. Surat Keterangan Lahir Mati;
- h. Surat Keterangan Pembatalan Perkawinan;
- i. Surat Keterangan Pembatalan Perceraian;
- j. Surat Keterangan Kematian;
- k. Surat Keterangan Pengangkatan Anak;
- l. Surat Keterangan Pelepasan Kewarganegaraan Indonesia;
- m. Surat Keterangan Pengganti Tanda Identitas;
- n. Surat Keterangan Pencatatan Sipil.

(3) Biodata penduduk, KK, KTP-el, Surat Keterangan

Pindah penduduk WNI antar Kabupaten/Kota dalam satu Propinsi dan antar Propinsi, Surat Keterangan Pindah Pindah Datang WNI antar Kabupaten/Kota



- dalam satu Propinsi dan antar Propinsi, Surat Keterangan Pindah ke Luar Negeri, Surat Keterangan Datang dari Luar Negeri, Surat Keterangan Tempat Tinggal untuk Orang Asing, Surat Keterangan Lahir Mati untuk Orang Asing, Surat Keterangan Kematian untuk Orang Asing, Surat Keterangan Pembatalan Perkawinan, Surat Keterangan Pembatalan Perceraian, Surat Keterangan Pengganti Tanda Identitas, diterbitkan dan ditandatangani oleh Kepala Instansi Pelaksana.
- (4) Surat Keterangan pindah penduduk WNI antar Kecamatan, Surat Keterangan Pindah Datang WNI antar Kecamatan dapat diterbitkan dan ditandatangani oleh Camat atas nama Kepala Instansi Pelaksana.
- (5) Surat Keterangan Pindah Datang Penduduk WNI dalam satu Kelurahan, Surat Keterangan Pindah Datang penduduk WNI antar Kelurahan dalam satu Kecamatan, Surat Keterangan Kelahiran untuk WNI, Surat Keterangan Lahir Mati untuk WNI dan Surat Keterangan Kematian untuk WNI dapat diterbitkan dan ditandatangani oleh Lurah atas nama Kepala Instansi Pelaksana.

Pasal 62

Biodata penduduk paling sedikit memuat keterangan tentang nama, tempat dan tanggal lahir, alamat dan jatidiri lainnya secara lengkap serta perubahan data sehubungan dengan peristiwa kependudukan dan peristiwa penting yang dialami.

Pasal 63

(1) KK memuat keterangan mengenai kolom nomor KK, nama lengkap kepala keluarga, NIK, jenis kelamin, alamat, tempat lahir, tanggal lahir, agama, pendidikan, pekerjaan, status perkawinan, status hubungan dalam keluarga, kewarganegaraan, dokumen imigrasi dan nama orang tua.



(2) Keterangan mengenai kolom agama sebagaimana dimaksud ayat (1), bagi penduduk yang agamanya belum diakui sebagai agama berdasarkan ketentuan Peraturan Perundang-undangan atau bagi penghayat kepercayaan tidak diisi, tetapi tetap dilayani dan dicatat dalam database Kependudukan

(3) Nomor KK sebagaimana dimaksud pada ayat (1), berlaku untuk selamanya kecuali terjadi perubahan kepala keluarga.

(4) KK diterbitkan dan diberikan oleh Instansi Pelaksana kepada penduduk Warga Negara Indonesia dan Orang Asing yang memiliki Izin Tinggal Tetap.

(5) KK sebagaimana dimaksud ayat (1), dijadikan salah satu dasar peneribitan KTP-el.

Pasal 64

(1) Penduduk Warga Negara Indonesia dan Orang Asing yang memiliki Izin Tinggal Tetap hanya diperbolehkan terdaftar dalam 1 (satu) KK.

(2) Perubahan susunan keluarga dalam KK wajib dilaporkan kepada Instansi Pelaksana selambat-lambatnya 30 (tiga puluh) hari sejak terjadinya perubahan.

(3) Berdasarkan laporan sebagaimana dimaksud pada ayat (2), Instansi Pelaksana mendaftar dan menerbitkan KK.

Pasal 65

Surat Keterangan Kependudukan paling sedikit memuat keterangan tentang nama lengkap, NIK, jenis Kelamin, tempat tanggal lahir, agama, alamat, Peristiwa Kependudukan dan Peristiwa Penting yang dialami oleh seseorang

Pasal 66

(1) Altsa Pencatatan Sipil terdiri atas:

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Register Akta Pencatatan Sipil:

a. Register Akta Pencatatan Sipil;

b. Kutipan Akta Pencatatan Sipil.

(2) Akta Pencataan Sipil berlaku selamanya.



Pasal 67

- (1) Register Akta Pencatatan Sipil memuat seluruh data Peristiwa Penting.

(2) Data Peristiwa Penting yang berasal dari KUA Kecamatan diintegrasikan ke dalam database kependudukan dan tidak diterbitkan Kutipan Akta Pencatatan Sipil.

(3) Register Akta Pencatatan Sipil disimpan dan dirawat oleh Instansi Pelaksana.

(4) Register Akta Pencatatan Sipil memuat :

 - a. jenis Peristiwa Penting;
 - b. NIK dan status kewarganegaraan;
 - c. nama orang yang mengalami Peristiwa Penting;
 - d. nama dan identitas pelapor;
 - e. tempat dan tanggal peristiwa;
 - f. nama dan identitas saksi;
 - g. tempat dan tanggal dikeluarkannya akta;
 - h. nama dan tanda tangan Pejabat yang berwenang.

Pasal 68

- (1) Kutipan Akta Pencatatan Sipil terdiri atas Kutipan Akta :

 - kelahiran;
 - kematian;
 - perkawinan;
 - perceraian;
 - pengakuan anak dan
 - Pengesahan anak.

(2) Kutipan akta Pencatatan Sipil memuat :

 - jenis Peristiwa Penting;
 - NIK dan status kewarganegaraan;
 - nama orang yang mengalami Peristiwa Penting;
 - tempat dan tanggal peristiwa;
 - tempat dan tanggal dikeluarkannya akta;
 - nama dan tanda tangan Pejabat yang berwenang;
 - pernyataan kesesuaian kutipan tersebut dengan data yang terdapat dalam register Akta Pencatatan Sipil.



Setiap orang dilarang memerintahkan dan/ atau memfasilitasi dan/ atau melakukan manipulasi Data Kependudukan dan/ atau elemen data Penduduk.

Pengurusan dan penerbitan Dokumen Kependudukan tidak dipungut biaya.

BAB VII PERLINDUNGAN DATA PRIBADI PENDUDUK

Pasal 71

- (1) Data pribadi Penduduk yang berada pada Instansi Pelaksana wajib disimpan dan dilindungi oleh negara.
- (2) Data Pribadi Penduduk sebagaimana dimaksud pada ayat (1) harus dijaga kebenarannya dan dilindungi kerahasiaannya oleh negara sesuai dengan Ketentuan Peraturan Perundang-undangan yang berlaku.
- (3) Data pribadi penduduk sebagaimana dimaksud pada ayat (2) yang harus dilindungi memuat :
 - a. Keterangan tentang cacat fisik dan/ atau mental;
 - b. Sidik jari;
 - c. Iris mata;
 - d. Tanda tangan dan
 - e. Elemen data lainnya yang merupakan aib seseorang.

BAB VIII PENGELOLAAN DOKUMEN PENDAFTARAN PENDUDUK DAN PENCATATAN SIPIL

Pasal 72

- (1) Dokumen pendaftaran penduduk, termasuk foto yang diserahkan merupakan dokumen negara yang harus dilindungi, wajib dipelihara, dijaga keamanan dan kerahasiaannya oleh Instansi Pelaksana.



(2) Dokumen pendaftaran penduduk sebagaimana dimaksud pada ayat (1), adalah :

- a. Biodata penduduk;
 - b. Kartu Keluarga;
 - c. Kartu Tanda Penduduk;
 - d. Surat-surat keterangan kependudukan.

(3) Dokumen pendaftaran penduduk yang telah habis masa berlakunya dan yang wajib diserahkan kepada Instansi Pelaksana karena pindah alamat dinyatakan tidak berlaku.

Pasal 73

- (1) Dokumen pencatatan sipil, termasuk foto dan surat-surat persyaratan yang diserahkan merupakan dokumen Negara yang harus dilindungi, wajib dipelihara, dijaga keamanan dan kerahasiaannya oleh Instansi Pelaksana sebagai pengelola.

(2) Dokumen pencatatan sipil sebagaimana dimaksud pada ayat (1) meliputi :

 - a. Akta Kelahiran;
 - b. Akta Perkawinan;
 - c. Akta Perceraian;
 - d. Akta Kematian;
 - e. Akta Pengakuan Anak; dan
 - f. Akta Pengesahan Anak;

BAB IX

SIAK

Bagian Kesatu Tujuan SIAK

Pasa1 74

Pengelolaan SIAK bertujuan :

- a. meningkatkan kualitas pelayanan Pendaftaran Penduduk dan Pencatatan Sipil;
 - b. menyediakan data dan informasi skala nasional dan daerah mengenai hasil pendaftaran penduduk dan pencatatan sipil yang akurat, lengkap, mutakhir dan



Universitas Brawijaya mudah diakses; dan/atau c. mewujudkan pertukaran data secara sistemik melalui SIAK, dengan tetap menjamin kerahasiaan.

Universitas Brawijaya Bagian Kedua
Universitas Brawijaya Unsur SIAK
Universitas Brawijaya Pasal 75
Universitas Brawijaya SIAK merupakan satu kesatuan kegiatan terdiri dari unsur:
a. database;
b. perangkat teknologi informasi dan komunikasi;
c. sumber daya manusia;
d. pemegang hak akses;
e. lokasi database;
f. pengelolaan database;
g. pemeliharaan database;
h. pengamanan database;
i. pengawasan database;
j. data cadangan;
k. perangkat pendukung;
l. tempat pelayanan;
m. pusat data;
n. pusat data cadangan; dan
o. jaringan komunikasi data.

BAB X HAK AKSES DATA DAN DOKUMEN KEPENDUDUKAN

Bagian Kesatu Hak Akses

Pasal 76

(1) Menteri memberikan hak akses kepada petugas yang memenuhi persyaratan.

(2) Petugas yang dimaksud pada ayat (1), adalah Pegawai Negeri Sipil pada Instansi Pelaksana.

Pasal 77

(1) Petugas sebagaimana dimaksud dalam ayat (2), yang diberikan hak akses adalah pegawai negeri sipil yang memenuhi persyaratan sesuai ketentuan peraturan perundungan yang berlaku.



(2) Hak akses petugas sebagaimana dimaksud pada ayat(1), dapat dicabut karena :

- meninggal dunia;
- mengundurkan diri;
- menderita sakit permanen sehingga tidak bisa menjalankan tugas;
- tidak cakap melaksanakan tugas dengan baik; dan/atau
- membocorkan data dan dokumen kependudukan.

(3) Pencabutan hak akses sebagaimana dimaksud pada ayat (2), dilakukan oleh Menteri.

Pasal 78

- (1) Ruang lingkup hak akses sebagaimana dimaksud dalam Pasal 76 ayat (1), yang diberikan oleh Menteri kepada petugas Penyelenggara Kota dan Instansi Pelaksana meliputi memasukkan, menyimpan, membaca, mengubah, meralat dan menghapus serta mencetak data, mengkopi data dan dokumen kependudukan.
 - (2) Dalam menyelenggarakan hak akses sebagaimana dimaksud pada ayat (1), berlaku ketentuan penyelenggara kota berdasarkan data dari Instansi Pelaksana.

Pasal 79

Hak akses sebagaimana dimaksud dalam Pasal 76 ayat (1),
dikecualikan dari data pribadi penduduk.

Pasal 80

Pemberian dan pencabutan hak akses sebagaimana dimaksud dalam Pasal 77 dilaksanakan sesuai dengan ketentuan peraturan perundangan.

Magian Ked

- ## Pendayagunaan Data dan Informasi

Pasal 81



oleh Instansi Pelaksana agar menjadi informasi dengan menyusun struktur data, membuat statistik, menganalisis keterkaitan data penduduk dengan ekonomi, sosial, budaya, sumber daya alam dan lainnya.

- (2) Hasil pengolahan data sebagaimana dimaksud pada ayat (1), digunakan untuk kepentingan masyarakat dan pembangunan.

BAB XI

PEMBINAAN, PENGAWASAN DAN PENGENDALIAN

Pasal 82

- (1) Pembinaan, pengawasan dan pengendalian terhadap penyelenggaraan pelayanan administrasi kependudukan dan pencatatan sipil dilakukan oleh Walikota.
- (2) Ketentuan lebih lanjut mengenai Pembinaan, Pengawasan dan Pengendalian sebagaimana dimaksud pada ayat (1) diatur dalam Peraturan Walikota.

BAB XII

SANKSI ADMINISTRASI

Pasal 83

- (1) Setiap penduduk yang terlambat melapor sebagaimana dimaksud dalam ketentuan Pasal 9 ayat (2), Pasal 12 ayat (1), Pasal 28 ayat (1), Pasal 31 ayat (4), Pasal 34 ayat (1), Pasal 38 ayat (4), Pasal 39 ayat (1), Pasal 40 ayat (1), Pasal 41 ayat (4), Pasal 42 ayat (1), Pasal 47 ayat (2), Pasal 48 ayat (1), Pasal 49 ayat (1), Pasal 50 ayat (1), Pasal 51 ayat (2), Pasal 52 ayat (1) dikenakan denda paling banyak Rp. 50.000,00 (lima puluh ribu rupiah).
- (2) Setiap WNI yang terlambat melapor sebagaimana dimaksud dalam Pasal 20 ayat (1) dikenakan denda paling banyak Rp. 100.000,00 (seratus ribu rupiah).
- (3) Setiap Orang Asing yang terlambat melapor sebagaimana dimaksud dalam ketentuan Pasal 13

ayat (3), Pasal 18 ayat (1), Pasal 22 ayat (1) dikenakan denda paling banyak Rp. 100.000,00 (seratus ribu rupiah).

- (4) Denda sebagaimana dimaksud pada ayat (1), ayat (2) dan ayat (3) masuk dalam Kas Daerah sebagai pendapatan asli daerah dengan jenis lain-lain pendapatan asli daerah yang sah.

BAB XIII

KETENTUAN PENYIDIKAN

Pasal 84

- (1) Pejabat Pegawai Negeri Sipil tertentu di lingkungan Pemerintah Daerah diberi wewenang khusus sebagai Penyidik untuk melakukan penyidikan tindak pidana dibidang kepariwisataan sebagaimana dimaksud dalam Undang-Undang Nomor 8 Tahun 1981 tentang Hukum Acara Pidana.
- (2) Penyidik sebagaimana dimaksud pada ayat (1), yaitu Pejabat Pegawai Negeri Sipil tertentu di lingkungan Pemerintah Daerah yang diangkat oleh Pejabat yang berwenang sesuai dengan ketentuan peraturan perundang-undangan.
- (3) Wewenang Penyidik sebagaimana dimaksud pada ayat (1), terdiri dari :
- menerima, mencari, mengumpulkan dan meneliti mengenai keterangan atau laporan berkenaan dengan tindak pidana bidang perpajakan daerah agar keterangan atau laporan tersebut menjadi lengkap dan jelas;
 - meneliti, mencari, dan mengumpulkan keterangan mengenai orang pribadi atau badan tentang kebenaran perbuatan yang dilakukan sehubungan dengan tindak pidana perpajakan daerah;
 - meminta keterangan dan bahan bukti dari orang pribadi atau badan sehubungan dengan tindak pidana di bidang perpajakan daerah;
 - memeriksa buku, catatan, dan dokumen lain berkenaan dengan tindak pidana dibidang



- e. melakukan penggeledahan untuk mendapatkan bahan bukti pembukuan, pencatatan dan dokumen lain, serta melakukan penyitaan terhadap bahan bukti tersebut;

f. meminta bantuan tenaga ahli dalam rangka melaksanakan tugas penyidikan tindak pidana di bidang perpajakan daerah;

g. menyuruh berhenti dan/atau melarang seseorang meninggalkan ruangan atau tempat pada saat pemeriksaan sedang berlangsung dan memeriksa identitas orang, benda, dan/atau dokumen yang dibawa;

h. memotret seseorang yang dikaitkan dengan tindak pidana perpajakan daerah;

i. memanggil orang untuk didengar keterangan dan diperiksa sebagai tersangka atau saksi;

j. menghentikan penyidikan; dan/atau

k. melakukan tindakan lain yang perlu untuk kelancaran penyidikan tindak pidana di bidang perpajakan daerah sesuai dengan ketentuan peraturan perundangundangan.

(4) Penyidik sebagaimana dimaksud pada ayat (1), memberitahukan dimulainya penyidikan dan menyampaikan hasil penyidikannya kepada Penuntut Umum melalui Penyidik Pejabat Polisi Negara Republik Indonesia, sesuai dengan ketentuan yang diatur dalam Undang-Undang Nomor 8 Tahun 1981 tentang Hukum Acara Pidana.

BAB XIV

KETENTUAN PIDANA

Pasal 85

- (1) Pelanggaran terhadap ketentuan-ketentuan dalam Pasal 22 ayat (4) Peraturan Daerah ini diancam dengan pidana kurungan paling lama 3 (tiga) bulan atau denda paling banyak Rp. 5.000.000,00 (lima juta rupiah).
 - (2) Tindak pidana sebagaimana dimaksud pada ayat (1), adalah pelanggaran.



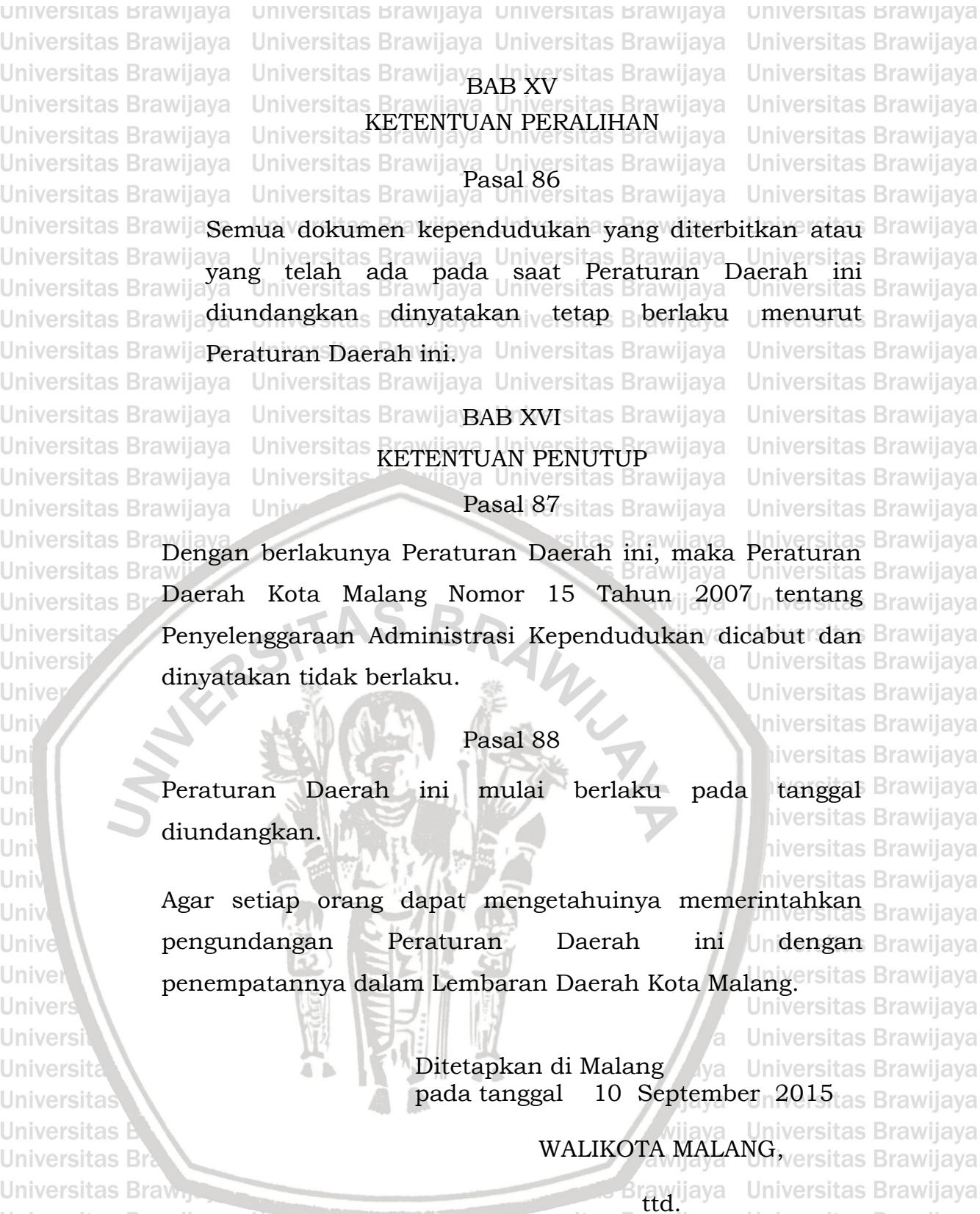
Diundangkan di Malang pada tanggal 30 November 2015

SEKRETARIS DAERAH KOTA MALANG,

ttd.

CIPTO WIYONO

LEMBARAN DAERAH KOTA MALANG TAHUN 2015 NOMOR 9
NOREG PERATURAN DAERAH KOTA MALANG PROVINSI JAWA TIMUR :
NOMOR 255-9/2015



BAB XV

KETENTUAN PERALIHAN

Pasal 86

Semua dokumen kependudukan yang diterbitkan atau yang telah ada pada saat Peraturan Daerah ini diundangkan dinyatakan tetap berlaku menurut Peraturan Daerah ini.

Pasal 87

Dengan berlakunya Peraturan Daerah ini, maka Peraturan Daerah Kota Malang Nomor 15 Tahun 2007 tentang Penyelenggaraan Administrasi Kependudukan dicabut dan dinyatakan tidak berlaku.

Pasal 88

Peraturan Daerah ini mulai berlaku pada tanggal diundangkan.

Agar setiap orang dapat mengetahuinya memerintahkan pengundangan Peraturan Daerah ini dengan penempatannya dalam Lembaran Daerah Kota Malang.

Ditetapkan di Malang pada tanggal 10 September 2015

WALIKOTA MALANG,

ttd.

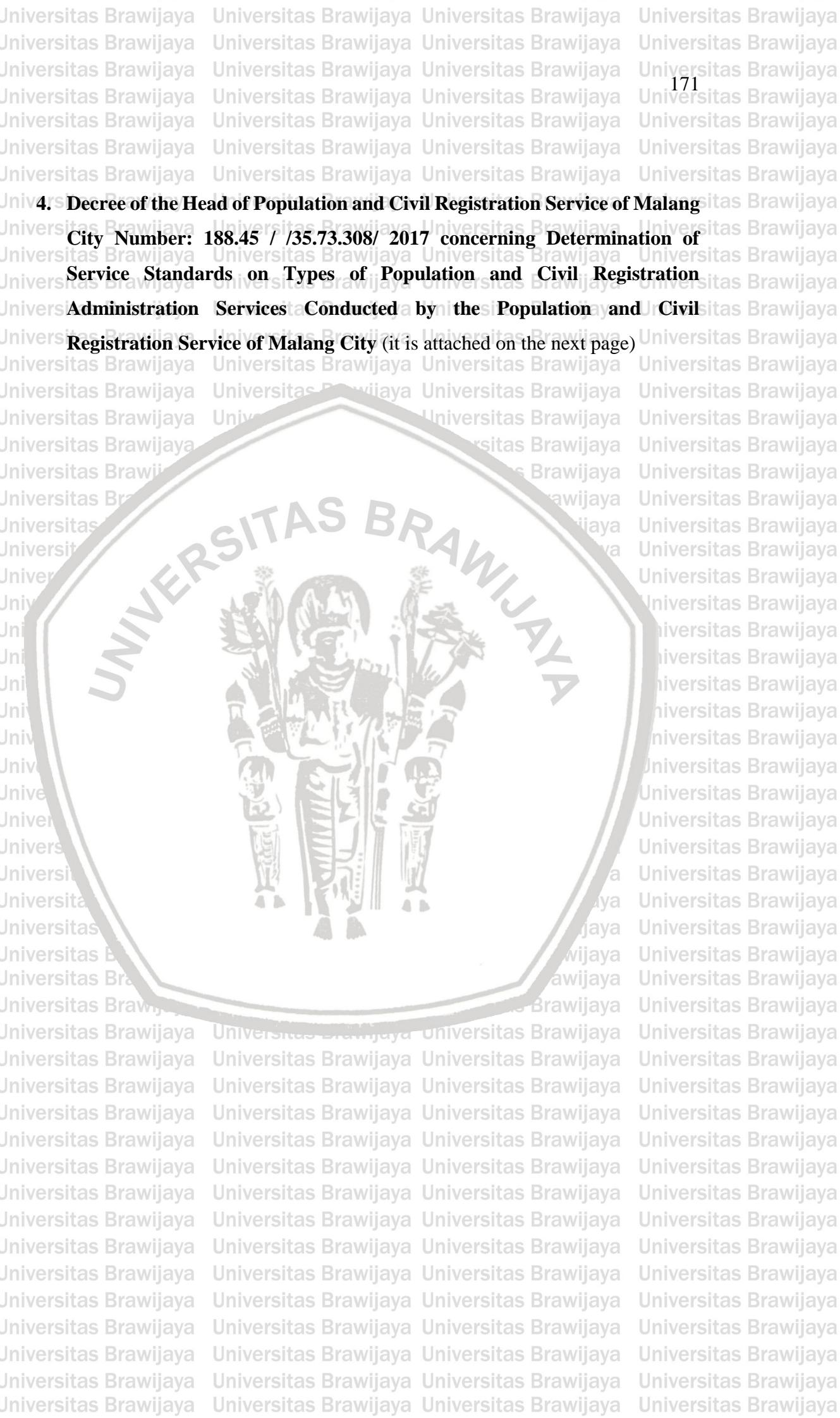
MOCH. ANTON

Salinan sesuai dengan aslinya
KEPALA BAGIAN HUKUM,

TABRANI, SH. M.Hum

PEMBINA

NIP. 19650302 199003 1 019



4. Decree of the Head of Population and Civil Registration Service of Malang City

City Number: 188.45 / /35.73.308/ 2017 concerning Determination of Service Standards on Types of Population and Civil Registration

Administration Services Conducted by the Population and Civil Registration Service of Malang City (it is attached on the next page)



PEMERINTAH KOTA MALANG
DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL
PERKANTORAN TERPADU (BLOCK OFFICE)

Jl. Mayjen Sungkono Kel. Arjowinangan Malang Telp. (0341) 751535
Website : www.dispendukcapil.malangkota.go.id, E-mail : dispendukcapil@malangkota.go.id



KEPUTUSAN

KEPALA DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL KOTA MALANG

NOMOR : 188.45/ /35.73.308/ 2017

TENTANG

**PENETAPAN STANDAR PELAYANAN
PADA JENIS PELAYANAN ADMINISTRASI KEPENDUDUKAN DAN PENCATATAN SIPIL
YANG DILAKUKAN OLEH
DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL KOTA MALANG**

KEPALA DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL KOTA MALANG,

Menimbang :

- a. bahwa dalam rangka mewujudkan penyelenggaraan pelayanan publik sesuai dengan asas penyelenggaraan pemerintahan yang baik, dan guna mewujudkan kepastian hak dan kewajiban berbagai pihak yang terkait dengan penyelenggaraan pelayanan, setiap penyelenggara pelayanan publik wajib menetapkan Standar pelayanan
- b. bahwa untuk memberikan acuan dalam penilaian ukuran kinerja dan kualitas penyelenggaraan pelayanan dimaksud huruf a, maka perlu ditetapkan Standar Pelayanan untuk jenis pelayanan Administrasi tentang Kependudukan dan Pencatatan Sipil dengan Keputusan Kepala Dinas Kependudukan Pencatatan Sipil Kota Malang;

Mengingat :

- a. Undang-Undang Nomor 28 Tahun 1999 tentang Penyelenggaraan Negara Yang Bersih dan Bebas dari Korupsi, Kolusi dan Nepotisme (Lembaran Negara Republik Indonesia Tahun 1999 Nomor 75, Tambahan Lembaran Negara Republik Indonesia Nomor 3846);
- b. Undang-undang nomor 32 Tahun 2004 tentang Pemerintahan Daerah (Lembaran Negara Tahun 2004 Nomor 125, Tambahan Lembaran Negara Nomor 4437);
- c. Undang-undang Republik Indonesia Nomor 25 Tahun 2009 tentang Pelayanan Publik (Lembaran Negara Republik Indonesia Tahun 2009 Nomor 112, Tambahan Lembaran Negara Republik Indonesia Nomor 5038);
- d. Undang-undang Nomor : 24 Tahun 2013 sebagai Perubahan Undang-undang Nomor 23 Tahun 2006 tentang Administrasi Kependudukan.



- e. Peraturan Presiden Nomor : 25 Tahun 2008 tentang Persyaratan dan Tatacara Pendaftaran Penduduk dan Pencatatan Sipil.
- f. Peraturan Presiden Nomor : 26 Tahun 2009 tentang Penerapan KTP berbasis NIK secara Nasional;
- g. Peraturan Presiden No. 112 Tahun 2013 tentang Perubahan keempat atas Perpres. No. 26 Tahun 2009 tentang Penerapan Kartu Tanda Penduduk berbasis Nomor Induk Kependudukan secara Nasional;
- h. Peraturan Menteri Pemberdayaan Aparatur Negara Reformasi Birokrasi Nomor 36 Tahun 2012, tentang Petunjuk Teknis Penyusunan, Penetapan, dan apaenerapan Standar Pelayanan;
- i. Peraturan Menteri Dalam Negeri Nomor 24 Tahun 2006 tentang Pedoman Penyelenggaraan Pelayanan Terpadu Satu Pintu;
- j. Peraturan menteri dalam negeri nomor : 19 tahun 2012 tentang pedoman Pendokumentasian hasil pendaftaran penduduk dan pencatatan sipil.
- k. Surat Edaran Menteri Dalam Negeri (No. 470 /327/SJ) tentang Perubahan Kebijakan Dalam Pelayanan Administrasi Kependudukan.
- l. Peraturan Pemerintah Nomor 96 Tahun 2012 tentang Pelaksanaan Undang-undang Nomor 25 Tahun 2009 Tentang Pelayanan Publik (Lembaran Negara Republik Indonesia Tahun 2012 Nomor 215, Tambahan Lembaran Negara Republik Indonesia Nomor 5357);
- m. Keputusan Menteri Pendayagunaan Aparatur Negara Nomor KEP/25/M.PAN/2/2004 tentang Pedoman Umum Penyusunan Indeks Kepuasan Masyarakat Unit Pelayanan Instalasi Pemerintah.
- n. Peraturan Daerah Kota Malang Nomor 5 Tahun 2012 tentang Organisasi dan Tata Kerja Dinas Daerah;
- o. Peraturan Walikota Nomor 57 Tahun 2012 tentang Uraian Tugas, Pokok, Fungsi dan Tata Kerja Dinas Kependudukan dan Pencatatan Sipil Kota Malang;
- p. Peraturan Pemerintah Nomor : 37 Tahun 2007 tentang Pelaksanaan Undang-Undang Nomor : 23 Tahun 2006
- q. Peraturan Daerah Nomor 9 Tahun 2015 tentang Pelayanan Administrasi Kependudukan dan Pencatatan Sipil
- r. Peraturan Presiden Nomor : 25 Tahun 2008 tentang Persyaratan dan Tatacara Pendaftaran Penduduk dan Pencatatan Sipil.
- s. Surat Edaran Menteri Dalam Negeri (No. 470/327/SJ) tentang Perubahan Kebijakan Dalam Pelayanan Administrasi Kependudukan.
- t. Peraturan Menteri Dalam Negeri Republik Indonesia Nomor 9 Tahun 2016 tentang Percepatan Peningkatan Cakupan Kepemilikan Akta Kelahiran.
- u. Peraturan Menteri Dalam Negeri No. 8 Tahun 2016 tentang Perubahan kedua atas Peraturan Menteri Dalam Negeri No. 9 Tahun 2011 tentang Pedoman Penerbitan KTP Berbasis Nomor Induk Kependudukan secara Nasional.
- v. Surat Menteri Dalam Negeri tanggal 12 Mei 2016 Nomor : 471/1768/SJ perihal Percepatan Penerbitan KTP-el dan Akta Kelahiran.
- w. Surat Direktur Jenderal Kependudukan dan Pencatatan Sipil Kementerian Dalam Negeri RI Nomor : 472.12 / 2701 / DUKCAPIL tanggal : 17 Maret 2016 perihal Peningkatan Pencatatan Peristiwa Kematian.



- x. Nomor 9 Tahun 2015 Tentang Perubahan Kedua Atas Undang-Undang Nomor 23 Tahun 2014 Tentang Pemerintahan Daerah.
y. Permendagri No 02 Tahun 2016 tentang Kartu Identitas Anak (KIA)

MEMUTUSKAN:

Menetapkan : STANDAR PELAYANAN PADA JENIS PELAYANAN ADMINISTRASI KEPENDUDUKAN DAN PENCATATAN SIPIL YANG DILAKSANAKAN OLEH DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL KOTA MALANG

KESATU : Standar Pelayanan pada Jenis Pelayanan Administrasi Kependudukan dan Pencatatan Sipil yang dilaksanakan oleh Dinas Kependudukan Dan Pencatatan Sipil Kota Malang Sebagaimana disebut dalam Lampiran Keputusan ini.

KEDUA : Standar Pelayanan pada Jenis Pelayanan Administrasi Kependudukan dan Pencatatan Sipil yang dilaksanakan oleh Dinas Kependudukan Dan Pencatatan Sipil Kota Malang Sebagaimana disebut dalam Lampiran Keputusan ini dalam diktum KESATU meliputi :

a. Pelayanan Pendaftaran Penduduk, meliputi :

1. Penerbitan Kartu Keluarga (KK);
2. Penerbitan Kartu Tanda Penduduk (KTP);
3. Pelaporan Pendaftaran Perpindahan Penduduk dan Pelaporan Kedatangan Penduduk;
4. Pendaftaran Pindah Datang Orang Asing;
5. Pendaftaran WNI Pindah Keluar antar Kota / Kabupaten / Provinsi;
6. Pendaftaran WNI Pindah ke Luar Negeri;
7. Pendaftaran Penduduk Rentan (Orang Terlantar);
8. Pendaftaran Pindah Keluar Negeri (SKPLN) bagi Orang Asing;
9. Pendaftaran Orang Asing Datang dari Luar Negeri dengan Izin Tinggal Terbatas dan Orang Asing Tinggal Tetap;
10. Pendaftaran Penduduk Orang Asing yang Memiliki Ijin Tinggal Terbatas Perubahan Status menjadi Ijin Tinggal Tetap;
11. Surat Keterangan pelaporan Kewarganegaraan Indonesia dan Pencatatan Perubahan Peristiwa Penting serta Pencatatan Perubahan Status Kewarganegaraan dari Orang Asing menjadi Warga Negara Indonesia.

b. Pelayanan Pencatatan Sipil, meliputi :

1. Pencatatan Kelahiran;
2. Pencatatan Kematian;
3. Pencatatan Perkawinan;
4. Pencatatan Perceraian;
5. Pencatatan Pengakuan Anak;
6. Pencatatan Pengesahan Anak;



7. Pencatatan Pengangkatan Anak.

KETIGA : Standar pelayanan sebagai mana terlampir dalam Lampiran Keputusan ini wajib dilaksanakan oleh penyelenggara / pelaksana dan sebagai acuan dalam penilaian kinerja pelayanan oleh pimpinan penyelenggara, aparat pengawasan, dan masyarakat dalam penyelenggaraan pelayanan publik.

KEEMPAT : Keputusan ini mulai berlaku pada tanggal ditetapkan

Ditetapkan : Di Malang

Pada tanggal: 2017

KEPALA DINAS KEPENDUDUKAN DAN
PENCATATAN SIPIL KOTA MALANG

Dra. ENY HARI SUTIARNY, MM

Pembina Utama Muda

NIP. 19621012 199112 2 001





A. PENDAHULUAN

1.1. VISI

Visi Dinas Kependudukan dan Pencatatan Sipil Kota Malang sebagai pelaksana pelayanan public yang prima adalah : " Mewujudkan Pelayanan Kependudukan dan Pencatatan Sipil yang Prima, Adil, Terukur, Transparan, Berbudaya dan Bersih ".

2. MISI .

Dalam memberikan pelayanan publik yang transparan dengan mengutamakan kepentingan masyarakat, maka Misi Dinas Kependudukan dan Pencatatan Sipil Kota Malang yang menjadi pedoman dalam melakukan tugas pokok dan fungsinya adalah sebagai berikut:

- a. Meningkatkan Pengelolaan Administrasi Kependudukan Dan Pencatatan Sipil;
- b. Melaksanakan Pelayanan Kependudukan dan Pencatatan Sipil Yang Prima sesuai dengan Standar Pelayanan, Standar Pelayanan Minimal, dan Standar Operasional dan Prosedur Pelayanan Administrasi Kependudukan dan Pencatatan Sipil;
- c. Meningkatkan Profesionalitas, Efisiensi Dan Efektifitas Organisasi untuk Meningkatkan Kualitas Kinerja Pelayanan Kependudukan Dan Pencatatan Sipil;
- d. Memberikan Maklumat Pelayanan Kependudukan Dan Pencatatan Sipil.
- e. Maklumat pelayanan adalah salah satu bukti kesungguhan pemberi layanan publik untuk menerapkan prinsip-prinsip good governance (transparansi, akuntabilitas, keterbukaan dan keadilan) dalam memberikan pelayanan kepada masyarakatnya.

Masyarakat harus mengetahui maklumat tersebut dan memberikan kesempatan bagi masyarakat untuk menyalurkan keinginan dan sarannya serta melakukan pengawasan dan penjelasan apabila ada ketidak sesuaian antara yang dijanjikan dengan pelaksanaannya.

Keputusan Kepala Dinas Kependudukan dan Pencatatan Sipil Kota Malang

Nomor : 188.45/ /35.73.308/2017

Tanggal Agustus 2017

1.2. LAMPIRAN

Lampiran Keputusan Kepala Dinas Kependudukan dan Pencatatan Sipil Kota Malang

1.3. DAFTAR ISI

Daftar Isi

1.4. PENUTUP

Penutup

3. MOTTO .

“ BERSAMA **ANDA PELAYANAN KAMI PRIMA** ”

4. RUANG LINGKUP .

Untuk melaksanakan tugas pokok dimaksud, Dinas Kependudukan Dan Pencatatan Sipil

mempunyai fungsi :

a. Perumusan dan pelaksanaan kebijakan teknis di bidang kependudukan dan pencatatan sipil;

b. Penyusunan perancanaan dan pelaksanaan program di bidang kependudukan dan

pencatatan sipil;

c. Pelaksanaan pendaftaran penduduk;

d. Pelaksanaan pemberian Nomor Induk Kependudukan (NIK);

e. Penerbitan KTP, KK dan Kartu Tanda Penduduk Khusus;

f. Pelaksanaan penerbitan dan pengelolaan dokumen pencatatan sipil;

g. Pencatatan mutasi penduduk dan perubahan data-data penduduk;

h. Pengumpulan dan pengolahan data penduduk dengan hak akses;

i. Pengelolaan sistem dan pelayanan informasi kependudukan;

j. Pelaksanaan penyuluhan kependudukan dan pencatatan sipil;

k. Pelaksanaan monitoring, evaluasi dan pelaporan kependudukan;

l. Pelaksanaan pencatatan sipil;

m. Pelaksanaan penyidikan tindak pidana pelanggaran di kependudukan dan

pencatatan sipil sesuai dengan ketentuan peraturan perundang-undangan;

n. Pelaksanaan pembelian / pengadaan atau pembangunan aset tetap berwujud yang

akan digunakan dalam rangka penyelenggaraan tugas pokok dan fungsi;

o. Pelaksanaan pemeliharaan barang milik daerah yang digunakan dalam rangka

penyelenggaraan tugas pokok dan fungsi;

p. Pelaksanaan kebijakan pengelolaan barang milik daerah yang berada dalam

penguasaannya;

q. Pelaksanaan pendataan potensi retribusi daerah;

r. Pelaksanaan pemungutan penerimaan bukan pajak daerah;

s. Pengelolaan administrasi umum meliputi penyusunan program, ketatalaksanaan ,

ketatausahaan , keuangan , kepegawaian , rumah tangga, perlengkapan,

kehumasan, kepustakaan dan kearsipan;

t. Pelaksanaan Standar Pelayanan Minimal (SPM);

- u. Penyusunan dan pelaksanaan SP dan SOP;
 - v. Pelaksanaan pengukuran Indeks Kepuasan Masyarakat (IKM) dan / atau pelaksanaan pengumpulan pendapat pelanggan secara periodik yang bertujuan untuk memperbaiki kualitas layanan;
 - w. Pengelolaan pengaduan masyarakat di bidang kependudukan dan catatan sipil;
 - x. Penyampaian data hasil pembangunan dan informasi lainnya terkait layanan publik secara berkala melalui web site Pemerintah Daerah;
 - y. Pemberdayaan dan pembinaan jabatan fungsional;
 - z. Penyelenggaraan UPT dan jabatan fungsional;
- aa. Pengevaluasian dan pelaporan pelaksanaan tugas pokok dan fungsi; dan
- bb. Pelaksanaan fungsi lain yang diberikan oleh Walikota sesuai dengan tugas pokoknya.

5. JENIS PELAYANAN .

- a. Pelayanan Pendaftaran Penduduk, meliputi :
 - 1. Penerbitan dan Penandatanganan Dokumen Biodata Penduduk ;
 - 2. Penerbitan Kartu Keluarga (KK);
 - 3. Penerbitan Kartu Tanda Penduduk (KTP);
 - 4. Pelaporan Pendaftaran Perpindahan Penduduk dan Pelaporan Kedatangan Penduduk;
 - 5. Pendaftaran Pindah Datang Orang Asing;
 - 6. Pendaftaran Pindah Datang Orang Asing dalam Wilayah NKRI:
 - Pindah Datang OA yang memiliki izin tinggal tetap dalam wilayah NKRI dan Pindah Datang OA yang memiliki izin tinggal terbatas dalam wilayah NKRI.
 - 7. Pendaftaran WNI Pindah ke Luar Negeri;
 - 8. Pendaftaran Pindah ke Luar Negeri (SKPLN) bagi Orang Asing;
 - 9. Pendaftaran Orang Asing Datang dari Luar Negeri dengan Izin Tinggal Terbatas;
 - 10. Pendaftaran Penduduk Orang Asing yang memiliki Ijin Tinggal Terbatas yang Berubah Status menjadi Ijin Tinggal Tetap;
 - 11. Surat Keterangan Lahir Mati;
 - 12. Surat Keterangan Pelepasan Kewarganegaraan Indonesia.



b. Pelayanan Pencatatan Sipil, meliputi :

1. Pencatatan Kelahiran;

2. Pencatatan Perkawinan;

3. Pencatatan Perceraian;

4. Pencatatan Kematian;

5. Pencatatan Pengakuan Anak;

6. Pencatatan Pengesahan Anak;

7. Pencatatan Pengangkatan Anak.





4. PENDAFTARAN PINDAH DATANG ORANG ASING DALAM WILAYAH NKRI .

NO.	KOMPONEN	URAIAN
	Dasar Hukum	<p>a. Undang-undang Nomor : 24 Tahun 2013 sebagai Perubahan Undang- undang Nomor 23 Tahun 2006 tentang Administrasi Kependudukan .</p> <p>b. Peraturan Presiden Nomor : 25 Tahun 2008 tentang Persyaratan dan Tatacara Pendaftaran Penduduk dan Pencatatan Sipil.</p> <p>c. Peraturan Presiden Nomor : 26 Tahun 2009 tentang Penerapan KTP Berbasis NIK secara Nasional .</p> <p>d. Peraturan Menteri Dalam Negeri Nomor : 19 Tahun 2012 tentang Pedoman Pendokumentasian Hasil Pendaftaran Penduduk dan Pencatatan Sipil</p> <p>e. Surat Edaran Menteri Dalam Negeri (No. 470 /327/SJ) tentang Perubahan Kebijakan Dalam Pelayanan Administrasi Kependudukan .</p> <p>f. Peraturan Pemerintah Nomor : 37 Tahun 2007 tentang Pelaksanaan Undang-undang Nomor : 23 Tahun 2006 ,</p> <p>g. Peraturan Daerah Nomor 9 Tahun 2015 tentang Pelayanan Administrasi Kependudukan dan Pencatatan Sipil.</p>
1.	Persyaratan	<p>ORANG ASING YANG MEMILIKI IJIN TINGGAL TETAP YANG BERMAKSUD PINDAH DALAM KOTA.</p> <p>1. KK ;</p> <p>2. KTP untuk orang asing ;</p> <p>3. Fotokopi Paspor dengan menunjukkan aslinya ;</p> <p>4. Fotokopi Kartu Ijin Tinggal Tetap ;</p> <p>5. Menunjukkan buku Pengawasan Orang Asing ;</p> <p>6. Surat Keterangan Catatan Kepolisian.</p> <p>PINDAH DATANG ORANG ASING YANG MEMILIKI IJIN TINGGAL TERBATAS / TETAP YANG BERMAKSUD PINDAH ANTAR KOTA DALAM SATU PROPINSI atau ANTAR PROPINSI</p> <p>1. KK ;</p> <p>2. KTP untuk orang asing ;</p> <p>3. Fotokopi Paspor dengan menunjukkan aslinya ;</p> <p>4. Fotokopi Kartu Ijin Tinggal Tetap ;</p> <p>5. Menunjukkan buku Pengawasan Orang Asing ;</p> <p>6. Surat Keterangan Catatan Kepolisian.</p>
2.	Posedur	<p>ORANG ASING YANG MEMILIKI IJIN TINGGAL TETAP YANG BERMAKSUD PINDAH DALAM KOTA.</p> <p>1. Orang Asing melapor kepada Kepala Dispendukcapil dengan membawa persyaratan sebagaimana tersebut di atas ;</p> <p>2. Orang Asing mengisi dan menandatangani Formulir Surat Keterangan Pindah Datang;</p> <p>3. Petugas registrasi melakukan verifikasi dan validasi data;</p> <p>4. Kepala Dinas Kependudukan dan Pencatatan Sipil menandatangani Surat Keterangan Pindah Datang sebagai dasar untuk :</p> <ul style="list-style-type: none"> - Perubahan KK bagi kepala/anggota keluarga dalam KK yang tidak pindah; - Penerbitan Surat Keterangan Tempat Tinggal dengan alamat baru bagi Orang Asing yang memiliki Ijin Tinggal Terbatas ; atau - Penerbitan KK dan KTP dengan alamat baru bagi Orang Asing yang memiliki Ijin Tinggal Tetap. <p>5. Petugas merekam data dalam database kependudukan ;</p> <p>6. Petugas menyampaikan lembar kedua Surat Keterangan Pindah Datang kepada Lurah tempat tinggal asal;</p> <p>7. Dinas Kependudukan dan Pencatatan Sipil menyampaikan data Pindah Datang Orang Asing kepada Camat dan Lurah.</p>



		PINDAH DATANG ORANG ASING YANG MEMILIKI IJIN TINGGAL TERBATAS / TETAP YANG BERMAKSUD PINDAH ANTAR KOTA DALAM SATU PROPINSI atau ANTAR PROPINSI <ol style="list-style-type: none"> 1. Orang Asing melapor kepada Kepala Dispendukcapil dengan membawa persyaratan sebagaimana tersebut di atas ; 2. Orang Asing mengisi dan menandatangani Form Surat Keterangan Pindah Datang ; 3. Petugas melakukan verifikasi dan validasi data ; 4. Kepala Dispendukcapil menandatangani Surat Keterangan Pindah Datang dan menyerahkan kepada Orang Asing untuk dilaporkan ke daerah tujuan serta digunakan sebagai dasar perubahan KK bagi kepala/anggota keluarga dalam KK yang tidak pindah . 5. Petugas merekam data base kependudukan ; 6. Orang Asing melaporkan kedatangannya kepada Kepala Dinas Kependudukan dan Pencatatan Sipil daerah tujuan dan menyerahkan Surat Keterangan Pindah Datang ; 7. Petugas melakukan verifikasi dan validasi data ; 8. Kepala Dinas Kependudukan dan Pencatatan Sipil menandatangani Surat Keterangan Pindah Datang dan digunakan sebagai dasar : <ul style="list-style-type: none"> - Penerbitan KK dan KTP dengan alamat baru bagi Orang Asing yang memiliki Ijin Tinggal Tetap; - Penerbitan Surat Keterangan Tempat Tinggal dengan alamat baru bagi Orang Asing yang memiliki Ijin Tinggal Terbatas. 9. Petugas merekam data dalam database kependudukan ; 10. Dinas Kependudukan dan Pencatatan Sipil menyampaikan data Pindah Datang Orang Asing kepada Camat dan Lurah.
3.	Waktu Pelayanan	3 (tiga) hari
4.	Biaya / Tarif	GRATIS
5.	Produk	SURAT KETERANGAN TINGGAL TERBATAS BAGI YANG MEMILIKI KITAS, KK DAN KTP BAGI YANG MEMILIKI KITAP
6.	Pengelolaan Pengaduan	1. Melalui e-mail dispendukcapil@malangkota.go.id . 2. Melalui Web site dengan alamat : http://dispendukcapil.malangkota.go.id . 3. Melalui petugas khusus penanganan pengaduan, saran, dan masukan (loket 29) 4. Melalui Facebook Pengaduan Dispendukcapil Kota Malang



Dra. ENY HARI SUTIARNY, MM

Pimpinan Utama Muda

NIP. 196210121991122001

8. PENDAFTARAN ORANG ASING DATANG DARI LUAR NEGERI DENGAN IJIN TINGGAL TERBATAS .
 a. Orang Asing Tinggal Terbatas .

NO.	KOMPONEN	URAIAN
1.	Dasar Hukum	<ul style="list-style-type: none"> a. Undang-undang Nomor : 24 Tahun 2013 sebagai Perubahan Undang- undang Nomor 23 Tahun 2006 tentang Administrasi Kependudukan , b. Peraturan Presiden Nomor : 25 Tahun 2008 tentang Persyaratan dan Tatacara Pendaftaran Penduduk dan Pencatatan Sipil. c. Peraturan Presiden Nomor : 26 Tahun 2009 tentang Penerapan KTP Berbasis NIK secara Nasional ; d. Peraturan Menteri Dalam Negeri Nomor : 19 Tahun 2012 tentang Pedoman Pendokumentasian Hasil Pendaftaran Penduduk dan Pencatatan Sipil . e. Surat Edaran Menteri Dalam Negeri (No. 470 /327/SJ) tentang Perubahan Kebijakan Dalam Pelayanan Administrasi Kependudukan . f. Peraturan Pemerintah Nomor : 37 Tahun 2007 tentang Pelaksanaan Undang- undang Nomor : 23 Tahun 2006 ; g. Peraturan Daerah Nomor 15 Tahun 2007 tentang Penyelenggaraan Pendaftaran Pendudukan dan Pencatatan Sipil . h. Peraturan Walikota Nomor : 11 Tahun 2009 tentang Penyelenggaraan Pelayanan Administrasi Kependudukan di Lingkungan Pemerintah Kota Malang.
2.	Persyaratan Pelayanan	<ul style="list-style-type: none"> 1. Paspor ; 2. Ijin Tinggal Terbatas .
3.	Sistem, mekanisme, dan prosedur.	<ul style="list-style-type: none"> 1. Orang Asing yang datang dari luar negeri melapor kepada Dinas Kependudukan dan Pencatatan Sipil dengan membawa persyaratan sebagaimana tersebut di atas ; 2. Dinas Kependudukan dan Pencatatan Sipil melakukan pendaftaran ; 3. Orang Asing mengisi dan menandatangani formulir Pendaftaran Orang Asing Tinggal Terbatas ; 4. Petugas melakukan verifikasi dan validasi data ; 5. Kepala Dinas Kependudukan dan Pencatatan Sipil menerbitkan dan menandatangani Surat Keterangan Tempat Tinggal ; 6. Petugas merekam data dalam database kependudukan ; 7. Dispendukcapil menyampaikan data Pindah Datang Orang Asing kepada Camat dan Lurah ; 8. Lurah melakukan pendaftaran Orang Asing yang melaporkan kedatangannya yakni petugas registrasi mencatat dalam Buku Harian Peristiwa Kependudukan dan Peristiwa Penting, Buku Induk Penduduk, dan Buku Mutasi Penduduk.
4.	Jangka waktu penyelesaian	1 (satu) hari
5.	Biaya / Tarif	GRATIS
6.	Produk pelayanan	SURAT KETERANGAN TEMPAT TINGGAL .
7.	Sarana, prasarana, dan / atau fasilitas	<ul style="list-style-type: none"> - Ruang tunggu yang memadai - Toilet - Lapangan parkir - Mobil dan Sepeda motor dinas - Almari dokumen - Rak arsip - Meja



1	2	3
	<ul style="list-style-type: none"> - Kursi - Kipas angin / AC portable - 2 (dua) unit Komputer - 2 (dua) unit Printer - Telepon/Faksimili - Alat tulis kantor 	
8.	Kompetensi pelaksana	<ul style="list-style-type: none"> - Pendidikan formal SLTA - Berorientasi pada pelayanan - Empatik - Komunikatif - Mampu mengoperasikan komputer <p>Mampu bekerja dalam Tim</p>
9.	Pengawasan internal	<ul style="list-style-type: none"> - Dilakukan oleh atasan langsung - Dilakukan secara berjenjang - Dilaksanakan secara kontinyu - Konsisten dalam memberikan teguran dan sanksi
10.	Penanganan pengaduan, saran dan masukan	<ol style="list-style-type: none"> 1. Melalui kotak saran 2. Melalui Web site dengan alamat : http://dispendukcapil.malangkota.go.id. 3. Melalui petugas khusus penanganan pengaduan, saran, dan masukan
11.	Jumlah pelaksana	Jumlah personil Pendaftaran Orang Asing Datang dari Luar Negeri dengan ijin Tinggal Terbatas sebanyak 2 (dua) orang.
12.	Jaminan pealayanan	Diwujudkan dalam kualitas proses layanan dan produk layanan yang didukung oleh petugas yang berkompeten di bidang tugasnya dengan perilaku pelayanan yang terampil, cepat, tepat, dan santun .
13.	Jaminan keamanan dan keselamatan pelayanan	<ol style="list-style-type: none"> 1. Keamanan produk layanan dijamin dengan menggunakan kertas khusus atau bahan yang dijamin keasliannya dengan memberikan tanda hologram. 2. Surat Keterangan Tempat Tinggal dibubuh tanda tangan serta cap basah, sehingga dijamin keasliannya. 3. Keselamatan dan Kenyamanan dalam pelayanan sangat diutamakan dan bebas dari praktik percaloan dan suap.
14.	Evaluasi kinerja pelaksana .	Evaluasi Kinerja Pelayanan dilakukan melalui pengukuran penerapan 14 komponen standar pelayanan yang dilakukan sekurang-kurangnya setiap 1 tahun.

KEPALA DINAS KEPENDUDUKAN DAN

PENCATATAN SIPIL KOTA MALANG

Dra. ENY HARI SUTIARNY, MM

Pembina Utama Muda

NIP. 196210121991122001





b. Orang Asing Tinggal Tetap

NO.	KOMPONEN	URAIAN
1.	Dasar Hukum	<p>a. Undang-undang Nomor : 24 Tahun 2013 sebagai Perubahan Undang-undang Nomor 23 Tahun 2006 tentang Administrasi Kependudukan .</p> <p>b. Peraturan Presiden Nomor : 25 Tahun 2008 tentang Persyaratan dan Tatacara Pendaftaran Penduduk dan Pencatatan Sipil.</p> <p>c. Peraturan Presiden Nomor: 26 Tahun 2009 tentang Penerapan KTP Berbasis NIK secara Nasional ;</p> <p>d. Peraturan Menteri Dalam Negeri Nomor : 19 Tahun 2012 tentang Pedoman Pendokumentasian Hasil Pendaftaran Penduduk dan Pencatatan Sipil .</p> <p>e. Surat Edaran Menteri Dalam Negeri (No. 470 /327/SJ) tentang Perubahan Kebijakan Dalam Pelayanan Administrasi Kependudukan .</p> <p>f. Peraturan Pemerintah Nomor : 37 Tahun 2007 tentang Pelaksanaan Undang-undang Nomor : 23 Tahun 2006 ;</p> <p>g. Peraturan Daerah Nomor 15 Tahun 2007 tentang Penyelenggaraan Pendaftaran Penduduk dan Pencatatan Sipil.</p> <p>h. Peraturan Walikota Nomor : 11 Tahun 2009 tentang Penyelenggaraan Pelayanan Administrasi Kependudukan di Lingkungan Pemerintah Kota Malang.</p>
2.	Persyaratan Pelayanan	<ol style="list-style-type: none"> 1. Surat Pengantar dari RT dan RW; 2. Surat Keterangan Pindah Sementara dari daerah asal; 3. Surat Keterangan Catatan Kepolisian dari Kepolisian tempat asal; 4. Surat Ketr Ijin Kerja dari Dinas Ketenagakerjaan untuk Tenaga Kerja Asing; 5. Surat Pengantar dari Perusahaan tempat bekerja untuk Tenaga Kerja Asing; 6. Fotocopy Paspor dari negara asal; 7. Fotocopy Surat Tanda Melapor Diri (STMD) dari Kepolisian yang masih berlaku; 8. Fotocopy Kartu Ijin Tinggal Terbatas (KITAS) dari Imigrasi; 9. Pas Photo berwarna 4 x 6 cm sebanyak 2(dua) lembar;
3.	Sistem, mekanisme, dan prosedur	<ol style="list-style-type: none"> 1. Orang Asing yang memiliki Ijin Tinggal Terbatas yang berubah status menjadi Ijin Tinggal Tetap, melapor kepada Dispendukcapil dengan membawa persyaratan; 2. Orang Asing mengisi dan menandatangani formulir Pendaftaran Orang Asing Tinggal Tetap; 3. Petugas melakukan verifikasi dan validasi data ; 4. Kepala Dinas Kependudukan dan Pencatatan Sipil menerbitkan dan menandatangani KK dan KTP Orang Asing ; 5. Petugas registrasi merekam data dalam database kependudukan ; 6. Dispendukcapil menyampaikan data Pindah Datang Orang Asing kepada Camat dan Lurah ; 7. Lurah melakukan Pendaftaran Orang Asing yang melaporkan kedatangannya dengan cara petugas registrasi mencatat dalam Buku Harian Peristiwa Kependudukan dan Peristiwa Penting, Buku Induk Penduduk, dan Buku Mutasi Penduduk.



1	2	3
4.	Jangka waktu penyelesaian	1 (satu) tahun
5.	Biaya / Tarif Brawijaya	GRATIS
6.	Produk pelayanan	PENERBITAN KK dan KTP ORANG ASING
7.	Sarana, prasarana, dan / atau fasilitas	<ul style="list-style-type: none"> - Ruang tunggu yang memadai - Toilet - Lapangan parkir - Mobil dan Sepeda motor dinas - Almari dokumen - Rak arsip - Meja - Kursi - Kipas angin / AC portable - 2 (dua) unit Komputer - 2 (dua) unit Printer - Telepon/Faksimili - Alat tulis kantor
8.	Kompetensi pelaksana	<ul style="list-style-type: none"> - Pendidikan formal SLTA - Berorientasi pada pelayanan - Empatik - Komunikatif - Mampu mengoperasikan komputer - Mampu bekerja dalam Tim
9.	Pengawasan internal	<ul style="list-style-type: none"> - Dilakukan oleh atasan langsung - Dilakukan secara berjenjang - Dilaksanakan secara kontinyu - Konsisten dalam memberikan teguran dan sanksi
10.	Penanganan pengaduan, saran dan masukan	<ol style="list-style-type: none"> 1. Melalui kotak saran 2. Melalui Web site dengan alamat : http://dispendukcapil.malangkota.go.id. 3. Melalui petugas khusus penanganan pengaduan, saran, dan masukan
11.	Jumlah pelaksana	Jumlah personil Pendaftaran Orang Asing Datang dari Luar Negeri dengan ijin Tinggal Terbatas yang berubah status menjadi ijin tinggal tetap sebanyak 2 (dua) orang.
12.	Jaminan pealayanan	Diwujudkan dalam kualitas proses layanan dan produk layanan yang didukung oleh petugas yang berkompeten di bidang tugasnya dengan perilaku pelayan yang terampil, cepat, tepat, dan santun .
13.	Jaminan keamanan dan keselamatan pelayanan	<ol style="list-style-type: none"> 1. Keamanan produk layanan dijamin dengan menggunakan kertas khusus atau bahan yang dijamin keasliannya dengan memberikan tanda hologram. 2. Penerbitan KK dan KTP Orang Asing dibubuh tanda tangan serta cap basah, sehingga dijamin keasliannya. 3. Keselamatan dan Kenyamanan dalam pelayanan sangat diutamakan dan bebas dari praktik percaloan dan suap.



1	2	3
14. Evaluasi kinerja pelaksana .	Evaluasi Kinerja Pelayanan dilakukan melalui pengukuran penerapan komponen standar pelayanan yang dilakukan sekurang-kurangnya setiap 1 tahun.	Evaluasi Kinerja Pelayanan dilakukan melalui pengukuran penerapan 14 komponen standar pelayanan yang dilakukan sekurang-kurangnya setiap 1 tahun.



Dra. ENY HARI SUTIARNY, MM

Pembina Utama Muda Brawijaya

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10. PENDAFTARAN PENDUDUK ORANG ASING YANG MEMILIKI IJIN TINGGAL TERBATAS
YANG BERUBAH STATUS MENJADI IJIN TINGGAL TETAP.

NO.	KOMPONEN	URAIAN
1.	Dasar Hukum	<p>a. Undang-undang Nomor : 24 Tahun 2013 sebagai Perubahan Undang- undang Nomor 23 Tahun 2006 tentang Administrasi Kependudukan .</p> <p>b. Peraturan Presiden Nomor : 25 Tahun 2008 tentang Persyaratan dan Tatacara Pendaftaran Penduduk dan Pencatatan Sipil.</p> <p>c. Peraturan Presiden Nomor : 26 Tahun 2009 tentang Penerapan KTP Berbasis NIK secara Nasional .</p> <p>d. Peraturan Menteri Dalam Negeri Nomor : 19 Tahun 2012 tentang Pedoman Pendokumentasian Hasil Pendaftaran Penduduk dan Pencatatan Sipil</p> <p>e. Surat Edaran Menteri Dalam Negeri (No. 470 /327/SJ) tentang Perubahan Kebijakan Dalam Pelayanan Administrasi Kependudukan .</p> <p>f. Peraturan Pemerintah Nomor : 37 Tahun 2007 tentang Pelaksanaan Undang-undang Nomor : 23 Tahun 2006 ;</p> <p>g. Peraturan Daerah Nomor 15 Tahun 2007 tentang Penyelenggaraan Pendaftaran Pendudukan dan Pencatatan Sipil.</p> <p>h. Peraturan Walikota Nomor : 11 Tahun 2009 tentang Penyelenggaraan Pelayanan Administrasi Kependudukan di Lingkungan Pemerintah Kota Malang.</p>
2.	Persyaratan Pelayanan	<ol style="list-style-type: none"> 1. Paspor ; 2. Surat Keterangan Tempat Tinggal ; 3. Kartu Ijin Tinggal Tetap ; 4. Surat Keterangan Catatan Kepolisian .
3.	Sistem, mekanisme, dan prosedur.	<ol style="list-style-type: none"> 1. Orang Asing yang memiliki Ijin Tinggal Terbatas yang berubah status menjadi Ijin Tinggal Tetap, melapor kepada Dispendukcapil dengan membawa persyaratan; 2. Orang Asing mengisi dan menandatangani formulir Pendaftaran Orang Asing Tinggal Tetap; 3. Petugas melakukan verifikasi dan validasi data ; 4. Kepala Dinas Kependudukan dan Pencatatan Sipil menerbitkan dan menandatangani KK dan KTP Orang Asing ; 5. Petugas registrasi merekam data dalam database kependudukan ; 6. Dispendukcapil menyampaikan data Pindah Datang Orang Asing kepada Camat dan Lurah ; 7. Lurah melakukan Pendaftaran Orang Asing yang melaporkan kedatangannya dengan cara petugas registrasi mencatat dalam Buku Harian Peristiwa Kependudukan dan Peristiwa Penting, Buku Induk Penduduk, dan Buku Mutasi Penduduk.
4.	Jangka waktu penyelesaian	1 (satu) tahun
5.	Biaya / Tarif	GRATIS
6.	Produk pelayanan	KK dan KTP bagi ORANG ASING
7.	Sarana, prasarana, dan/ atau fasilitas	<ul style="list-style-type: none"> - Ruang tunggu yang memadai - Toilet - Lapangan parkir - Mobil dan Sepeda motor dinas - Almarji dokumen

1	2	3
	<ul style="list-style-type: none"> - Rak arsip - Meja - Kursi - Kipas angin / AC portable - 2 (dua) unit Komputer - 2 (dua) unit Printer - Telepon/Faksimili - Alat tulis kantor 	
8.	Kompetensi pelaksana	<ul style="list-style-type: none"> - Pendidikan formal SLTA - Berorientasi pada pelayanan - Empatik - Komunikatif - Mampu mengoperasikan komputer - Mampu bekerja dalam Tim.
9.	Pengawasan internal	<ul style="list-style-type: none"> - Dilakukan oleh atasan langsung - Dilakukan secara berjenjang - Dilaksanakan secara kontinyu - Konsisten dalam memberikan teguran dan sanksi
10.	Penanganan pengaduan, saran dan masukan	<ol style="list-style-type: none"> 1. Melalui kotak saran 2. Melalui Web site dengan alamat : http://dispendukcapil.malangkota.go.id. 3. Melalui petugas khusus penanganan pengaduan, saran, dan masukan
11.	Jumlah pelaksana	Jumlah personil Pendaftaran Penduduk Orang Asing yang memiliki ijin tinggal Terbatas yang berubah Status menjadi Ijin Tinggal Tetap sebanyak 2 (dua) orang.
12.	Jaminan pelayanan	Diwujudkan dalam kualitas proses layanan dan produk layanan yang didukung oleh petugas yang berkompeten di bidang tugasnya dengan perilaku pelayan yang terampil, cepat, tepat, dan santun .
13.	Jaminan keamanan dan keselamatan pelayanan	<ol style="list-style-type: none"> 1. Keamanan produk layanan dijamin dengan menggunakan kertas khusus atau bahan yang dijamin keasliannya dengan memberikan tanda hologram. 2. Penerbitan Kartu Keluarga (KK) dan Kartu Tanda Penduduk (KTP) bagi Orang Asing dibubuh tanda tangan serta cap basah, sehingga dijamin keasliannya. 3. Keselamatan dan Kenyamanan dalam pelayanan sangat diutamakan dan bebas dari praktik percaloan dan suap.
14.	Evaluasi kinerja pelaksana.	Evaluasi Kinerja Pelayanan dilakukan melalui pengukuran penerapan 14 komponen standar pelayanan yang dilakukan sekurang-kurangnya setiap 1 tahun.

KEPALA DINAS KEPENDUDUKAN DAN
PENCATATAN SIPIL KOTA MALANG

Dra. ENY HARI SUTIARNY, MM

Pembina Utama Muda

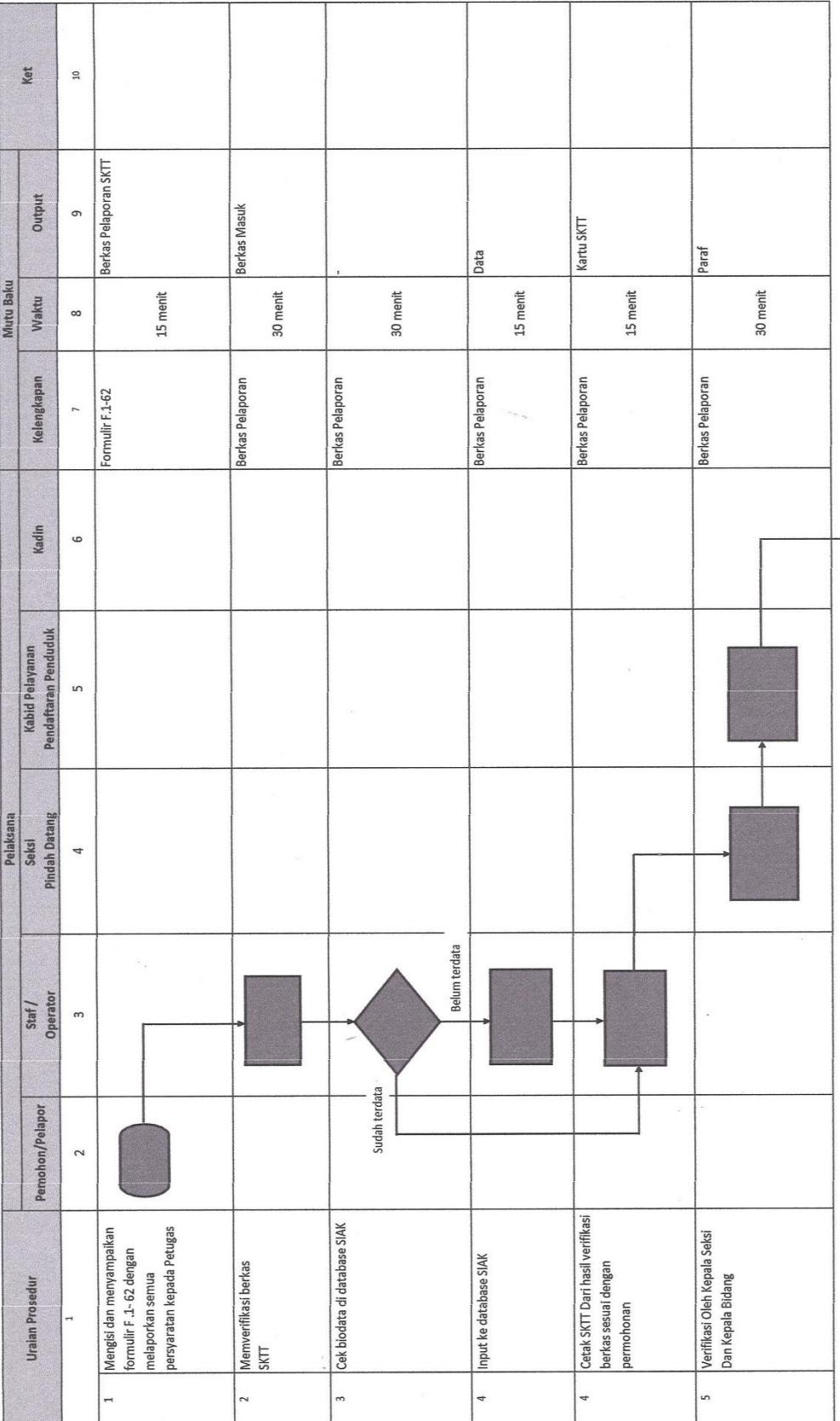
NIP. 196210121991122001

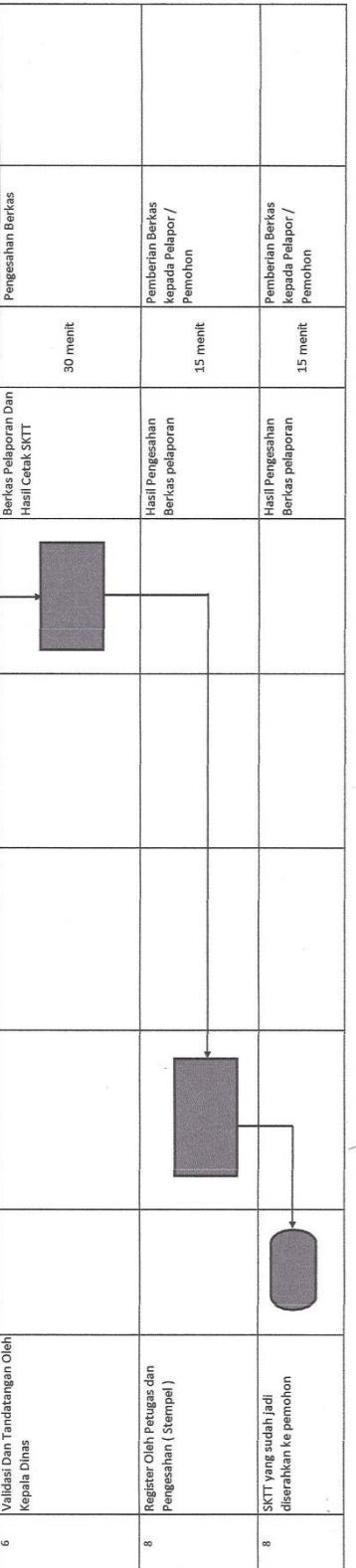




 DINAS KEPENDUDUKAN DAN PENCATATAN SIPPIL KOTA MALANG		<table border="1"><tr><td>Nomor</td><td>: 470/ / 3573.308/ 2017</td></tr><tr><td>Tanggal Pembuatan</td><td>: 15-03-2017</td></tr><tr><td>Tanggal Revisi</td><td>: 15-03-2017</td></tr><tr><td>Disahkan Oleh</td><td>: Kepala Dinas Kependudukan dan Pencatatan Sipil  Kota Malang Dra. LENI HARI SUTIARNO, MM Pembina Urusan Muda NIP. 19620112199112 2.001</td></tr><tr><td>Nama SOP</td><td>: Pelayanan Surat Keterangan Tempat Tinggal</td></tr></table>	Nomor	: 470/ / 3573.308/ 2017	Tanggal Pembuatan	: 15-03-2017	Tanggal Revisi	: 15-03-2017	Disahkan Oleh	: Kepala Dinas Kependudukan dan Pencatatan Sipil  Kota Malang Dra. LENI HARI SUTIARNO, MM Pembina Urusan Muda NIP. 19620112199112 2.001	Nama SOP	: Pelayanan Surat Keterangan Tempat Tinggal
Nomor	: 470/ / 3573.308/ 2017											
Tanggal Pembuatan	: 15-03-2017											
Tanggal Revisi	: 15-03-2017											
Disahkan Oleh	: Kepala Dinas Kependudukan dan Pencatatan Sipil  Kota Malang Dra. LENI HARI SUTIARNO, MM Pembina Urusan Muda NIP. 19620112199112 2.001											
Nama SOP	: Pelayanan Surat Keterangan Tempat Tinggal											
Dasar Hukum	Kualifikasi Pelaksanaan											
1 UU No. 23 Tahun 2006 tentang Administrasi Kependudukan 2 UU No. 24 Tahun 2013 sebagai Perubahan UU No. 23 Tahun 2006 tentang administrasi Kependudukan 3 Peraturan Pemerintah No. 37 Tahun 2007 tentang pelaksanaan UU No. 23 Tahun 2006 Tentang Administrasi Kependudukan (Lembaran Negara Tahun 2007 No. 80, Tambahan Lembaran No. 4736) 4 PerPres No. 25 Tahun 2008 tentang Persyaratan dan Tatacara Pendaftaran Penduduk dan Pencatatan Sipil PerPres No. 26 Tahun 2009 tentang Penerapan KTP berbasis NIK secara Nasional 5 Permendagri No. 19 Tahun 2012 tentang Pedoman Pendokumentasiin Hasil Pendaftaran Penduduk dan Pencatatan Sipil 6 Peraturan Daerah No.9 Tahun 2015 tentang Pelayanan Administrasi Kependudukan dan Pencatatan Sipil	1 Memahami Peraturan Perundang - undangan 2 Melaksanakan ketentuan peraturan Perundang - Undangan Sesuai dengan Perupluk Pelaksanaan dari Peraturan tersebut 3 Bertanggung jawab terhadap tugas - tugas yang di emban dalam manajalankan peraturan 4 melaksanakan Pelayanan Prima , disiplin dan Komunikatif											
Keterkaitan	Peralatan /Perlengkapan											
1 SOP KK Dan KTP	1 ruang tunggu dan Ruang Pelayanan 2 Peraturan Perundang - undangan dan Peraturan pelaksanaan Permendagri 3 Formulir SKTT 4 Komputer , Paparan Pengumuman											
Peringatan :	Pencatatan dan Pendataan : 1 Diarsipkan sesuai dengan bulan dan tahunnya 2 Buku Register SKTT											

SOP PELAYANAN SURAT KETERANGAN TEMPAT TINGGAL







7. Form F. 1-62 a
the Limited Stay Foreigner Registration Form

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7. Form F. 1-62

the Limited Stay Foreigner Registration Form

the Limited Stay Foreigner Registration Form

F.1-62

PROVINSI / PROVINCE	: <table border="1"><tr><td>3</td><td>5</td></tr></table> *)	3	5	JAWA TIMUR		
3	5					
KOTA / CITY	: <table border="1"><tr><td>7</td><td>3</td></tr></table> *)	7	3	MALANG		
7	3					
FORMULIR PENDAFTARAN ORANG ASING TINGGAL TERBATAS <i>REGISTRATION FORM FOR LIMITED STAY</i>						
Nomor *) :						
Yang bertanda tangan di bawah ini :						
1. NIK Number of Population Identity	:					
2. Nama Lengkap Pemohon Full Name	:					
3. Jenis Kelamin Sex	:					
4. Tempat Lahir Place Of Birth	:					
5. Tanggal Lahir Date Of Birth	Tgl / DD	Bln / MM	Thn / YY			
6. Kewarganegaraan Nationality	:		*)			
7. Status Perkawinan Marital Status	<input type="checkbox"/> 1 Belum Kawin/Single	<input type="checkbox"/> 2 Kawin/Married	<input type="checkbox"/> 3 Cerai/Divorced			
8. Bidang Pekerjaan Occupation	<input type="checkbox"/> 1 Perdagangan/Industri Trading/ Industry <input type="checkbox"/> 2 Kehutanan/Perkebunan Forestry/Plantation <input type="checkbox"/> 3 Pertambangan/Energi Mining/Energy <input type="checkbox"/> 4 Pekerjaan Umum Public Work <input type="checkbox"/> 5 Pertanian/Peternakan/Perikanan Agriculture/Ranch/Fishery <input type="checkbox"/> 6 Keagamaan Religion					
9. Nomor & Tanggal paspor Number and Date of Passport	:		*)			
10. Masa Berlaku Paspor Exire date of Passport	Tgl / DD	Bln / MM	Thn / YY			
11. Nomor KITAS KITAS number	:					
12. Dikeluarakan tanggal Issued On	Tgl / DD	Bln / MM	Thn / YY			
13. Dilizinkan tinggal di Indonesia sampai tanggal Permitted to stay in Indonesia until	Tgl / DD	Bln / MM	Thn / YY			
14. Pengikut / Anggota Keluarga ** Permitted to stay in Indonesia until	:		Orang / Person			
Nomor Urut	N a m a Name	NIK Number of Population	Jenis Kelamin Sex	Tempat Lahir Place of Birth	Tanggal Lahir Date of birth	Hubungan dengan Pemohon Relationship

mengajukan permohonan untuk memperoleh Surat Keterangan Tempat Tinggal.

Malang, , 20

Pemohon
Applicant

ENY HARI SUTIARNY, MM

Catatan :
Formulir pendaftaran ini untuk arsip Dinas Kependudukan dan Pencatatan Sipil
*) Dili oleh petugas
**) Max untuk anak pemohon yang berada di bawah 17 tahun.

8. Requirements for Obtaining Temporary Residential Card

PERSYARATAN PENGURUSAN SKTT

SURAT KETERANGAN TEMPAT TINGGAL)

- MENGISI FORM F.1-62
 - PAS PHOTO UKURAN 4 X 6 (**Background photo thn. Lahir ganjil warnaMerah – thn. Genap warna Biru**)
 - PHOTO KOPI KITAS YANG MASIH BERLAKU
 - PHOTO KOPI PASSPORT YANG MASIH BERLAKU
 - SURAT KETERANGAN DARI RT, RW DIKETAHUI KELURAHAN
 - SURAT SPONSOR DARI PERUSAHAAN / ISTRI ATAU SUAMI WNA
 - SKTT YANG SUDAH HABIS MASA BERLAKUNYA HARAP DIBAWA (Perpanjangan)





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Universitas Brawijaya
Universitas Brawijaya

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9. Covering Letter of Neighborhood Association and Citizens Association

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Universitas Brawijaya
Universitas Brawijaya
Universitas Brawijaya
Universitas Brawijaya
Universitas Brawijaya
Universitas Brawijaya
Universitas Brawijaya
Universitas Brawijaya

PEMERINTAH KOTA MALANG RUKUN TETANGGA..... RUKUN WARGA KELURAHAN..... KECAMATAN.....					
SURAT KETERANGAN Nomor : / RT..... / RW..... / Kelurahan.....					
<p>Nama : Alamat : Tempat / Tanggal Lahir : Jenis Kelamin : Laki – Laki / Perempuan Agama : Kebangsaan : Status : Kawin/Belum Kawin/Duda/Janda Tujuan : Dinas Kependudukan dan Pencatatan Sipil Kota Malang Catatan : Orang tersebut benar - benar tinggal di Wilayah kami RT..... RW..... Kelurahan..... Kecamatan..... Pengikut/Anggota keluarga : Orang</p>					
No	N A M A	Jenis Kelamin	Tempat Lahir	Tanggal Lahir	Hubungan Keluarga
1.					
2.					
3.					
4.					
5.					

Surat Keterangan tersebut adalah salah satu sebagai pengantar sekaligus pelengkap persyaratan untuk pengurusan atau penerbitan Surat Keterangan Tempat Tinggal (SKTT) bagi warga asing tersebut.

Demikian surat keterangan ini kami buat untuk menjadikan periksa, dan dapat dipergunakan sebagai mana mestinya.

Malang, 20

Ketua Rukun Warga

Ketua Rukun Tetangga.....



**PEMERINTAH KOTA MALANG
KECAMATAN
KELURAHAN**

SURAT KETERANGAN

Nomor : / / /20

Yang bertanda tangan di bawah ini Lurah Kecamatan Kota Malang menerangkan bahwa :

Nama :
Jenis Kelamin : Laki – Laki / Perempuan
Tempat / Tanggal Lahir :
Agama :
Status : Kawin/Belum Kawin/Duda/Janda
Pekerjaan :
Kebangsaan :
Alamat :

Berdasarkan surat pengantar dari RT. RW. Kelurahan Kecamatan Kota Malang Nomor : Tanggal , , 20.... dan surat sponsor dari Nomor : 20..... tanggal , , , 20.... bahwa yang bersangkutan berdomisili atau bertempat tinggal di jalan Kelurahan Kecamatan Kota Malang.

Surat Keterangan ini dipergunakan untuk persyaratan permohonan SKTT (Surat Keterangan Tempat Tinggal) bagi warga asing tersebut, dan agar dapat ditindak lanjuti sesuai mekanisme dan ketentuan peraturan yang berlaku.

Demikian Surat Keterangan ini dibuat untuk dapat di gunakan sebagaimana mestinya.

Malang, 20....

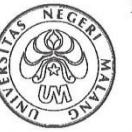
Lurah

Pangkat
NIP.



11. Covering Letter of Guarantor (Sponsor)

State University of Malang Covering Letter



KEMENTERIAN RISET, TEKNOLOGI, DAN PENDIDIKAN TINGGI
UNIVERSITAS NEGERI MALANG (UM)
HUBUNGAN INTERNASIONAL (HI)
Jalan Semarang 5, Malang 65145
Telepon: 0341 - 551312
Laman: www.um.ac.id

SURAT SPONSOR

Nomor: 12.2. /UN32.33/LN/2018

Yang bertanda tangan di bawah ini,

nama . . .
NIP . . .
jabatan . . .
instansi . . .
alamat kantor . . .

bertanggung jawab dan menjamin mahasiswa asing Universitas Negeri Malang di bawah ini:

nama :
tempat, tanggal lahir :
jenis kelamin :
kewarganegaraan :
no. paspor / masa berlaku :
status : Mahasiswa S1 Pendidikan dan Sastra Inggris UM
alamat di Indonesia :

Selama berada di Indonesia yang bersangkutan akan mentaati peraturan perundang-undangan yang berlaku dan saya selaku penjamin akan bertanggung jawab selama yang bersangkutan berada di Indonesia sampai kembali ke negara asal.

Demikian surat ini diberikan untuk dipergunakan semestinya.

2 Februari 2018

a.n. Rektor
Direktur Hubungan Internasional,

Prof. Dr. Yazid Basthomi, M.A.
NIP 197208281999031002

Tembusan:
1. Rektor
2. Wakil Rektor IV
3. Kabag Kerjasama dan Humas
Universitas Negeri Malang



KEMENTERIAN AGAMA REPUBLIK INDONESIA
UNIVERSITAS ISLAM NEGERI MAULANA MALIK IBRAHIM MALANG

alan Gajayana 50 Malang 65144 Telepon (0341) 551354, Faksimile (0341) 572533
website : <http://www.uin-malang.ac.id> Email : info@uin-malang.ac.id

alan Gajayana 50 Malang 65144 Telepon (0341) 551354, Faksimile (0341) 572533
website : <http://www.uin-malang.ac.id> Email : info@uin-malang.ac.id

SURAT SPONSOR DAN JAMINAN

Nomor :

'ang bertandatangan di bawah ini :

Nama :

Jabatan :

instansi :

memberikan sponsor dan jaminan atas orang asing yang di berikut ini :

Nama :

Tempat/ Tanggal Lahir :

No. Paspor :

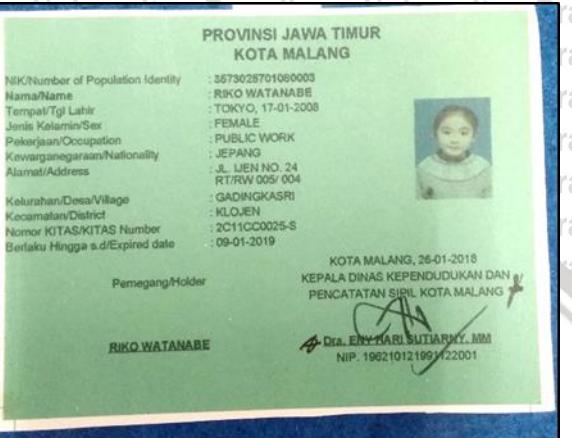
Kewajiban legendaris
Selama berada di Indonesia yang bersangkutan akan mentaati peraturan perundang-undangan yang berlaku
dan komitmen dan pengalaman selama yang bersangkutan belum di-

Demikian Surat Sponsor dan Laminan ini diberikan untuk dipergunakan dalam pengurusan

Malang, Januari 2018



12. Sample of Temporary Residential Card



Front Side



Back Side

13. Photo Documentation of Interview

A. Interview Documentation with Dra. Trini Pujiastuti, Head of Population

Registration Services Division, 31 January 2018





B. Interview Documentation With Agus Siswanto, Staff of Temporary Residential Card, 2 February 2018





C. Interview Documentation with Irwan Rahadi, UB International Office Staff Advisor, 8 February 2018



D. Interview Documentation with Arwan Santosa, International Relations

Staff, Office of International Affairs State University of Malang, 9

February 2018





E. Interview Documentation with Muhammad Nizar Asrofin, Staff of Student Affairs and Alumni Affairs for Foreign Students of Maulana Malik Ibrahim State Islamic University of Malang, 19 February 2018



F. Interview Documentation with Vina Pranindya, SH, Head of Communication Division Immigration Office Class I Malang, 25 February 2018

2018



G. Interview Documentation with Sri Rahayu, General Administrative Staff

f Sumbersari Urban Village Malang City, 9 February 2018



H. Interview Documentation with Arwanto, Secretary of Tlogomas Urban

Village Malang City, 22 February 2018



I. Interview Documentation with Nur Maharani, General Administrative

Staff of Dinoyo Urban Village Malang City, 19 February, 2018





CURRICULUM VITAE

AS BRAWIJAYA

: Milatul Hakimah

: Banyuwangi, January 13, 1993

: Perempuan

: Dusun Krajan RT 03 RW 01 Desa Wongsorejo

Kec. Wongsorejo Kab Banyuwangi

Prov. Jawa Timur 68453

: 082141708654/085749730391

: milatul.hakimah@gmail.com

:

1. SD Negeri 1 Wongsorejo 1999-2005

2. SMP Negeri 1 Wongsorejo 2005-2008

3. MAN 1 Banyuwangi 2008-2011

4. Wearnes Education Center Malang 2011-2012

5. Universitas Brawijaya 2013-2019



Organizational experience : Staf Pembinaan dan Pengembangan Anggota (P2A)

Research Study Club (RSC) Fakultas Ilmu

Administrasi Universitas Brawijaya 2014-2015

Universitas Brawijaya | Universitas Brawijaya | Un
iversitas Brawijaya | Universitas Brawijaya | Un

1. On the Job Training di PT Rexplast Sidoarjo

pada 2012

2 Praktek Kerja Lapangan (PKL) PT Angkasa

Pura I (Persero) Bandar Udara Internasional

Adisutjipto Yogyakarta pada 11 Juli -11

September 2016