

Challenges Of Population Services Through Population Administration Information Systems In Jakarta Buffering Area

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ABSTRACT: The role of the population in driving economic growth and development is fundamental, functioning as an active consumer and contributor. An important foundation for informed policymaking and fostering smart citizens lies in the quality of human resources and the availability of accurate population data. The study addresses specific challenges within Jakarta's densely populated Buffer Area, particularly the urgent need for an updated population database. To address this problem, we propose a comprehensive Population Information System that integrates data from three provinces and nine districts/cities in the Greater Jakarta area, which includes geographic and demographic information. This integrated approach ensures the availability of real-time data for quick responses to population-related matters. The significance of our study is rooted in the constitutional mandate to regulate matters concerning Citizens and Residents, emphasizing the state's role in protecting human rights and providing legal certainty in Population Administration. We also emphasize important laws, including Law Number 24 of 2013 concerning Population Administration, protecting personal and legal status while facilitating data collection and utilization. Examining the various challenges facing population services in Jakarta's buffer city districts, focusing on local government initiatives and the Population and Civil Registration Office, is essential. Understanding these challenges and proposed solutions is critical to improving population services and promoting informed policymaking in this critical region. In addition, our findings underscore the urgent need for comprehensive reforms in Disdukcapil services, including addressing issues such as bribery and using the services of brokers who persist in administrative practices.

Keyword: Jakarta Buffering Area, Population Administration, Population Data, Population Information System.



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INTRODUCTION

Population is one of the sources of economic growth (engine of growth) both as consumers and as producers or active actors of development. With a relatively large population, Indonesia is one of the largest consumers in the world. Nationally, public consumption contributes the most to economic growth. Meanwhile, as producers and active actors of development, changes in population structure are an opportunity to utilize the productive age population to contribute to running the wheels of development. The challenge is how to improve the quality of human resources so that they can become smart citizens both as development actors. To achieve this goal,

a Population Information System is needed to present accurate, actual and comprehensive population data. This data is the basis for government decision-making in formulating policies needed by the community and implementing policies that are right on target (Marešová et al., 2015; O'Sullivan, 2020; Possenti et al., 2021).

The population of Jabodetabekjur, the largest and most populous in Indonesia, urgently needs a population information system to formulate policies for the government in three provinces and nine regencies/cities in the Greater Jakarta area. The absence of a population database based on population administration causes several policies in the social and economic fields of the community to be less targeted because they still use old data that still needs to be updated (Kurniawan et al., 2022; Rachim et al., 2022).

The availability of the Population Information System is crucial and needs to be available to find out the latest status of residents. The data needs to be taken in real-time based on the current period so that population phenomena in the field can be captured immediately. If there is a population problem, preventive measures can be taken early. For this reason, it is necessary to provide an integrated Population Information System that accommodates data from three provinces and nine regencies/cities in the Jabodetabekjur area, including geographical data and demographic data such as area, population, population density, age, gender, marital status and others. This data can also represent a map of population problems faced by each local government (Illahi et al., 2022; Syukron, 2019; Zulkarnaen et al., 2019).

Article 26 Paragraph 3 of the 1945 Constitution stipulates that: "Matters concerning Citizens and Residents shall be regulated by law." This mandate is an important recognition of the state to participate in describing the objectives of the state, namely, among others, to achieve a just and prosperous Indonesian society through correct regulation of Citizens and Residents. This provision also mandates the need for regulation on legal certainty and protection for Citizens and Residents to obtain public rights and civil rights in the Population Administration. As a description of Article 26 Paragraph 3 of the 1945 Constitution, four laws have been issued, namely Law Number 12 of 2006 concerning Citizenship of the Republic of Indonesia, Law Number 23 of 2006 concerning Population Administration, Law Number 52 of 2009 concerning Population Development and Family Development, and Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration (Johan, 2014; Sarbini et al., 2017).

The four laws, especially through the formulation of their respective norms, provide protection and recognition for the determination of self-status and legal status of each Population Event and Important Event experienced by the population and make a significant contribution in the collection, processing, and utilization of population data (Rudatyo et al., 2022).

In the formation of the state, in addition to territory and recognition of sovereignty, the existence of citizens and residents who want to join the state because they believe the state will protect and fulfill the human rights of its citizens and residents becomes one of the factors, supported by the opinion of John Locke in the 18th century, who stated that there are two main responsibilities that the state must carry out as a consequence of its formation: the responsibility of the state to meet the human rights needs of its citizens and inhabitants as a state guarantee of the willingness of

citizens to unite in the state and Second: the responsibility of the state to meet the limits of authority set by its citizens (Larsen et al., 2020; Steliarova-Foucher et al., 2018).

Therefore, the state can only stand alone to shape goals and achieve them in the future with the support of its citizens and residents. States are just one of the static subjects of international law. At the same time, citizens and residents are dynamic and determine later what direction and form the state wants. The state only carries out the mandate of its citizens to provide public services and fulfill the human rights of its citizens, and the authority of the state is limited by the rules made by its citizens. The state must provide easy access to the fulfillment of the rights of its citizens in terms of health, education, trust, employment, security, economy, society, culture, citizenship and so on (Alunni, 2021; Chipato, 2021; Zhou et al., 2022).

Regarding Law Number 23 of 2006 concerning Population Administration passed and promulgated in Jakarta on December 29, 2006, the Indonesian government is obliged to provide protection and recognition for the determination of personal status and legal status of every Population Event and Important Event experienced by Residents who are inside and outside the territory of the Republic of Indonesia, which is one part of the process of protection and recognition of human rights every citizen and resident. The human rights of citizens and residents in Indonesia must be recorded and registered in the population service from the regional to national levels so that every population event and other legal events involving citizens and residents can be known and protected by the state (Bastianon et al., 2020; Rudiansyah et al., 2022).

The state's obligation concerned to provide public services, fulfill the human rights of citizens and residents, and recognize Indonesian citizens and residents in relations with other countries and the international community, in line with various UN Conventions that expressly guarantee the right of every citizen to form a family and continue offspring through legal marriage, obtain citizenship status, guarantee freedom of religion, and choose a residence in the territory of the Republic of Indonesia and leave it, as well as the right of return (Costa et al., 2021; Gafar, 2022; Leandro et al., 2021).

At the beginning of the formation and preparation of the Population Administration Bill, several things were considered to violate the human rights of citizens and residents because, in some articles, it was proven that there were values of discrimination, marginalization of minority groups, and people in remote areas who had certain traditional cultures with different beliefs. For example, poor people in slums, which the state administration does not recognize, and as a result, their rights as citizens will be ignored (Winterton, 2021).

In addition, this bill will also discriminate against believers whom the state has marginalized because they are not recognized in state administrative records according to this bill. Instead of guaranteeing their rights as citizens, the bill guarantees that they cannot get their rights, such as birth and death certificates. The mixing of population administration with civil registration in this draft law is puzzling. As a result of mixing, there is no guarantee that the registration of births, deaths, and displacements will make it easier for citizens and residents to take care of all these things (Bowen & Irish, 2019).

In Law Number 24 of 2013 concerning Population Administration, what is included in the Population Event includes changing address, moving to settle, limited stay or temporary stay, and changing the status of Limited Stay Foreigners to permanent stay. While the so-called Important Events are birth, death, marriage, and divorce, including the appointment, recognition, and legalization of children, as well as changes in citizenship status, name changes and other important events experienced by a person are events that must be reported because they carry implications for changes in identity data or residence certificates. For this reason, every population event and important event requires valid evidence for administration and recording by the provisions of the law (Bastianon et al., 2020; Johan, 2014).

In fulfilling the population's rights, especially in the Civil Registry, there is still a classification of the population based on discriminatory treatment that distinguishes between ethnicity, descent, and religion as stipulated in various regulations of Dutch colonial products. The discriminatory classification and service of the population do not follow Pancasila and the 1945 Constitution of the Republic of Indonesia. This condition results in population administration experiencing fundamental obstacles because the source of Population Data has not been coordinated and integrated, and the limited scope of reporting has not been realized comprehensively (Fatmawati, 2011).

As in the implementation of the elimination of racial discrimination marked by the abolition of Proof of Citizenship of the Republic of Indonesia (SBKRI) through Presidential Decree Number 56 of 1996 and Presidential Instruction Number 4 of 1999, the implementation of the two legal products above was initially carried out with full doubt, at this time several state institutions including local governments have firmly stated not to make it a requirement in various affairs. The implementation of population administration with a series of structuring and regulatory activities in the issuance of documents and Population Data through Population Registration, Civil Registration, management of Population Administration information and utilization of the results for public services and other sector development carried out to citizens and residents residing in Indonesia organized by the central government and local governments is part of public services (Mustamsir et al., 2022).

In terms of population interests, the Population Administration fulfills administrative rights, such as public services and protection related to Population Documents, without discriminatory treatment. The mission of the government, especially the Ministry of Home Affairs in the field of population, is Orderly Population Administration with Excellent Service to Population / Population where all residents are required to have an Identity Card (KTP), and all residents already have a national KTP based on NIK. However, the problem faced by the government, especially local governments, is that not all governments have made or have Regional Regulations on the Implementation of Population Administration, which refers to Law Number 24 of 2013 concerning Population Administration (Bastianon et al., 2020).

Furthermore, problems in the field include changes in population administration management procedures, the technology equipment needed being quite expensive, adequate human resources needed, and active cell phones for residents while residents are considered troublesome. Existing administrative sanctions are considered ineffective. Referring to several problems and objective

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conditions in the field, some important things that the government must do are: the central government and local governments are more intensive in communicating, socializing, coordinating, and evaluating population administration; need to consider the function of sub-districts in certain areas to sign KTPs and birth certificate citations (a.n. Head of the Implementing Agency); The district/city government must provide an adequate local budget for the implementation of population administration; preparation of adequate human resources to handle and resolve population data collection and administration issues; Government officials, especially civil servants, must be proactive; It is necessary to re-select the existence of effective sanctions.

Population Administration is directed to fulfill the human rights of everyone in the field of Population Administration without discrimination with professional public services; increase the awareness of the population of its obligation to participate in the implementation of the Population Administration; meet national statistical data on Population Events and Important Events; support national, regional, and local development policy formulation and planning; and support the construction of the Population Administration system.

The implementation of Population Administration aims to provide identity validity and legal certainty over Population documents for every Population Event and Important Event experienced by the resident; protect the civil rights status of the population; provide national population data and information on Population Registration and Civil Registration at various levels accurately, completely, up-to-date, and easily accessible to be a reference for general policy formulation and development; realizing an orderly and integrated implementation of national population; and provide population data that becomes an important reference for related sectors in the implementation of every government, development, and community activity. The principles mentioned above are the basis for ensuring the implementation of Population Administration as required by this law through the application of the Population Administration Information System.

This study discusses the challenges of population services through the Population Administration System in nine buffer city districts of the capital city of Jakarta, namely Tangerang Regency, Tangerang City, South Tangerang City, Bogor Regency, Bogor City, Depok City, Bekasi Regency, Bekasi City, and Cianjur Regency. This study also proposes efforts made by the City District Government, especially the Population and Civil Registration Office.

METHOD

This research uses constructivist approaches, qualitative methods, and case study techniques to comprehensively investigate the problems and complexities encountered in this densely populated region. The study seeks to understand challenges and gather insights through observation, interviews, and documentation studies. The research methodology is designed to provide a holistic and in-depth exploration of the challenges, opportunities, and proposed solutions in population services and administration. Through qualitative methods, case study techniques, and constructivist approaches, this study aims to explain the complex and dynamic nature of population-related issues in the region, focusing on achieving informed policymaking and

improving population services (Creswell, 2017; Creswell & Creswell, 2018; Guba & Lincoln, 1994; Johnson & Stake, 2005; Sugiyono, 2019; Yin, 2012).

RESULT AND DISCUSSION

Jakarta, Bogor, Depok, Tangerang, Bekasi, Cianjur, referred to as the Jabodetabekjur Area, is a national strategic area covering the entire Special Capital Region of Jakarta, part of West Java Province, and part of Banten Province based on Presidential Decree Number 54 of 2008. This area is like a megapolitan city model where both the city and the surrounding districts are agglomerated into one area. DKI Jakarta is the center of government and the center of the national economy that consistently receives the highest attention.

The amount of physical infrastructure development is solely to support the city's needs, with a population of around 11,011,862 people, dominated by residents of productive age 15-64 years 72%. According to data from the Jabodetabek Public Transportation Policy Implementation Strategy (JAPTraPIS), the number of daily commuter trips from Bodetabek to Jakarta in 2019 reached 25,737,000 trips/day, consisting of 18,775,000 trips/day within the DKI Jakarta area (72.95%) and from Bodetabek to DKI Jakarta as many as 6,962,000 trips/day (27.05%). According to the same data source, the number of people traveling from Bodetabek to DKI Jakarta, commonly called commuters, in 2019 reached 3,674,433 people/day, so the number of people active in DKI Jakarta during work time was 13,281,433 people.

Regulation of the Governor of DKI Jakarta Province Number 103 of 2007 concerning Macro Transportation Patterns regulates the development of DKI Jakarta transportation in the future. There are three important points through this regulation, namely the development of mass public transportation, traffic restrictions and capacity building network. Based on this implementation, what is included in the development of physical infrastructure in DKI Jakarta is the point of mass public transportation development and network capacity building (roads).

The development of mass public transportation implemented in Jakarta is carried out by developing three modes of transportation, namely Mass Rapid Transit (*MRT*), *Light Rail Transit (LRT)* and *Bus Rapid Transit (BRT)*. All transportation mode implementations are developed with the *Transportation Oriented Development (TOD)* system to develop a modern public transportation system. The development of these three modes of transportation is targeted to reduce congestion in Jakarta and familiarize the people of Jabodetabekjur to use public transportation. The position of the Special Capital Region of Jakarta as the Capital of the Unitary State of the Republic of Indonesia causes the territorial space of the Special Capital Region of Jakarta to function as the space of the state capital. Therefore, the management is wise, efficient, and successful, following spatial rules so that the quality of space of the Special Capital Region of Jakarta is maintained for the present and future. The Provincial Region of the Special Capital Region of Jakarta is part of the national strategic area, so that spatial planning, space utilization, and control of space utilization are carried out in an integrated manner with the Bogor, Depok, Tangerang, Bekasi, and Cianjur regions.

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As other important cities face global challenges, especially global *warming and climate change*, that require climate action, both adaptation and mitigation actions must be outlined in spatial planning. Jakarta is located *in the delta city area, so the main influence of the challenges and constraints of the delta region* through water management, disaster risk analysis, and ecosystem improvement must be the main concern in spatial planning. The DKI Jakarta Provincial Spatial Plan has established a Regional Spatial Plan until 2030. The purpose of spatial planning of DKI Jakarta Province is to create regional space that provides a productive and innovative quality of city life.

In addition, to realize optimal utilization of cultivation areas to meet the needs of 12,500,000 (twelve million five hundred thousand) residents whose distribution is directed as much as 9.2% in the Central Jakarta Administration City Area, 18.6% in North Jakarta Administration City, 24.1% in East Jakarta Administration City, 22.6% in South Jakarta Administration City, 25.3% in West Jakarta Administration City, 0.2% in the Thousand Islands Administration District and increase productivity and urban added value.

The spatial structure plan consists of activity centers, transport systems and networks, water resources infrastructure systems and urban utility systems and networks. The spatial plan of DKI Jakarta Province is a manifestation and elaboration of the spatial structure plan of the Jabodetabek urban area. The Jabodetabekjur area is an urban area with the highest dynamics and content of problems and activities in Indonesia. So, it must consider the carrying capacity and carrying capacity of the environment, which lately is experiencing very high environmental pressure.

Jakarta buffer area consists of 11 autonomous administrative regions, of three Provinces and nine Regencies/Cities, with a range of physical variables from low topography (coastal) to plateau (hills) spread over one area. Development and change in one region are influential and influenced by other regions as a unified ecosystem. With this condition, integrative management between these regions is needed. Thus, based on Government Regulation Number 26 of 2008 concerning National Spatial Plan, the areas of Jakarta, Bogor, Depok, Tangerang, Bekasi, and Cianjur (Jabodetabekjur) are designated as National Strategic Areas that require integrated spatial planning, space utilization and control of space utilization. By definition, a National Strategic Area is an area whose spatial planning is prioritized because it has a significant influence nationally on state sovereignty, state defense and security, economy, society, culture, and the environment, including areas designated as world heritage.

In Government Regulation Number 26 of 2008, it is stated that the Jabodetabekjur area is a National Strategic Area. Spatial planning is explicitly regulated in Presidential Regulation Number 54 of 2008 (Presidential Regulation Number 54 of 2008) concerning the Spatial Plan of Jakarta, Bogor, Depok, Tangerang, Bekasi, and Cianjur as it is known that around 20% of Jabodetabekjur residents have jobs or livelihoods in the DKI Jakarta Province area, means that more than two million Jabodetabekjur residents commute daily to their workplaces in the DKI Jakarta Province, as a consequence of DKI Jakarta's position as the center of the economy and the center of government, so it requires human resources from the surrounding buffer areas.

The most noticeable impact of this condition is the worsening congestion felt by residents of buffer areas who work in DKI Jakarta. Proper mileage increasingly requires longer travel times, given that an adequate increase does not match the very high growth in the number of motor

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vehicles in length. As a result, the costs that residents of buffer areas must bear are also getting higher. The mobility problem of Jabodetabekjur area residents requires the best solution for Jabodetabekjur area residents.

The next crucial problem is the problem of population migration in the Jabodetabekjur area. From the results of the study, it was found that population migration in the Jabodetabekjur area was relatively high, both migration in and out of the Jabodetabek area. Many people in one of the districts have lived outside their home area for decades and do not want to renew their domicile status because they are still contracting and only working, often a problem when the District/City Government implements policies in the social sector, such as health and education. Although the rules are clear regarding the status of residence of residents who move to other areas for more than six months, many obstacles cannot be implemented adequately.

All regencies/cities face the problem of Non-Permanent Residents except Cianjur Regency because of its location, which is quite far from the capital. Non-Permanent Residents are residents of other regions who reside in certain districts/cities for six months or more. Most non-permanent residents do not report themselves to the local Disdukcapil Office, so they are not recorded at the Disdukcapil Office. In the implementation of the study, it was found that DKI Jakarta residents who live in buffer areas tend not to want to give up their status as DKI Jakarta citizens for various reasons, even though they have lived for years outside the DKI Jakarta area.

The large number of people who live outside the domicile without carrying out the transfer process makes population administration data need to be better organized. The government also encourages people to carry out the transfer process if they live outside their domicile for more than one year. As is known in Law Number 23 of 2006, amended into Law Number 24 of 2013 concerning Population Administration, this obligation is regulated. It is stated in Article 14 Paragraph 2 that moving, as referred to in paragraph (1), is the domicile of residents at a new address for more than one year or based on the needs concerned for less than one year. However, this rule needs to be better applied in the field.

Of the nine regencies/cities that are the buffer area of DKI Jakarta Province, Depok City has the most significant number of irregular residents, amounting to 20% of the total population. To overcome this, Depok City Disdukcapil periodically carries out Operation Yustisi in areas inhabited by irregular residents. The number of irregular residents reaching hundreds of thousands of people in each Regency / City or millions of people in Jabodetabekjur causes Disdukcapil population data always to be different from the data released by the Central Statistics Agency (BPS) Regency / City. To overcome this, Disdukcapil coordinates with BPS to make Disdukcapil data the basis for calculating population statistics. The reluctance of non-permanent residents to report themselves to Disdukcapil results in the residents needing help accessing services that require identity cards. Non-permanent residents' hesitation to register with Disdukcapil leads to difficulties in accessing services that necessitate identity cards based on their place of residence, including social assistance services and health insurance like BPJS, particularly during illness. Similarly, in the implementation of General Elections, both Presidential Elections, Legislative Elections, and Regional Head Elections, his name is not included in the Permanent Voter List (DPT), so he cannot vote in his current residence.

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The Ministry of Home Affairs (Kemendagri) ensures that all Indonesians can travel anywhere in Indonesian territory. However, the Ministry of Home Affairs reminded that people who move or nomads immediately take care of population administration files such as ID cards in their new domicile. According to Law Number 24 of 2013 concerning Population Administration, if a person stays for more than one year in one area, the person concerned must take care of a moving letter according to his current domicile. With the enactment of Presidential Regulation Number 96 of 2018, to take care of the Transfer Letter, the resident can go directly to Disdukcapil at the place of origin and take care of their KTP and KK at Disdukcapil at their destination.

At the time of the study, two active NIK cases were found in two different regions because, at the time of population movement, two NIKs in the area of origin have moved to the destination area with a NIK that has yet to be single. There is also one resident who has two active e-KTP cards with different NIKs, where the NIK on the e-KTP is different from the NIK on the Family Card. This problem is mainly found in residents who still have KTPs with the old format, where, at that time, the Population Administration Information System (SIAK) still needed to be integrated nationally. To overcome this problem, Disdukcapil officers update data according to the last domicile and propose deleting old NIK data that is no longer valid with the consent of the resident concerned.

In the interview, it was also found that the NIK did not match the date of birth of the resident, so it asked to be changed according to the date of birth concerned. Errors usually occur in writing the month and date of birth, which are written backward, so some agencies that require NIK, such as BPJS and banks, assume that the resident's NIK is wrong, so it must be replaced. Following Presidential Regulation Number 26 of 2009, the National Identity Number (NIK) is valid forever. It cannot be changed for life, so it is recommended to continue using the NIK.

The problem of Non-Permanent Residents is a problem faced by all Disdukcapil in the Jabodetabekjur Area. Non-Permanent Residents are immigrants who have yet to report themselves to the local Disdukcapil even though they have lived more than 6 (six) months in the place. Non-permanent residents cause the Population Data owned by Disdukcapil always to be different in number from the Population Data owned by the Central Statistics Agency (BPS). The figure ranges from 10 to 20 percent of the total population.

The problem of empty electronic KTP blanks (e-KTP) is also a crucial problem that hampers Disdukcapil services in the Jabodetabekjur area. The number of e-KTP blanks available each month only ranges from 5 to 10 percent of the total number of applications for making e-KTP each month, so there is a delay in making e-KTP services between 6 to 9 months since residents submit it. Another problem that still needs to be discovered is the problem of NIK and Dual e-KTP due to double recording when the National SIAK System was not well integrated for making e-KTP before 2014. Thus, Disdukcapil officers need help determining whether the citizen concerned has recorded an e-KTP. In addition, often, double recording is deliberately done by residents to have a dual identity / NIK. The problem of falsifying e-KTP for criminal purposes remains in the work area of Disdukcapil Jabodetabekjur by attaching fake data and photos on the original e-KTP. Fake e-KTPs are commonly used to obtain credit from banks and avoid taxes and acts of corruption.

The above problems are inhibiting factors in implementing the Population Information System in the Jabodetabek Area. Another inhibiting factor is the culture of bribery or the use of scalper services to take care of population administration, which is still found in the practice of administrative services in Disdukcapil Jabodetabekjur.

CONCLUSION

In Jakarta's densely populated buffer zone, the challenges faced in population services through the Population Administration Information System are diverse and complex. The study has uncovered significant insights into the dynamics of this important region, where population services intersect with the complex demands of a burgeoning population and rapidly evolving urban landscape. The Greater Jakarta area, covering Jakarta, Bogor, Depok, Tangerang, Bekasi, and Cianjur, plays an important role as a national strategic area, functioning as the center of government and the engine of the national economy. With over 11 million inhabitants, the area is characterized by a dynamic population structure, with the overwhelming majority falling in the productive age group of 15-64 years. Daily commuter trips to and within DKI Jakarta emphasize the tremendous human mobility in the region, with more than 13 million people actively participating in the capital's economic and administrative affairs.

To address the challenges of rapid urbanization and mobility, the government has undertaken substantial infrastructure development, focusing on improving mass public transportation, such as Mass Rapid Transit (MRT), Light Rail Transit (LRT), and Bus Rapid Transit (BRT). This development, guided by the Transportation Oriented Development (TOD) system, aims to reduce congestion and encourage public transportation among the population, thus encouraging sustainable urbanization.

In addition, the problem of Non-Permanent Residents, especially those who do not report their new domicile, poses a significant hurdle to effective population administration. The reluctance of individuals to renew their status, even after living outside their home area for a long time, complicates the management of population data and affects a wide range of social services, including health care and education.

The study also revealed differences in National Identity Numbers (NIK) and cases of dual electronic ID cards (e-KTP), especially stemming from historical challenges related to the integration of the Population Administration Information System (SIAP) before 2014. The need for proper data updates and synchronization is obvious. The need for more e-KTP blanks remains a persistent problem, causing delays in issuing these important identification documents. In addition, falsifying e-KTPs for illegal purposes, such as obtaining bank credit or evading taxes, underscores the need for increased security and supervision in population administration. Inhibiting factors that affect the effectiveness of implementing the Population Information System go beyond technical problems, including the persistence of corrupt practices and scalper services. These factors underscore the need for comprehensive administrative reform in Disdukcapil services.

The challenges of population services in Jakarta's Buffer Areas are complex and diverse. Addressing these challenges requires a comprehensive approach integrating spatial planning, transportation development, population data management, and administrative reform. By recognizing complexity and designing practical solutions, the region can realize its potential for sustainable development and smart citizens. The study's findings emphasize the need for concerted efforts in addressing these issues, ultimately leading to more informed policymaking and better population services in this critical region.

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