

Citizens Seen, Registered, and Served



Lessons Learned from the Efforts
to Strengthen Inclusive and
Accountable Services

Key Facts

± 20%



When the CRVS Program (Strengthening Civil Registration and Vital Statistics) was initiated by the Government of Indonesia with the support from the Australian Government through KOMPAK in 2015, it was estimated that around 20% of children (under-17) in Indonesia did not have a Birth Certificate (Susenas 2015).

The government of Indonesia acknowledges that birth registration is the forerunner of documentation of all vital events in the lives of citizens. Data about births is crucial information needed by other sectors such as health, education, basic infrastructure, and social services. It also serves as an entry point and is interrelated with information on various vital events such as marriage, divorce, moving, adopting, and death.



± 89%



Currently, around 89% of children under-18 in Indonesia have been registered (Susenas 2021). In fact, the Civil Registration Information System (SIK) records show that 97% of children already have a Birth Certificate (SIK DKB II 2021 data).

The Government of Indonesia's serious efforts through various breakthroughs and innovations in civil registration services, especially by the population and civil registration office (Dukcapil), have resulted in an increase in the ownership of Birth Certificates. NIK ownership is approaching universal, which is an achievement to be proud of.



However, national progress has not always been realized evenly in all regions, given the varying geographical, social, economic, political, and cultural conditions in Indonesia. Throughout 2015–2021, the CRVS Program supported the government's efforts to overcome various obstacles faced by local governments and citizens and helped accelerate the ownership of legal identity documents to which they were entitled, in selected areas. The hope is that by having legal identity documents, citizens can access basic services according to their needs and various opportunities.

CRVS Program Area





At the end of 2021, CRVS conducted a series of final program studies which found an increase in ownership of legal identity documents among citizens in their working areas, improvements in the speed, convenience, and affordability of civil registration services, as well as early initiation of strengthening village-based data governance.

This Fact Sheet will describe the findings of the CRVS Program and share lessons learned for future programs.



The CRVS Program conducted a series of studies at the end of 2021 to document the achievements of the Program during its seven years of implementation.



The series of studies was carried out through a literature review, by reviewing 91 CRVS program documents produced during the implementation period.



secondary analysis of various data collected during the Program.



phone surveys of 1,040 households sampled in ten CRVS working districts outside Papua and West Papua.

The tabulations shown on this fact sheet are the results of the phone survey.

CRVS Approach

Equipped with research and data, we designed two main approaches to ensure that all citizens are registered without exception, immediately, and have the relevant legal identity documents. At the same time, the CRVS Program is implemented so that citizen data will be managed and become the basis for planning and improving public services, programs, and policies.

First, the CRVS Program supports a number of local and village governments to make civil registration closer, easier, and more affordable for citizens.

Second, the CRVS Program supports the initiation of data connectivity at the village level.

A series of advocacy and assistance for strengthening and institutionalizing policies, systems, procedures, and data governance was carried out through two main modalities: facilitating civil registration services for citizens and integrated cross-sectoral services.



Has there been a change in ownership of the legal identity documents?

A positive change was found in ownership of legal identity documents in new events that occurred in the 2019–2021 period in sampled villages.



75%

of infants born between 2019 and 2021 in the study areas already have a birth certificate



58%

of Family Card whose household members died between 2019 and 2021 in the study areas have been updated



86%

of new marriages that occurred between 2019 and 2021 in the study areas already have proof of marriage



48%

of households whose member died between 2019 and 2021 in the study areas have a Letter of Death



74%

of Family Card whose household members have moved out between 2019 and 2021 in the study areas have been updated



19%

of households whose member died between 2019 and 2021 in the study areas have a Death Certificate

A positive change was found in ownership of legal identity documents among sampled citizens in selected villages who previously did not have the documents according to the 2019 survey.



63%

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



70%

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



33%

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

Most of the administration of legal identity documents that took place in 2019–2021 in the study areas was carried out by household members themselves (46% birth certificates, 72% e-KTP, 43% proof of marriage) or assisted by village officials (25% birth certificates, 12% e-KTP, 23% proof of marriage).

On average, a positive change was found in birth certificate ownership in sampled citizens in selected villages.



Birth certificate ownership increased by about 5%, from 87% in 2019 to 92% in 2021.



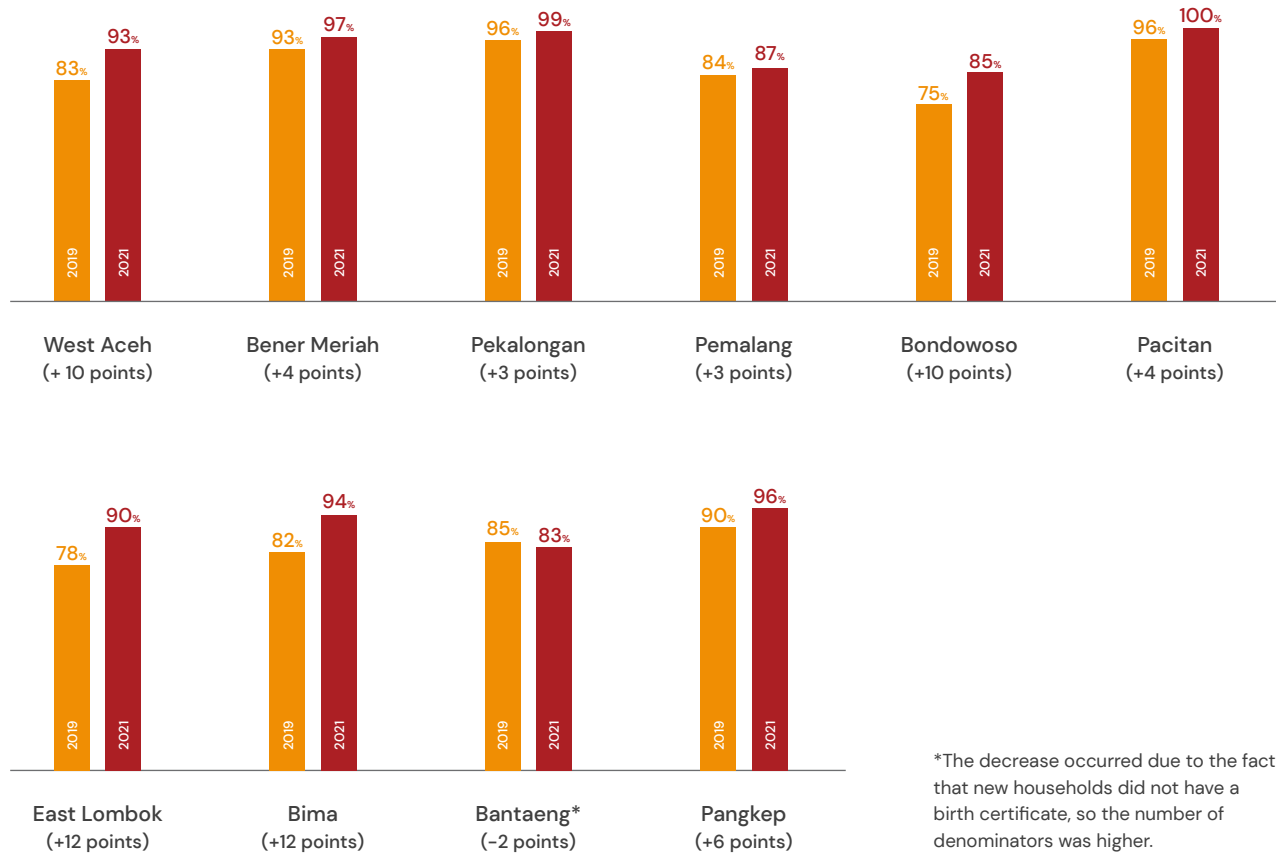
By gender, birth certificate ownership for girls increased by about 5%, from 88% in 2019 to 93% in 2021, while birth certificate ownership for boys increased by about 6%, from 85% in 2019 to 91% in 2021.



Based on urban/rural status of residence, birth certificate ownership for children in urban areas increased by about 5% from 88% in 2019 to 93% in 2021, while in rural areas the ownership increased by about 6% from 86% in 2019 to 92% in 2021.



Based on the study area, birth certificate ownership for children has also increased in general:



On average, a positive change was found in the ownership of e-KTP in sampled citizens in selected villages.



E-KTP ownership increased by about 6%, from 89% in 2019 to 95% in 2021.

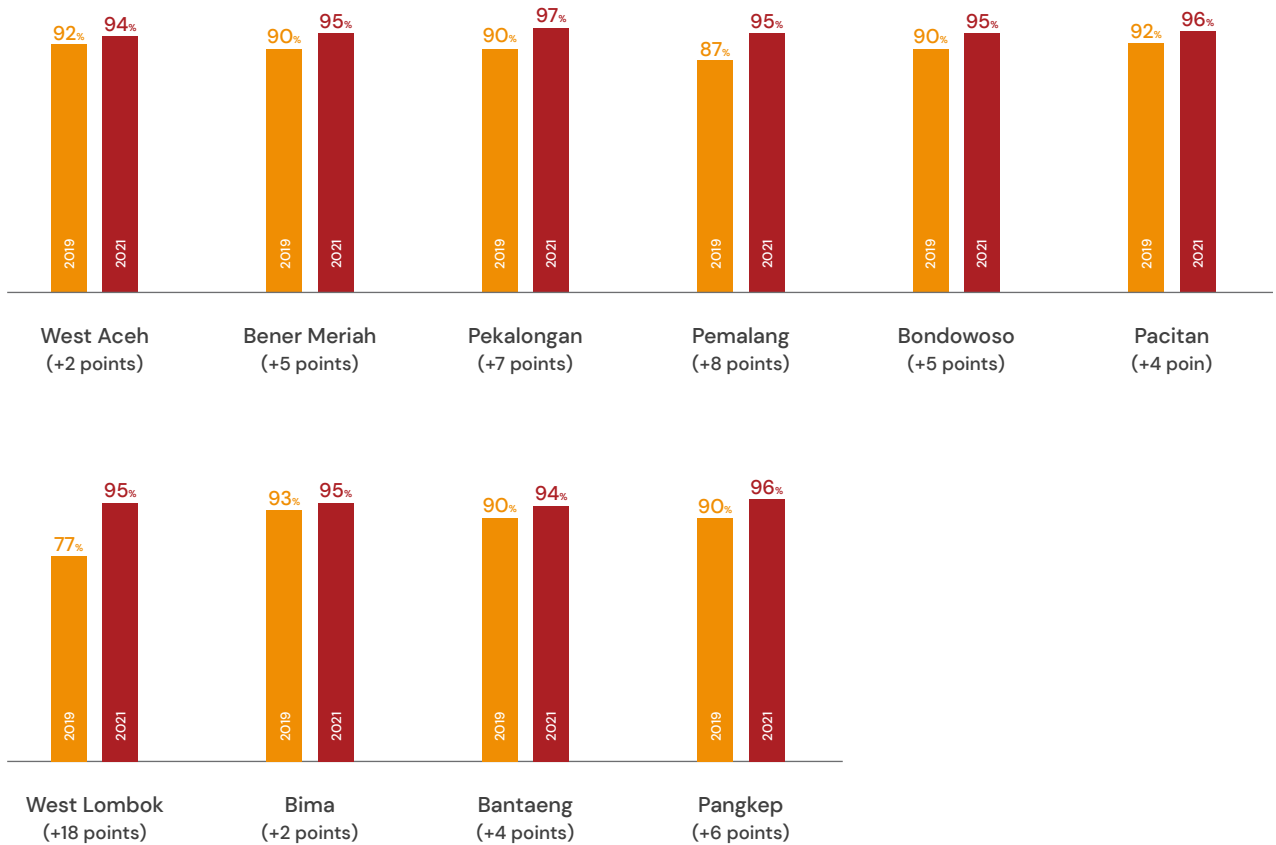


By gender, e-KTP ownership for women increased by about 7%, from 89% in 2019 to 96% in 2021, while e-KTP ownership for men increased by about 6%, from 89% in 2019 to 95% in 2021.



Based on urban/rural status of residence, e-KTP ownership in urban areas increased by about 7% from 87% in 2019 to 94% in 2021, while e-KTP ownership in rural areas increased by about 5%, from 90% in 2019 to 95% in 2021.

Based on the study area, ownership e-KTP has also increased in general:



On average, a positive change was found in the ownership of Proof of Marriage in sampled citizens in selected villages.



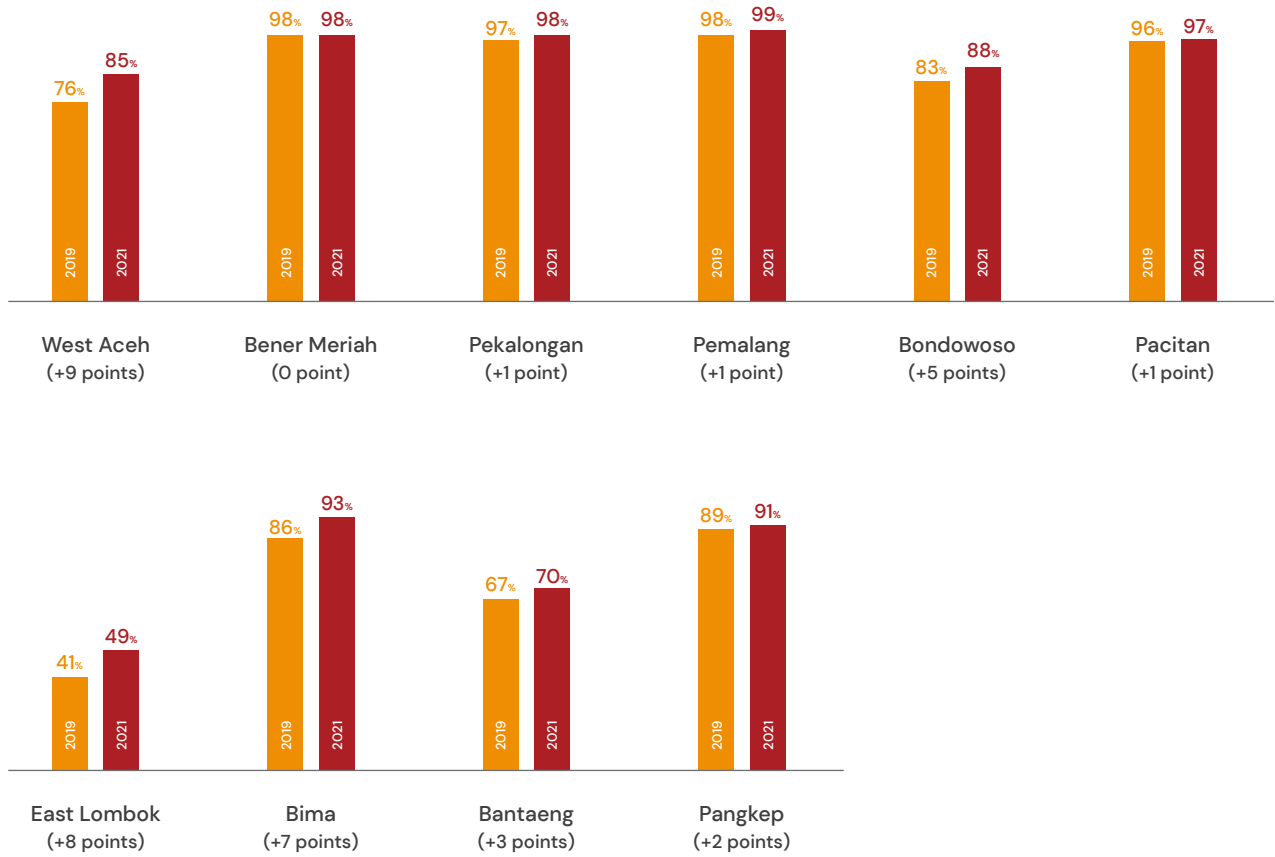
Ownership of proof of marriage increased by about 4%, from 84% in 2019 to 88% in 2021.



Based on urban/rural status of residence, ownership of proof of marriage in urban areas increased by about 2%, from 68% in 2019 to 70% in 2021, while ownership of proof of marriage in rural areas increased by about 4%, from 86% in 2019 to 90% in 2021.



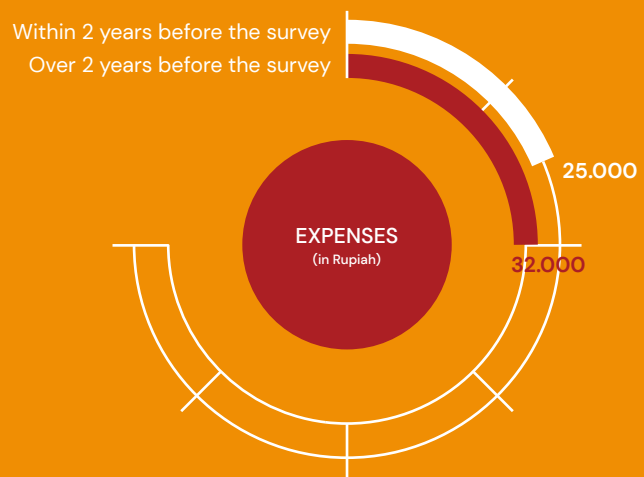
Based on the study area, ownership of proof of marriage has also increased in general:





Has the civil registration service become easier, cheaper, and faster?

Based on a phone survey, the median expenses and time for processing legal identity documents appeared to be improving in selected villages.

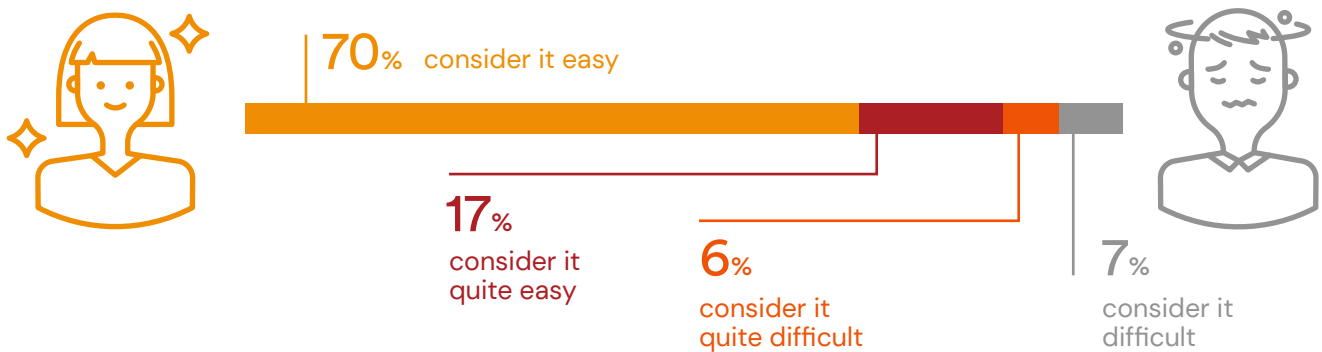


Note: The expenses here refers to any expenses incurred by respondents to obtain legal identity documents, which includes travel expenses (mostly) and any other expenses as the official fee of civil registration service is zero (free of charge).

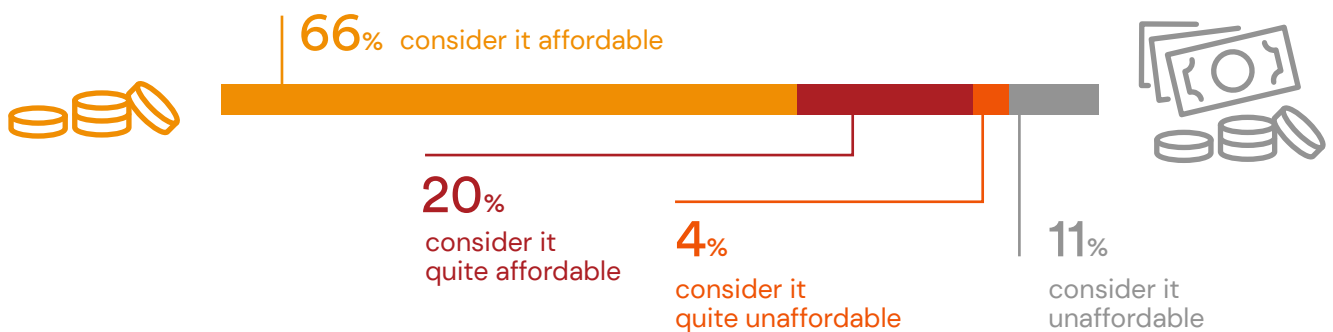
- For those who obtained legal identity documents within two years before the survey, the median expenses incurred by respondents is Rp25,000, but for those obtained over two years prior to the survey it was around Rp32,000.
- For those who obtained legal identity documents within two years before the survey, the median time required is 5 days, but for those obtained over two years prior to the survey it was 7 days.

Most of the sampled citizens consider that civil registration services are now easy, affordable, and fast.

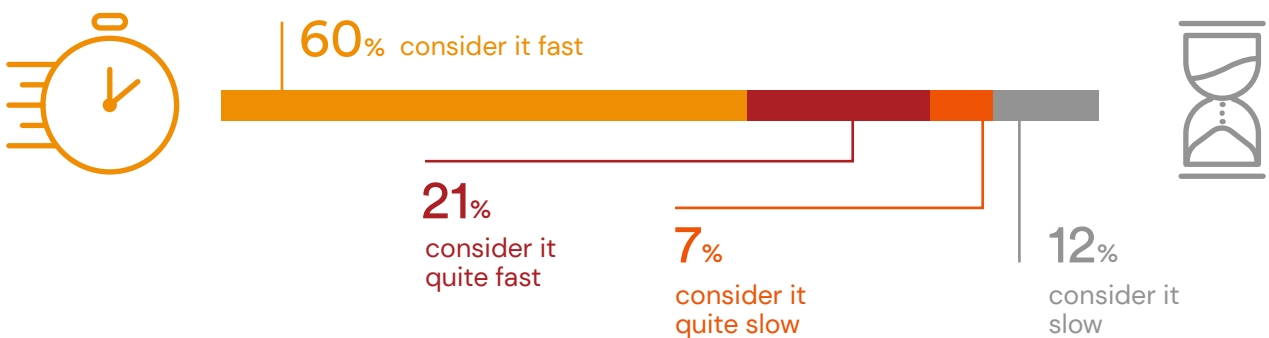
The difficulty in obtaining the services



The cost of the services



The speed of services



Sampled citizens in selected villages shared their opinions about the ease of obtaining legal identity documents.

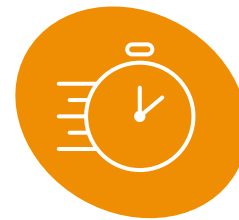
Sampled citizens in selected villages believe obtaining legal identity documents was easy, among others because:



It can be done in the village or sub-district so that it is closer to the respondent's residence.



There are facilitators (people call them "officers") in the village who can help, including the Gampong Registration Officer, Koordukcapil, village operators, and other officials.

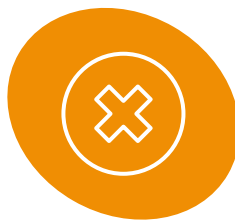


Documents can be obtained quickly.

Nevertheless, according to the survey, some citizens still find it difficult to obtain legal identity documents. Although the number is small, their stories need our attention for future service improvements.



Some citizens still find that the Disdukcapil office is far from where they live, the queues are long, and the administration process relatively takes a long time to complete.



There are also special cases where the administration process is more complex, including when a respondent has changed their domicile, has not registered their fingerprints, or is required to produce a vaccine certificate.

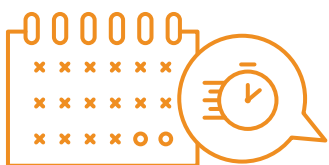


The online administration system found in Pekalongan, Pematang, Pacitan and Bondowoso is considered by some respondents to be easier. However, some find it difficult because they do not understand how to operate digital devices or know how online administration works.

The survey also captures the opinion of several respondents about the speed of legal identity document processing. Opinions vary, but some comments are worth noting.



Some respondents think that the processing of documents could be faster with the help of a facilitator in the village, but some think that it would actually take longer because of bulk processing.



Some respondents understand that the processing of legal identity documents takes weeks to months and yet they still consider the process to be fast.



Several respondents who think the process takes a long time, mentions about the many documents that Disdukcapil has to process simultaneously, or the fact that some have to return to the Disdukcapil office several times. Some also say that the process feels long when there is an urgent need for legal identity documents.

A number of respondents share an interesting perception about the affordability of obtaining legal identity documents, which makes for an important insight for improving future facilitation.



Most consider the costs affordable, minimum, almost non-existent, or no money is spent at all.



Perception of affordability is relative to the distance to the place where legal identity documents are processed. Respondents consider the costs incurred to obtain legal identity documents to be cheap because they feel that the trip is close. Even if they have to travel far, respondents still consider the costs to be cheap because they are still reasonable.



Respondents also say that currently there is no administrative fee for obtaining legal identity documents, or that the current fee is cheaper than before.



Perception of affordability to obtain legal identity documents is also related to the purchasing power of households. The reason some respondents say that the cost is expensive or quite expensive, is because of their households' difficult economic conditions.



The perception of affordability is relative to perceived benefits. Respondents consider the costs incurred to obtain legal identity documents to be cheap because they understand the importance of having said documents.



The affordability of obtaining legal identity documents is also relative to opportunity costs. Some respondents say that the administrative costs are expensive or quite expensive because the costs incurred are disproportionately higher than their daily income, and some might even lose their daily income because they have to obtain these documents.



What services facilitate citizens' needs?

Sampled citizens in selected villages have identified services that are close to the citizens.



62%

are aware of civil registration services in the village



52%

know that there are services in the sub-districts



47%

know of a CRVS Facilitator¹

¹ The CRVS facilitator is a special officer in the village who facilitates civil registration services. Unlike the registration officer mandated in the Civil Registration Law, the CRVS facilitator was an officer appointed and financed by the village government. This officer has a different name in each of the KOMPAK assisted areas, such as the Gampong Registration Officer in Aceh Barat and the Koordukcapil in Bantaeng.

Sampled citizens in selected villages are also familiar with the services provided by the Disdukcapil.



40%

know of same-day services



32%

are aware of online services



21%

aware of 3-in-1 services

Fewer sampled residents in selected villages are familiar with special or ad-hoc services.



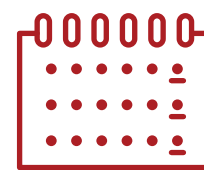
31%

know about mobile civil registration services



28%

are aware of civil registration services for special groups



10%

know there is a weekend civil registration service



How do citizens use their legal identity documents?

The use of legal identity documents is quite high for the types of documents that are generally owned by the most sampled residents in selected villages, such as e-KTP and KK.



96%

of respondents report having used their e-KTP in the last 2 years



23%

have used their proof of marriage in the last 2 years



92%

have used their KK in the last 2 years



3%

have used a letter of death or death certificate in the last 2 years



56%

have used their birth certificate in the last 2 years

Legal identity documents, such as birth certificates, e-KTP, and KK, are generally used to access basic services.

Uses of birth certificate:



84%

of respondents use it to access education services such as schools



14%

of respondents use it to obtain other legal identity documents



8%

of respondents use it to access social assistance

Uses of e-KTP:



60%

of respondents use it to access social assistance



27%

of respondents use it to access education services



26%

of respondents use it to access health services

Uses of KK:



57%

of respondents use it to access social assistance



46%

of respondents use it to access education services

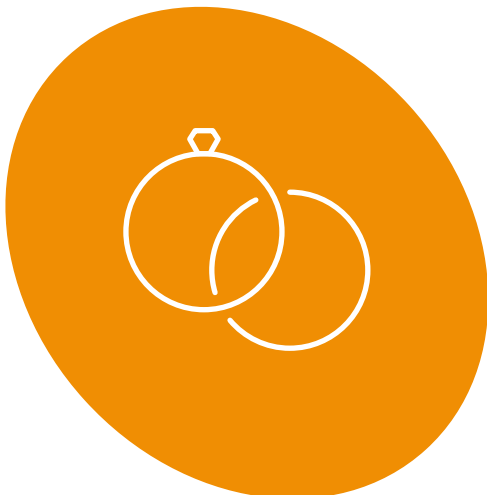


21%

of respondents use it as a prerequisite to obtain other legal identity documents

Legal identity documents that are not as frequently used include proof of marriage and letter of death or death certificates, which are mostly used to obtain other legal identity documents.

Uses of Proof of Marriage:



53%

of respondents use it to obtain other legal identity documents



21%

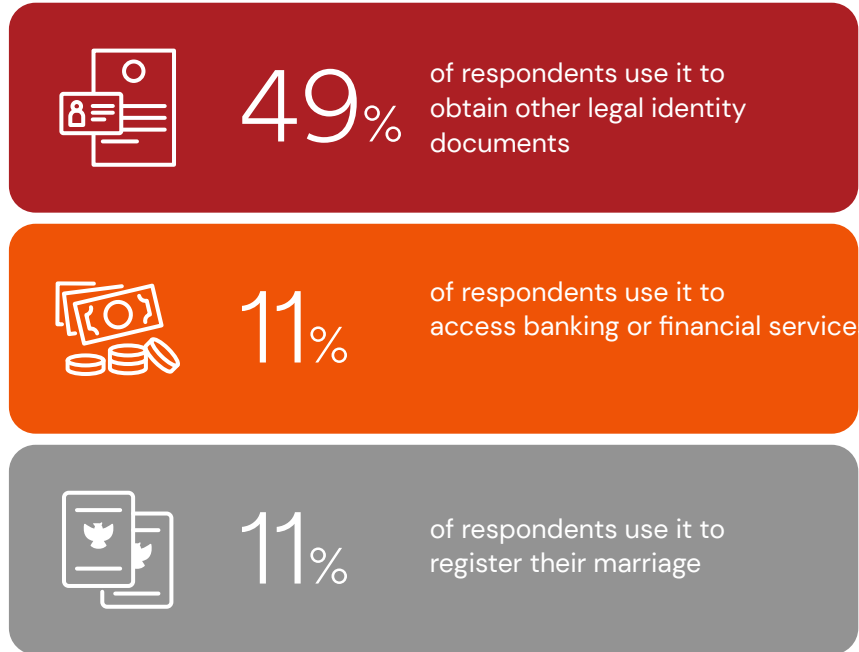
of respondents use it to access banking and financial services



10%

of respondents use it to access education services

Uses for letter of death or death certificate:²



More than half of the sampled citizens in selected villages feel the benefits of owning legal identity documents during the Covid-19 pandemic.

56%

of respondents think legal identity documents are more important during the Covid-19 pandemic

Legal identity documents are perceived more important during the Covid-19 pandemic because:



A requirement for Covid-19 vaccination



A requirement to receive social assistance during the pandemic



Identification during travels due to the implementation of social restrictions



A requirement to access health services if infected by Covid-19

² The survey does not differentiate between Letter of Death and Death Certificate because respondents are unable to distinguish the two terms and instead use them interchangeably.



What challenges remain?

Although the ownership of legal identity documents has generally increased in the study areas, a small number of household members still do not have legal identity documents. This knowledge, however small, is useful for service and facilitation improvement in the future.

Poverty appears to be a factor in the lack of birth certificate and proof of marriage ownership.

No birth certificate (%)



No proof of marriage (%)



The lack of e-KTP ownership among elderly respondents is still quite significant. Meanwhile, respondents who are 17 years old may not have obtained the document.



Opportunity costs due to lost working time is the most common reason why some respondents are reluctant to apply for e-KTP for themselves and a birth certificate for their child. Meanwhile, the low awareness about the importance of proof of marriage is the most common reason why some respondents are reluctant to obtain the document. These are important inputs for future service communication strategies.



Reason for not obtaining a birth certificate

Respondents: who do not have birth certificates in selected villages.

110

41%



do not have the time because they have to work

14%



do not have the required documents

13%



worry about the costs



Reason for not having an e-KTP

Respondents: who do not have an e-KTP in the selected villages.

136

34%



do not have the time because they have to work

22%



do not think e-KTP is important

13%



live with disability



Reasons for not having proof of marriage

Respondents: who do not have proof of marriage in the selected villages.

265

25%

do not think proof of marriage is important

15%



do not know how or where to obtain it

15%



worry about the costs



Reasons for not having a letter of death

Respondents: households that do not have a letter of death or death certificate in the selected villages.


32

38%




do not think a letter of death is important

32%



do not have the time because they have to work

24%



do not know how or where to obtain it

This Fact Sheet shows that there have been some positive changes in the CRVS Program working areas. Lessons learned from the CRVS Program, especially information about who remain excluded from data recording and maps, will be useful for policymaking at the central and regional levels.

Because ownership of legal identity documents and completeness of data as a result of thorough recording determines the citizens' ability to access services and the government's ability to design appropriate services, everyone should continue to support the strengthening of an inclusive and accountable civil registration system.

CRVS provides a free perpetual information center.

semuatercatat.id



Click to get the latest information on ways to increase ownership of legal identity documents in your area, various tools and assistance, as well as inspiring success stories!

Reference

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