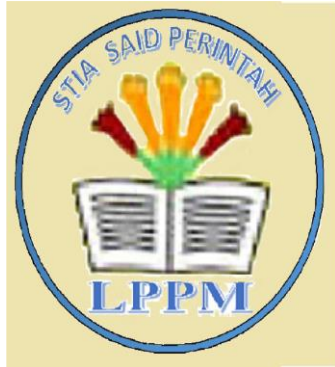


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# Public Policy: Jurnal Aplikasi Kebijakan Publik dan Bisnis



LPPM STIA Said Perintah

Volume 5, No. 02, September 2024

<https://stia-saidperintah.e-journal.id/ppj>

Received; 2024 - 08 - 09

Accepted; 2024 - 09 - 19

Published; 2024 - 10 - 01



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## Implementation of Fulfillment of the Right to Population and Civil Registration Administration Services for Persons with Disabilities

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### Abstract

*This study examines the implementation of civil registration services for people with disabilities in Solok District, Indonesia, highlighting the government's role in addressing barriers. Using a descriptive qualitative approach and Grindle's framework, it identified challenges like the lack of local regulations, stigma, low awareness, and inaccessible services. Despite these issues, positive outcomes were observed, with improved data collection and benefits for people with disabilities. A key finding is the importance of adequate budget allocation for successful implementation. The study's limitations include a short research period and limited budget, with future research recommending longer studies and broader comparisons*

*Keywords : Public Policy; Policy Implementation; Persons with Disabilities; Civil Registration*

## **Introduction**

Implementation of a service policy for persons with disabilities is crucial to providing services and regulating their rights (Sholihah, 2016). According to the latest data from the Central Statistical Agency (BPS) in 2020, the number of people with disabilities in Indonesia reached 22.5 million individuals, or about 5% (percentage) of the total population (BPS, 2020). In a democratic state, it is essential to have policies that guarantee the protection and realization of citizens' rights, including those with disabilities. Therefore, this policy should be an integral part of the state's maintenance practices (Sawir, 2021). The government of Indonesia has demonstrated its strong commitment to protecting the rights of persons with disabilities through various regulations. By ratifying the Convention on the Rights of Persons with Disabilities and passing Law No. 8/2016 on Persons with Disabilities, the Government of Indonesia expresses its concern for the welfare and full participation of persons with disabilities in all aspects of life. The policy aims to ensure equal accessibility for people with disabilities, including in terms of public services. Through this comprehensive legal framework, the Government of Indonesia seeks to realize an inclusive society where every individual, without exception, can live with dignity and equality, including access to public services.

According to Denhardt & Denhardt, (2015) public service is a program that aims to meet the needs of the population and citizens following laws and regulations. This program includes government-provided goods, services, and administrative services. Administrative services themselves include various services under the government bureaucracy, such as ID card services, birth certificates, death certificates, and family cards (Semil, 2018). These services aim to establish legal certainty and identity for the community, meet the needs of citizens, and safeguard human rights. Therefore, it is important to implement these services quickly and efficiently. Effective and efficient administrative services are essential to creating a transparent and accountable government (Dewi & Suparno, 2022).

Governments are obligated to provide high-quality public services (Semil, 2018). Effective public services are crucial for building public trust and measuring government performance (Denhardt & Denhardt, (2015). Population administration is a vital public service that directly impacts citizens' lives (Kurniati et al., 2015). Official population administration documents, such as birth certificates and identity cards, are essential for

individuals to access various services and rights (Zulfikar et al., 2022). According to Indonesian law (Law Number 24 of 2013, Peraturan Menteri Dalam Negeri Number 96 of 2019), everyone has a right to these documents, including people with disabilities. The government is required to ensure that these services are accessible to all citizens, regardless of their abilities (Sabar et al., 2021; Haryanto et al., 2021).

Possession of legal identity documents is crucial for accessing public services and exercising citizen rights (Kemppainen et al., 2023; Sholihah, 2016). The government has a legal obligation to ensure that population management processes are inclusive of individuals with disabilities. As outlined in Article 22 of Law No. 8/2016, this includes accurately recording disability status during population registration, issuing necessary documents, and providing disability identity cards.

Solok Regency is one of the regions in West Sumatra that has a large number of people with disabilities. Solok Regency has also made efforts and implemented population document administration services for persons with disabilities (Disdukcapil.solokkab.go.id, 2023). The Population and Civil Registration Office, an agency with the authority to carry out population administration services in the context of issuing population documents, carries out population administration services in Solok Regency. According to data obtained by Solok Regency, the number of people with disabilities who will own administrative documents in Solok Regency reaches 1,188 (BPS, 2024). Table 1.1 presents the number of people with disabilities in Solok Regency in 2021.

**Total Data on Types of Disability in Solok Regency**

No	Types of Disability	Quantity
1.	Physical disabilities	350
2.	Mental disability	230
3.	Intellectual disability	222
4.	sensory disability	386
<b>Total</b>		<b>1.188</b>

Source: BPS, Data processed by researchers, (2023)

The data reveals that Solok Regency is home to numerous individuals with disabilities, whose civil rights remain unfulfilled. Persons with disabilities often face obstacles in obtaining proper population administration and civil registration services, and Solok District is no exception. The absence of specific regulations, such as a Regional Regulation (Perda)

on persons with disabilities (Nandito Putra, 2023), as well as negative community stigma, are major barriers. This situation is exacerbated by a lack of individual and family awareness of the importance of civil registration documents for people with disabilities (disability.un.or.id, 2022). Furthermore, the lack of access to service facilities, both in terms of infrastructure and information, is a significant factor that causes discrimination and access difficulties for people with disabilities in Solok District. As a result, people with disabilities often find it difficult to obtain legal identity documents, which is a basic right of every citizen.

Previous research on the implementation of policies related to *adminuduk capil* services for disabilities has produced mixed findings. Some studies show that the implementation of policies related to civil registration services for disabilities has a significant impact on public services for disabilities (Sholihah, 2016) and highlights the challenges and obstacles in running the ball pick-up program for civil registration services for disabilities. (Fauzi et al., 2022; Ulum Rahmahgiani, 2024; Nyianda Indarwati et al., 2023) In addition, most of the previous studies looking at policy implementation were dominated by the use of Edward III's theory (Sucahyo et al., 2023). Therefore, this research aims to fill the knowledge gap, especially in the implementation of civil registration policies in Solok Regency, by examining in depth using Grindle's implementation theory. This research is expected to contribute to a more comprehensive understanding of policies related to civil registration services for disabilities in Indonesia as a whole.

Based on this, the government, in this case, the Population and Civil Registration Office of Solok Regency, has a central role in efforts to facilitate the access of persons with disabilities to population administration services. Based on the description and description of the problems above, the researcher is interested in raising the issue and seeing how it is implemented through this research with the title "implementation of fulfilling the right to population and civil registration administration services for persons with disabilities in Solok Regency," which will be studied using indicators of policy implementation according to Merile S. Grindle, (2017). This research aims to examine in depth and describe the level of success of policy implementation. The focus of this study is an analysis of the efforts made by the Solok District Population and Civil Registration Office (*Dispendukcapil*) to provide services to people with disabilities. The results of this research are expected to contribute significantly to the development of more inclusive and accessible policies for people with

disabilities in Solok District. Furthermore, we expect the findings of this research to serve as a reference for similar research in other areas and to provide concrete recommendations for local governments on improving the quality of civil registration services for this vulnerable group of people.

An in-depth analysis of this issue is expected to provide a clear picture of the extent to which the civil rights of persons with disabilities are fulfilled in the context of population administration services. Thus, this research is expected to contribute to efforts to realize a more inclusive and equal society.

## **Theoretical Framework and Research Hypothesis Development**

### **Public Policy**

Thomas R. Dye, (2017) defines public policy as everything that a government chooses to do or not to do. This definition shows that public policy includes all choices made by the government, both to act and not to act. Meanwhile, Nugroho, (2023) states that public policy is a series of decisions that aim to organize life in society. We can conclude that public policy is a series of strategic decisions made by the government to address various issues that impact the wider community, including individuals and groups. Furthermore, Solok Regency implements the population administration (adminduk) policy as a government effort to provide services and guarantee the rights of citizens, especially people with disabilities, following the law. This shows a significant correlation between civil registration policies and other public services, all of which aim to improve community welfare.

### **Implementation**

Implementation in the context of public policy is a complex and multidimensional process (Sandfort & Moulton, 2014). In principle, policy implementation is a way for a policy to achieve its objectives. Sabatier & Mazmanian, (2005) explain that implementation can be considered real if there is a significant impact on society. Grindle, (2017) asserts that implementation entails a sequence of specific administrative actions aimed at executing specific programs. This process does not begin until the policy goals and objectives are clearly defined. Policy implementation is not just the application of technical aspects; it also requires consideration of the social effects that will arise as a result of the policy in society and the policy targets themselves. Thus, policy implementation does not only involve

administrative technical aspects but also considers the resulting social impacts in the context of community life (Hill & Hupe, 2021).

This study will employ Merilee S. Grindle, (2017) implementation theory, which includes two variables to support the implementation context. The first variable pertains to the policy's content, which describes the policies an organization has implemented to achieve shared objectives. The second variable is the implementation context, which encompasses the group environment, the benefits the target group receives, the changes the policy seeks, the program's suitability, and the implementation of the policy with sufficient resources. The basic idea is to transform the policy and then carry out its implementation. The degree of implementability of the policy determines its success.

### Policy Implementation Process as an Administrative and Political Process



Source: Model Merilee S. Grindle's Theory

### Civil Administration

According to the Law of the Republic of Indonesia Number 24 of 2013 concerning population administration, population administration is a series of structuring and ordering activities in controlling population documents and data through population registration, civil registration, population administration information management, and utilization of the results for public services and the development of other sectors. Population administration is the process of collecting, processing, and storing data about the population of a country or region (Zulfikar et al., 2022). With accurate and integrated population data in the context

of public administration, the government can design targeted and effective policies to improve the community's welfare (Rohman, 2013).

Thus, it is important for the government to continue to innovate and improve in the field of population administration to ensure that public services organized can reach the target and provide maximum benefits for the community, especially persons with disabilities (Kemendagri.go.id, 2022). Furthermore, population administration serves as the foundation for the implementation of social protection programs, education, health, and so on. With accurate population administration information, the government can make more targeted and effective policies to improve the overall welfare of the community, without exception of people with disabilities.

### **Persons with Disabilities**

Persons with disabilities are one of the groups that need attention in population administration. In general, the definition of a disability is a group of people who have physical or mental obstacles that can hinder their daily activities. Tate & Pledger, (2003) define disability as a condition or function that is considered significantly impaired compared to the general standards of a person or group. Furthermore, Patel & Brown, (2017) conceptualize disability as a condition that limits a person's ability to engage in certain activities or get the right level of access to certain communities.

According to the above definition, people with disabilities are individuals with limitations who require adequate access and services to obtain information and support, making the protection and fulfillment of their rights a crucial component of fostering an inclusive and equal society. Therefore, we must collaborate to establish a supportive environment free from discrimination. We hope that policies and programs that address the unique needs of persons with disabilities will enable them to achieve independence and make significant contributions in various aspects of life.

### **Gerakan Bersama Jemput Bola Adminduk capil for Disabilities**

This program is an initiative of the Directorate General of Population and Civil Registration (Ditjen Dukcapil), under Kementrian Dalam Negeri (Kemendagri), to accelerate population administration services. This policy is a program that aims to facilitate people with disabilities in managing population documents (Kemendagri.go.id, 2022). This activity

involves ball pick-up services carried out by the Population and Civil Registration Office (Disdukcapil) in various regions. We designed this program to make it easier and faster for people with disabilities to obtain the necessary population documents. We anticipate that this ball pick-up service will enhance social inclusion and expedite the population administration process, particularly for individuals with disabilities. Furthermore, this program aims to raise public awareness about the importance of people with disabilities' basic rights and provide them with equal opportunities to access public services.

### **Research Method**

This research uses a qualitative method with a descriptive approach to understand the phenomena experienced by the research subject. The qualitative approach is used to explore subjective experiences through various scientific methods (Moleong, 2018), while the descriptive method aims to collect data in the form of text and images obtained through observation, interviews, and documentation (Sugiyono, 2017). This research was conducted at the Solok Regency Population and Civil Registration Office in October 2023. Data were obtained from two sources, namely primary data obtained through interviews and direct observation and secondary data from the Population and Civil Registration Office Documents regarding the number of ownership of population documents for persons with disabilities through the population administration ball pick-up service in 2023, as well as information from the official websites of the Social Service and the Solok Regency Population and Civil Registration Office, archives, and related news.

This study involved 13 key informants consisting of the head of the population office (1 person), 5 ball pick-up program officers, 1 representative of the social service office, 1 representative of an organization of persons with disabilities, and 5 families of persons with disabilities. The selection of informants was done by purposive sampling based on criteria of relevance to the research topic. Data were collected through semi-structured, in-depth interviews. Data analysis used the Miles, Huberman, and Saldana, (2014) model, which includes data condensation, data presentation, and conclusion drawing. Data triangulation was conducted by comparing data from interviews, field observations, and relevant documents to increase the validity of the findings.



## **Discussion of Research Results**

Jemput Bola program implemented in Solok District is a strategic initiative in line with the Directorate General of Dukcapil's national program to improve the accessibility of population administration services for people with disabilities. The program aims to make public services more inclusive. This research adopts Grindle's policy implementation framework to analyze the program, focusing on two main aspects: The content of Policy and Context of Policy. Grindle's theory provides a framework to analyze how policy content and implementation context interact and influence policy outcomes. Thus, this theory helps us understand the various factors that influence success or failure in policy implementation.

This research shows that the successful implementation of the Jemput Bola Joint Movement Program in Solok Regency is inseparable from the strong collaboration between the local government, related agencies, civil society organizations, and persons with disabilities. This finding is in line with Grindle's theoretical framework, which emphasizes the importance of policy content and the context of policy implementation. The active involvement of stakeholders in program planning and implementation has created positive synergies and increased program effectiveness. This study enriches the policy implementation literature by providing empirical examples of how multi-actor collaboration can improve access to public services for marginalized groups. The results in this study measure the success of the achievement process (outcomes), namely whether or not the objectives to be achieved from the Implementation of Population Document Services through Ball Pickup Services for Persons with Disabilities at the Population and Civil Registration Office of Solok Regency, starting from the following indicators:

### **Interests affected**

The indicator of " Interests affected " in this policy implementation study refers to the various stakeholders or stakeholders who have a role in the policy or program implementation process. Analysis of these interests allows us to identify who is involved and the extent of their influence on the success or failure of a program. Thus, this indicator provides a comprehensive picture of the involvement and influence that each party has in the implementation of the program that covers policy implementation.

Based on the results of the observations made, it can be seen that in the indicator of influencing interests, the implementation of the population administration ball pick-up

service for persons with disabilities by the Solok District Population and Civil Registration Office indicates a significant involvement of multi-actors in the process of population services for persons with disabilities. Various stakeholders, ranging from government institutions such as the Population and Civil Registration Office (as the service implementer), the Social Service (representatives of applications from several social institutions), to the Education Office (representatives of applications from several special schools), are actively involved in providing and facilitating this service. In addition, individual and community participation is also an integral part of the process. This collaboration between various parties indicates a strong synergy in the effort to fulfill the need for legal identity documents for vulnerable groups, especially persons with disabilities.

The results of this study underscore the importance of multi-stakeholder roles in ensuring the accessibility and effectiveness of civil registration services for all levels of society. This cross-sector collaboration not only facilitates access to services but also emphasizes the commitment of local governments in realizing the principles of justice and equality for all citizens. With good cooperation between various stakeholders, it is expected that population document services for persons with disabilities can have a positive impact on their daily lives. The implication is that this collaborative model can be used as a reference for other regions to improve the quality of public services, especially for marginalized groups.

### **Types of Benefits**

An analysis of the types of benefits obtained from the implementation of the population administration ball pick-up service policy is an important indicator for assessing the program's success. We aim to specifically identify the benefits that the community, particularly people with disabilities, have experienced as a direct result of this program. Thus, we can assess the program's achievement of the previously set policy objectives.

The implementation of the population administration ball pick-up service program by the Solok District Population and Civil Registration Office for persons with disabilities has proven to have a significant positive impact. This program has successfully facilitated the accessibility of persons with disabilities to various public services, opening up wider opportunities in health, education, and employment. Thus, this program not only fulfills administrative needs but also contributes significantly to improving the quality of life and socio-economic empowerment of persons with disabilities.

This success indicates that the policy is relevant and effective in addressing the challenges faced by this vulnerable group. Therefore, we must continue to strengthen and expand similar programs, increase the capacity of service officers, and allocate more adequate budgets to ensure that all persons with disabilities in Indonesia can benefit from them.

### **Extend of Change Envioned**

This indicator allows for the assessment of the implemented program's ability to produce significant changes in line with the predetermined objectives. In other words, this indicator measures the success rate of the program in achieving the expected change targets. This indicator allows us to evaluate the effectiveness of the program over a certain period of time. This indicator measures the extent to which changes occur in achieving the desired targets during the implementation of the program.

#### **Data on Persons with Disabilities in Solok Regency**

<b>No</b>	<b>Year</b>	<b>Quantity</b>
1	2021	317
2	2022	351
3	2023	416
<b>Total</b>		<b>1.084</b>

Source: Dinas Kependudukan dan Pencatatan Sipil Solok Regency, (2023)

The table above reveals a significant increase in data collection on people with disabilities in Solok District from 2021 to 2023. The number of individuals with disabilities recorded in the population database has consistently increased, indicating better efforts in the identification and data collection of this group of people. Beyond the quantitative growth, the program's impact is also evident in the community's level of satisfaction with the services it offers, yielding highly satisfying outcomes. With a score of 91.02, the community satisfaction index reaches level A, indicating that the implemented programs have successfully met the needs and expectations of persons with disabilities. These results demonstrate the Solok District government's success in improving accessibility and quality of services for people with disabilities, as well as a strong commitment to realizing social inclusiveness.

These accomplishments demonstrate the ongoing modifications in this civil registration service, and the enhancements in data collection for individuals with disabilities represent a promising initial step. Recognizing that there is still room for further improvement and development is crucial. The data shows that there is still potential for an increase in the number of people with disabilities recorded in the population database. Therefore, we need to intensify data collection and identification efforts. Periodic evaluation and continuous improvement of this program are essential to ensuring that all persons with disabilities can gain access to the same and equal civil registration services. Therefore, we anticipate that this program will significantly enhance the overall quality of life for individuals with disabilities.

### **Site of Decision Making**

Decision-making plays a crucial role in the implementation of a policy. The Head of the Population and Civil Registration Office leads the decision-making process for the population document service policy in Solok Regency. He will receive all submissions and incoming requests for approval and further guidance. The Head of Service will then assign the task to the Population Registration Division, with the relevant sub-coordinator following up. The Head of Service has a key role in determining the service schedule and appointing the field coordinator, who is usually the Head of Division or his deputy. This centralized decision-making model shows that the Head of Service has full authority to direct and implement the population document service policy in Kabupaten Solok.

According to Merilee S. Grindle's decision-making theory, the results of this study show that there is a division of roles in the decision-making process for population document services in Solok Regency. The Head of Service plays a central role in approving initial applications and requests. However, upon implementing the service in the field, the field coordinator gains the authority to make decisions. This indicates a clear delegation of authority mechanism within the organization, where the Head of Service remains in control of strategic decisions while field coordinators are responsible for operational decisions in the field.

## **Program Implementater**

Implementers are people who carry out an activity or program. This indicator allows researchers to find out who implements the program in Solok Regency's Population and Civil Registry Service. The head of the office directly appoints the implementer of the ball pick-up program for population administration at the Solok District Population and Civil Registry Office. Despite issuing a letter of assignment, the head of the office could not officially confirm the specific identity and role of each implementer. Despite these limitations, the research does not diminish the process or practice of service implementation in the field, particularly when considering the performance of implementers.

Nevertheless, the results of this study are consistent with Merilee S. Grindle's policy implementation theory, which shows that program implementers have fulfilled their roles and responsibilities adequately. Effective communication and coordination among stakeholders also contributed to the successful implementation of the population document service program. This demonstrates that internal factors such as implementer capacity and coordination quality are critical to successful policy implementation in the field.

## **Resources Committed**

The resource indicator in this program's implementation seeks to ascertain if there are sufficient resources to support the population administration service program. The research results indicate that adequate human resources have supported the population administration service program for persons with disabilities in Solok Regency. The ability of staff, including operators, to operate the necessary equipment reflects this. In addition, the involvement of 4-5 field officers with well-defined tasks ensures the smooth running of services, both for individuals and government agencies related to persons with disabilities.

The population administration service program has successfully met the standards set regarding the availability of resources, according to the research findings. The existence of trained officers, complete equipment, and excellent coordination between agencies has shown the government's commitment to providing equal services for all citizens, including persons with disabilities. According to Merilee S. Grindle's theoretical framework, the availability of trained human resources and complete equipment in the sense of being adequate has supported the efficient and quality implementation of population administration service programs for persons with disabilities. Furthermore, excellent

coordination between field officers and relevant government agencies has ensured that the services provided are relevant to the specific needs of people with disabilities in Solok District. The results of this study thus support previous findings that highlight the importance of adequate resources for delivering quality public services.

### **Power, Interests, and Strategies of Actors Involved**

Stakeholders involved in the implementation of the population administration service program own this indicator, which measures their power, interests, and strategies. The results of related research suggest that we can use indicators of power, interests, and strategies of actors to analyze the dynamics of relations among stakeholders in program implementation. The results show a relatively balanced distribution of power and interests between the various parties involved, including the Social Service and Education Office, as government institutions have an important role in providing services and resources, and parents, families, and communities of persons with disabilities play an active role in advocating for the needs of persons with disabilities themselves. Each actor plays a critical role in the program's success. We need to monitor the dynamics of these stakeholder relationships to ensure the sustainability and effectiveness of the administrative services program for persons with disabilities in Kabupaten Solok.

Based on the research results, the Solok District Population and Civil Registration Office has successfully implemented the ball pick-up service strategy in accordance with the direction of the Director General of Dukcapil. This program's implementation is not only in line with national policy, but it has also succeeded in creating an innovative service model that is responsive to the needs of people with disabilities. Furthermore, the implementation by the Solok District Dukcapil Office is in line with Merilee S. Grindle's theoretical framework, where positive collaboration with various stakeholders has created balanced dynamics of power and interests. This has an impact on inclusive and sustainable decision-making, so that the ball pick-up service program can provide optimal benefits for people with disabilities. The program's effective collaboration with various stakeholders and application of participation principles have effectively accommodated the needs of persons with disabilities. The implementation of this program also demonstrates the Solok District government's commitment to providing high-quality and equal public services to people with disabilities.

## **Institution and Regime Characteristics**

The intrinsic characteristics of the implementing organization strongly influence the successful implementation of a public policy. Bureaucratic structure, internal norms, and the dynamics of relationships between work units are crucial factors that shape organizational capacity for responding to and implementing policies. Organizations with flexible structures, adaptive organizational cultures, and effective coordination mechanisms tend to be better able to adapt to changes and achieve policy objectives. This is in line with various literature studies that show that organizational characteristics play a central role in determining the success or failure of public policy implementation.

The results of this study show that the characteristics of the Solok Regency Population and Civil Registration Office as a policy-implementing organization are appropriate for providing civil registration services for persons with disabilities. The vision and mission, organizational structure, implemented values, and service SOPs that prioritize inclusivity issues reinforce this. The SOP of population administration services prioritizes providing convenience to persons with disabilities, thereby minimizing obstacles to the fulfillment of their rights. This shows a strong commitment from the Solok District Population and Civil Registration Office to creating an inclusive and friendly environment for people with disabilities. The efforts to remove bureaucratic barriers, social challenges, and environmental situations for persons with disabilities reflect a strong commitment to inclusivity, ensuring that all citizens, without exception, can enjoy their civil rights equally. All levels of society, including persons with disabilities, can easily access civil registration services with SOPs that prioritize inclusivity. These steps are a genuine attempt to guarantee the fulfillment of their rights without significant obstacles.

## **Compliance and Responsiveness**

The policy will be successful if the objectives and program form are consistent. This indicator will measure the level of compliance and response of the local community to support the population administration service program, especially for persons with disabilities. Training and socialization for population administration service officers are also key to achieving this inclusivity. We expect officers to provide more friendly and effective services with increased knowledge and understanding of the needs of people with disabilities. Socialization with the community also plays a crucial role in reducing stigma and

discrimination against persons with disabilities, enhancing their sense of acceptance and recognition in society.

The officers implementing this program are committed to achieving the target set at the beginning: no more persons with disabilities are left behind and do not have legal identity documents. In addition, cooperation and support from the community also determine the extent to which this program is successful. The research on the implementers' response reveals a positive response and significant community participation in this service activity, from both the general community and the families of persons with disabilities.

According to the above, the commitment of the officers to achieving the data collection target, as well as the active participation of the community, has been the key to the success of this program. The results of this study are consistent with Merilee S. Grindle's theory, which emphasizes the importance of implementers' level of compliance and the community's response to a program's successful implementation. The collaboration between officers and the community has demonstrated that the program's implementation has aligned with the established theoretical framework.

## **Conclusion**

We can conclude from the previous discussion that Solok Regency has effectively implemented the Right to Population and Civil Registration Administration Services for Persons with Disabilities, thereby enhancing data collection for individuals with disabilities. According to Merilee S. Grindle's theory, the Content of Policy indicators has been functioning well overall, aligning with her theoretical framework. All policy content indicators, ranging from the interests involved to the availability of resources, have met expectations. The increasing number of data collection on persons with disabilities and the positive impact felt in various fields of public services reflect this trend. However, this study highlighted the importance of improving facilities and equipment to support the effectiveness and efficiency of services in the future. The next indicator, Context of Policy as a whole has shown conformity with Grindle's theoretical framework. The existence of a measurable strategy, the characteristics of supporting institutions, and the effectiveness of coordination between institutions indicate that the context of the implementation of the ball



pick-up program in Solok District has created an environment conducive to achieving program objectives.

The results of this study provide several recommendations to improve the quality of population administration services for persons with disabilities in Solok Regency. (1) A stronger legal umbrella is needed in the form of a Regional Regulation (Perda) that specifically regulates population administration services for persons with disabilities. This regulation will provide a solid legal basis for program implementation and ensure its sustainability. (2) Population administration services for persons with disabilities must be implemented with intensive socialization. This socialization aims to raise public awareness, especially among persons with disabilities and their families, about the importance of civil registration documents, which are closely related to their rights to public services from the government. (3) To improve the capacity of officers and services, recording equipment needed for ball pick-up activities should be added. The addition of this equipment will speed up the service process and reach more people with disabilities in areas that are difficult to access.

### **Limitations**

The relatively quick and inexpensive nature of the research places restrictions on this study's scope of analysis and sample size. In addition, the limited research focus on Kabupaten Solok may limit the generalizability of the research results. For future research, it is recommended to extend the duration of the study, increase the number of samples, and conduct comparative research with other regions to obtain more generalizable results.

### **Implications**

In this study, the analysis of government policy implementation in population administration using Grindle's theory revealed a significant new finding. Indicators of budgeting by the government, which were initially considered as a supporting component, turned out to have a very important role in the success of policy implementation. This finding shows that adequate and targeted budget allocation is a key factor that determines the effectiveness of policy implementation. This is in line with Grindle's theory, which emphasizes the importance of resources in the policy implementation process but places additional emphasis on the budgeting aspect as a variable that cannot be ignored. Thus,

this finding provides theoretical implications that in policy analysis, budgeting indicators should be considered as critical independent variables, not just as administrative elements. The findings may enrich the literature on policy implementation by highlighting the importance of effective financial management in achieving public policy objectives.

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