The Effectiveness of The Integrated Population Information System (Sintren) Application In The Issuance of Death Certificates at The Population and Civil Registration Office of Cirebon Regency

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KEYWORDS	ABSTRACT
effectiveness; syntren; death certificate	This study aims to determine the effectiveness of the Population Integrated Information System application program in Cirebon Regency conducted by the Population and Civil Registration Office of Cirebon Regency. This program is based on rules and regulations regulated by local and central governments, and involves various stakeholders and available resources. A qualitative approach was used in this study, with the purpose sampling method to provide an overview of the phenomena that occur. Program effectiveness based on Budiani's theory identifies four effectiveness indicators, namely target setting, program socialization, program objectives and program monitoring. The findings show that the program has been running well in the issuance of death certificates, although there are still some challenges faced, such as the lack of death certificate issuance services offered by the Population and Civil Registration Office of Cirebon Regency; second, the lack of public knowledge about the SINTREN application offered by the Population and Civil Registration Office of Cirebon Regency; and third, the Regional Apparatus Organization (OPD) is still insufficient in an effort to socialize the SINTREN application to the people of Cirebon Regency. Therefore, the study concluded that more enhanced efforts are maximizing human resources, repairing unstable networks and further socializing or educating the public to further improve the making of death certificates due to the benefits of the Death Certificate Document.

Introduction

Along with the times and technological advances that may increase, the higher mobilization system of Cirebon Regency always undergoes many changes. This makes the local government have to deal with many problems that arise. One of them is the

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Cirebon Regency Government created a mobile system called SINTREN. (Bharoto & Angriawati, 2018)

The Integrated Population Information System (SINTREN) is used with the aim of providing convenience in population administration services related to death certificates in Cirebon Regency (Pangestu, 2022). SINTREN in the process of its implementation is intended to be accessible to everyone who has registered through the website or application thus SINTREN itself can be accessed in the morning, afternoon, evening, or night means that in terms of access it is very flexible because it does not have to be in a special place and hour but a stable network is needed (Supardan, 2017). The process of inputting data by the population and civil registration office is carried out based on Cirebon Regent Regulation No. 68 of 2021 article 13 of the uploaded documentation guaranteed security and maintenance (Noviana & Rahayu, 2023). The straf apparatus in charge of monitoring on the website so that the verification carried out will run in two directions, considering that there are also those who take care of population files directly to the Population and Civil Registration Office (Parubak, 2016). However, regarding the optimization of the use of the SINTREN website stipulated in the regulation, it is not enough to make the integrated population system (SINTREN) run effectively and efficiently. (Rachmayanti et al., 2022)

Judging from the research conducted by researchers related to the relationship between science and technology, the accuracy of the program is going well, it's just that the use of the WBSITE or the SINTREN application is generally citizens who are accustomed to using technology in their daily lives to save their time in managing death certificates (Chrismonita et al., 2020). In contrast to residents who are not accustomed to using technology will have great difficulty, they will prefer to take care of it manually by coming directly to the Population and Civil Registration Office (Sutanta & Ashari, 2012). The socialization carried out in the publication of the SINTREN system through Instagram or social media disdukcapil Cirebon Regency, realizing that it seems that the socialization of death certificate management is not properly understood by the wider community considering that residents from among who do not often use taxology do not understand using the SINTREN application or website (Sumarno, 2022). The implication of the desire for the advancement of science and technology that can run effectively and efficiently is a signal that solving the lack of citizens who use the SINTREN application or website takes a long time, considering that some people must be technologically literate.

This research aims to review that the management on the SINTREN application or website is able to cut the distance and time of users to be more efficient (Rahmad et al., 2023). The level of proficiency and ability to react with new things related to minimal technology makes the implications of the development of science and technology made on the SINTREN website or application do not get maximum evaluation from the application can only be evaluated by users. The existence of this system is that the community as users are welcome to take care of death certificates with a short period of time can be taken care of at their respective homes, unfortunately many are lazy to take care of death certificates through the SINTREN website or application (Yunus et al., 2023). The management of death certificates through the SINTREN website or application has a good influence in facilitating the provision of services for making death certificates or other population documents. By taking a qualitative approach through observation, interviews, and detailed documentation, the study seeks to estimate progress related to achieving the goals of the application or the SINTREN website in making death

certificates in the community looking at the employee side as a supervisor and from the community side as users. Through a qualitative approach, studies are carried out thoroughly so that they can explain in detail the indicators of theoretical problems. Until the results of the findings have relevance to official data because the source is from a supervisory employee himself.

Thus, this problem makes researchers more interested in carrying out research from the above issue with the title "The Effectiveness of the Integrated Population Information System (SINTREN) Application at the Population and Civil Registration Office of Cirebon Regency".

Research Methods

In this study, using qualitative research methods in the hope of obtaining detailed and comprehensive information related to the research conducted. Effectiveness of Population Integrated Information System (SINTREN) Application at the Population and Civil Registration Office of Cirebon Regency (Noor, 2011).

The study was conducted from February to May 2024 at the Population and Civil Registration Office of Cirebon Regency. This research uses a qualitative approach. According to (Sugiyono, 2018), qualitative research is a type of philosophy-based research used to investigate scientific situations (experiments). This method uses data collection techniques and qualitative analysis, which emphasizes more on meaning.

Purposive sampling is a sampling method used in informant retrieval (Babbie, 2020). This method determines the sample based on the decision of the researcher or evaluator about which sample is the most representative and useful. The informants for this research were the Head of the Population and Civil Registration Office of Cirebon Regency, staff of the death certificate issuance section, and members of the community of Cirebon Regency.

Interviews, documentation, and observations were used to collect data. Researchers conducted in-depth interviews with informants who really understood and understood the integrated population information system (SINTREN) application program for the issuance of death certificates at the Population and Civil Registration Office of Cirebon Regency. These informants are also directly involved in the program. Cirebon Regent Regulation Number 68 of 2021 concerning the Integrated Population Information System in Cirebon Regency is the basis for a comprehensive evaluation. Article 1 point 4 explains what is meant by the Population Integrated Information System and documents reports on the results of the population integrated information system application program (SINTREN) as well as several other supporting documentation (Ansfridho & Setyawan, 2019).

Based on these data, it is then analyzed through presentation and interpretation based on Budiani's effectiveness theory. This involves several elements including the accuracy of program targets, program socialization, program objectives, and program monitoring.

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Results and Discussions

The effectiveness of the Integrated Population System (SINTREN) application at the Cirebon Regency Civil Registration and Registration Office.

The Population Integrated Information System (SINTREN) in Cirebon Regency is a collection of actions to organize and distribute death certificate population documents and data electronically or via the internet using existing technology, communication, and information facilities. Looking at the situation in the field, there are problems regarding the registration of death certificates at the Population and Civil Registration Office of Cirebon Regency. Against this background, the population integrated information system (SINTREN) in the Population and Civil Registration Office of Cirebon Regency focuses on this research into the death certificate issuance letter of Cirebon Regent Regulation Number 68 of 2021 concerning the Integrated Population Information System in Cirebon Regency, Article 1 number 4 explains what is meant by the Population Integrated Information System, hereinafter referred to as SINTREN. However, the SINTREN system at the Population and Civil Registration Office of Cirebon Regency is not functioning properly. As a result, several problems were discovered based on the researchers' observations.

This research centers on four factors proposed by Budiani defining important elements, namely the accuracy of program targets, program socialization, program objectives, program monitoring.

Program Target Accuracy

Relating to the extent to which program participants are on target that have been predetermined at the Population and Civil Registration Office of Cirebon Regency.

Based on the results of the researcher's interview regarding Target Accuracy, this program has been running well for Sintren Target directly to its citizens through the internet or public network, and with the SOP 1x24 hours after the processing of the requirements is complete, a death certificate will be issued.

Program Socialization

Relating to the ability of the program organizer to introduce the planned program so that information about the program can be conveyed to the program target.

Based on the results of the researcher's interview on Socialization at the Population and Civil Registration Office of Cirebon Regency, the sintren website was published through print media and through the disdukcapil website, the Population and Civil Registration Office of Cirebon Regency explained that almost all services can be through the sintren application.

Program Objectives

Relating to the conformity between program objectives and previously defined implementation results.

Based on the results of the researcher's interview with the Program Objectives The main objective of the sintren program is to get closer to the community and open many service gates so that the service community is not limited by distance, time and also to emphasize the loan rate and educate the public that population documents are mandatory and the rights of every citizen

Program Monitoring

Relating to activities carried out after a program is reviewed as a form of attention to program participants.

Based on the results of the researcher's interview regarding the Monitoring Program this is only sent per semester by the center, the syntren does not calculate the specifics of

the deed made, this syntren people apply not as long as it can be accepted because the factor is that the document is incomplete or the person who submits it is not the person concerned and every day the monitoring is from the infographic.

Inhibiting and Supporting Factors in the Effectiveness of the Integrated Population System (SINTREN) Application at the Population and Civil Registration Office of Cirebon Regency.

1) Inhibiting Factors

a. Unmet Human Resources

If human resources have been fulfilled, the process of making a death certificate is faster, the process can be 3 days, but if human resources are not enough or lacking, the process will be slow until 2 weeks

b. Network is not smooth

The network can also affect the slow upload of a document to the application, therefore the community network must be smooth and stable for the process of uploading documents.

c. Public awareness to make a death certificate is low

For deaths reported to Disdukcapil by the village or kelurahan government. Disdukcapil then issues a death certificate for population data validation, so that the deceased person is no longer entered into the population database.

2) Supporting factors

a. Human Resources are met.

If human resources are met, they can issue a death certificate according to the SOP for a maximum of 3 days but it could be 1 day depending on the applicant, disintren that if there are few applications, it can be a faster process, depending on the number of applicants. Therefore, the agency asks for 3 days, especially if for example the obstacles in the network or human resources have not been met.

b. Stable network.

The smooth network is also one of the supporting factors for the running of the process of making death certificates

c. Awareness of every citizen to make a death certificate.

Attempt

a. Maximizing human resources, in 2023 alone there will only be 2 additional p3k personnel while the service has more than 100, and only 2 have been fulfilled, so from the HR side, it has been attempted, if the recruiting service itself can violate or not in accordance with the provisions, therefore the service can only go through BKSDM.

b. The network is unstable, so far the official is in accordance with the amount, which is 512 kbps from the Ministry of Home Affairs, the service has also tried to ask for an addition, it's just that the Ministry of Home Affairs has determined, apart from the Ministry of Home Affairs there is also from the diskominfo the agency has asked but it turned out that it can't, so with the condition of 512 kbps the agency maximizes the existing

Socialize or educate the public to further improve the preparation of death certificates due to benefits For residents Death Certificate documents include: determination of widow or widower status (especially for civil servants) as a condition of remarriage; requirements for managing the distribution of inheritance (Transfer of Land Rights), whether for wives or husbands or children; requirements for managing bereavement money, accident benefits, taspen, insurance, banking, and pensions.

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Conclusion

The Integrated Population Information System (SINTREN) was created to accelerate population administration services for service applicants throughout the Cirebon Regency area. However, the people referred to as applicants are the ones who apply to obtain residence documents online.

Central and local governments, as well as local governments, have implemented e-Government.

The Population and Civil Registration Office (Disdukcapil) of Cirebon Regency has a Sintren application to facilitate services to the community, especially population administration services (Admiduk), applications or websites. This paper will reveal how the quality of death certificate services in the SINTREN system at the Population and Civil Registration Office of Cirebon Regency.

However, the SINTREN system at the Population and Civil Registration Office of Cirebon Regency is not functioning properly. As a result, several problems were discovered based on the researchers' observations. One of them is the lack of death certificate issuance services offered by the Population and Civil Registration Office of Cirebon Regency; second, the lack of public knowledge about the SINTREN application offered by the Population and Civil Registration Office of Cirebon Regency; and third, the Regional Apparatus Organization (OPD) did not make sufficient efforts to socialize the SINTREN application to the people of Cirebon Regency.
His efforts are:

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