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Effectiveness of the Lontong Balap Program in Population Administration Services in The City of Surabaya Which Requires Court Determination

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Abstract. Surabaya City is one of the cities that often launches various innovations in the field of population administration services, namely the Lontong Balap program. The Lontong Balap program is the result of a collaboration between the Population and Civil Registry Office and the Surabaya City District Court which provides various services related to population administration that require a court decision since 2021. In practice, the socialization of the Lontong Balap program is still uneven so that the program's objectives have not been achieved and there is still a lack of Human Resources (HR) in the district court. This study aims to analyze and describe the effectiveness of the Lontong Balap program in population administration services in the city of Surabaya that require a court decision. This research method uses a qualitative descriptive method using the theory of effectiveness with the criteria of program understanding, right on target, on time, achievement of goals, and real change. The results of the study showed that the criteria for understanding the program were still less effective, the criteria for right on target showed that they were still less effective, the criteria for timeliness showed that they were quite effective, the criteria for achieving goals showed that they were still less effective, and the criteria for real change showed that they were still less effective. So the Lontong Balap program is still not effective in making it easier for people to take care of population administration that requires a court decision.

Keywords: Dispendukcapil; Public Service; District Court; Lontong Balap

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INTRODUCTION

The provision of public services is one of the government's obligations to place the needs of its citizens as a top priority. This is also in accordance with the Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services which states that the government is responsible for organizing public services, this aims to provide legal certainty in the relationship between the community and organizers in public services (JDIHN, 2019). Public services have an important role in supporting the creation of good governance because they are a real form of the state's presence in fulfilling the needs of the community (Oribel & Wibawani, 2023). Fast, accurate, and transparent services reflect professional governance that is oriented towards public interest. When the public receives quality services, public trust and participation in the government increases. Therefore, improving the quality of public services is a strategic step in realizing the principles of good governance such as transparency, accountability, and participation.

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Based on the Republic of Indonesia Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration, Article 1 Paragraph (1) explains that "population administration is a series of activities for arranging and organizing the issuance of Population documents and Data through Population Registration, Civil Registration, management of Population Administration information and utilization of the results for public services and development of other sectors" (BPK RI, 2016). Affirming that population administration is not only limited to recording births and deaths but also includes the management of data on the entire population of Indonesia in a comprehensive, accurate, and integrated manner. This administration aims to guarantee the civil rights of every citizen, support development planning, and improve the quality of public services fairly and evenly.

Surabaya City is one of the cities that often launches various innovations in the field of population administration services. The city with a population density based on data (BPS Surabaya, 2024) reaching 3,009,286 people, has succeeded in winning the Top Commendable Public Service Innovation Award in 2022 given by the Ministry of Administrative and Bureaucratic Reform in 2022. One of the innovations produced by the Surabaya city government is the One Gate Integrated Online Service Program innovation together with the Population and Civil Registry Office and the District Court, abbreviated as (Lontong Balap) which is stated in the Surabaya Mayor Regulation Number 136 of 2023 concerning the List of Regional Innovations (JDIH Surabaya, 2023).

The Lontong Balap Program (One Gate System Integrated Online Service) is a collaboration between the Population and Civil Registry Office and the Surabaya City District Court which provides various services related to population administration, especially those requiring court decisions since 2021 (Swargaloka, 2022). The provision of this service is an innovation that aims to streamline and accelerate bureaucratic procedures that have been considered complicated and time-consuming. The main objective of this service is to facilitate the processing of important population records by the general public through the implementation of direct integration between the Population and Civil Registry Office and the District Court.

There are 6 types of services available in this lontong balap program, namely: (1) changes and similarities of names on birth certificates, (2) changes and similarities of names on marriage certificates and divorce certificates, (3) similarities of names of the same person, (4) changes to parents' names on birth certificates, (5) changes to the date, month, and year on birth certificates, and (6) death certificates without population documents (Swargaloka, 2024).

Table 1. Number of Applications Number from the Community Administration Problems That Requires a Court Decision

No	Years	Number of Applications for the Lontong Balap Program	Number of Applications for the Court
1	2021	181	250
2	2022	579	400
3	2023	587	450
4	2024	346	560
5	2025	62	87

Source: Surabaya City Population and Civil Registry Office, April 2025

Through this Lontong Balap program, it can facilitate the community who want to submit changes to population administration documents accompanied by a determination. Before the Lontong Balap program in Surabaya, people who needed population administration documents went through the court process. On the other hand, the legal process in court for population administration purposes often burdens the community, especially vulnerable groups who have limited time, costs, and access to information (Dicky Lintang Diputra, 2024). Based on table 1, it shows that although the Lontong Balap Program was designed to help the community in managing population administration that requires court decisions more easily, the data shows that the number of applicants who directly submit applications to the court is still higher compared to the number of applications submitted through the program.

Previous research conducted by Dicky Lintang Diputra and Suci Megawati (2024) focused on the analysis of the One Gate System (Lontong Balap) innovation as a form of cooperation between the Population and Civil Registry Office and the District Court, so this study focuses on evaluating the effectiveness of the Lontong Balap program in the context of public service performance in the city of Surabaya. The novelty of this study lies in the assessment of the achievements and impacts of the Lontong Balap program on the community as service users, which has not been the focus in previous studies that emphasize aspects of innovation and partnerships between institutions.

Previous research conducted by Muhammad Dwi Marsianto Putra et al. (2024) which focused on the analysis of the collaboration process of governance between actors in improving Lontong Balap services, this study takes an evaluative approach to the level of effectiveness of the implementation of the Lontong Balap program by the Surabaya City Government. This study provides a new contribution in the form of measuring program achievements based on indicators

of public service effectiveness, thus providing a more concrete picture of the results of the collaboration that has been built.

METHODS

The type of research used in this study is qualitative descriptive research. The purpose of using qualitative descriptive research is to describe in depth and systematically related to the research subjects in the field by Sugiyono (2024). The focus of this study is based on five criteria conveyed by Sutrisno (2007: 124-125) as follows: 1) program understanding; 2) right on target; 3) on time; 4) achievement of goals; and 5) real change. The informant determination technique used is the purposive sampling technique with informants namely the Secretary of the Surabaya City Population and Civil Registration Office, Head of the Surabaya City Population and Civil Registration Office, Lontong Balap Program Implementation Staff, Surabaya City Population and Civil Registration Office, Lontong Balap Program Judge, Surabaya District Court, community users and non-users of the Lontong Balap program. Data collection techniques are carried out by conducting observations, interviews, and documentation. The data analysis technique uses an interactive data analysis model according to Miles and Hubermen (2014) which consists of data collection, data condensation, data presentation, and drawing conclusions. Data validity uses combined triangulation, namely technical triangulation, source triangulation, and engineering triangulation.

RESULTS AND DISCUSSION

The Lontong Balap Program (One Gate System Integrated Online Service) is the result of a collaboration between the Population and Civil Registry Office and the Surabaya City District Court which provides various services related to population administration, especially those requiring court decisions (Swargaloka, 2022). The provision of this service is an innovation that aims to streamline and accelerate bureaucratic procedures that have been considered complicated and time-consuming. However, in its implementation, the Lontong Balap program is still not effective in making it easier for the public to take care of population administration that requires court decisions.

a. Program Understanding

The public's understanding of the Lontong Balap program within the community, obtained through digital social media platforms such as YouTube, Twitter, Instagram, and TikTok, as well as local media in sub-districts, remains ineffective because it has not been fully accepted and understood by the community. This is indicated by the lack of information delivery through digital media such as YouTube, TikTok, Instagram, and Twitter regarding the program, which is still

irregular and the comments column on the Lontong Balap program posts often shows a low number of responses, questions, and discussions from both the community and feedback from officers in the comments column. Face-to-face media socialization has still not been able to reach the entire community evenly. Facts on the ground show that until now, the socialization of the Lontong Balap program has only been carried out in 13 of the total 154 sub-districts in Surabaya.

b. Right on Target

The accuracy of the Lontong Balap Program can be seen from how much this program is able to reach people who have population administration problems and require court decisions. The Lontong Balap Program can be the main alternative for people in resolving population problems more quickly and in an integrated manner.

Table 2. Number of Applications Number from the Community Administration Problems that Require Court Decision

No	Years	Number of Applications for the Lontong Balap Program	Number of Applications for the Court
1	2021	181	250
2	2022	579	400
3	2023	587	450
4	2024	346	560
5	2025	62	87

Source: Surabaya City Population and Civil Registry Office, April 2025

However, the reality on the ground shows that the number of applications submitted directly by the public to the Surabaya District Court is still higher than the number of applications submitted through the Lontong Balap Program mechanism. This condition reflects that the reach of this program is still limited and has not fully targeted the main target community groups. The low participation rate in this program can be caused by several factors, such as the lack of information or socialization that reaches the wider community, the limited implementation of the program, which is not routine or even, and the assumption that the conventional route through the courts is still faster or more certain.

c. On time

The Standard Operating Procedure (SOP) for the Lontong Balap Program run by the Surabaya City Population and Civil Registration Service is a work guideline in providing population administration services related to legal determination through the courts. However, in its implementation, this SOP has not yet determined a definite time estimate for the completion of

public applications. This is due to the limited time and human resources owned by the Surabaya District Court as the main partner in implementing the program, especially in terms of trial scheduling. The allocation of time for trial applications from the public must be adjusted to the availability of judges and the busy court agenda, so that the waiting time before the trial cannot be determined with certainty. However, there is a guarantee of certainty of service provided to applicants, namely the issuance of population documents directly on the same day as the trial. This mechanism shows an effort to accelerate services after the trial process is completed, although the initial stages to the trial still face challenges in determining the time of completion.

d. Achieving Goals

The main objective of the Lontong Balap Program is to ensure the resolution of population administration problems that require court decisions and are integrated between the court and the Population and Civil Registration Service. This program is designed to provide convenience for the community by simplifying the bureaucratic flow and accelerating the issuance of population documents through a trial mechanism that is immediately followed by the issuance of one-day documents. With this collaboration, this program is expected to be able to reduce waiting times and minimize the administrative burden on the community in resolving legal problems that impact population data.

Table 3. Number of Applications Number from the Community Administration Problems that Require Court Decision

No	Years	Number Of People Who Have Administrative Problems	Number of Applications for the Lontong Balap Program	Number of Applications for the Court
1	2021	574	181	250
2	2022	1473	579	400
3	2023	1667	587	450
4	2024	875	346	560
5	2025	170	62	87

Source: Surabaya City Population and Civil Registry Office, April 2025

However, the reality on the ground shows that the number of people who directly submit applications to the Surabaya District Court is still higher than those who utilize the Lontong Balap Program. This can be caused by the lack of program socialization, limited schedules for implementing integrated trials, or public perceptions that do not fully understand the benefits of the program.

e. Real Change

The real changes expected from the implementation of the Lontong Balap Program have not shown significant results to date. The program, which was designed to accelerate and facilitate the resolution of population administration problems through cooperation between the Disdukcapil and the Surabaya District Court, has not been able to divert the majority of people from conventional channels to program mechanisms.

Table 4. Number of Applications Number from the Community Administration Problems that Require Court Decision

No	Years	Number of Applications for the Lontong Balap Program	Number of Applications for the Court
1	2021	181	250
2	2022	579	400
3	2023	587	450
4	2024	346	560
5	2025	62	87

Source: Surabaya City Population and Civil Registry Office, April 2025

The facts on the ground, there are still many residents who choose to file their own applications directly to the court, even though this type of application can actually be facilitated through the Lontong Balap Program with a simpler and more integrated process. This phenomenon shows that the effectiveness of the program in encouraging changes in community behavior is still limited. Annual data shows that the number of applications submitted through the Lontong Balap Program fluctuates, while independent applications to the court tend to increase every year.

CONCLUSIONS

The Lontong Balap program is still not effective in facilitating the community to take care of population administration that requires a court decision. The criteria are: 1) Understanding the program, efforts to understand both through digital media and face-to-face media have not been able to reach the entire community evenly: 2) Right on target, there are still many people who have population problems who take care of them independently in court; 3) On time, the Standard Operating Procedure (SOP) for the Lontong Balap program does not have a specific time in the process but the completion of documents is completed in one day together with the implementation of the trial; 4) Achievement of the goal, the number of community applications to the court to obtain a determination of legal status is still high; and 5) Real change, there are still

many people who take care of population problems independently in the district court so that real changes in the Lontong Balap Program have not shown significant changes. There are several things that can be used as a basis for further research, the first analyze the effectiveness of employee assignments in responding to comments on social media periodically as an effort to build two-way communication and increase community involvement in the Lontong Balap program; Second analyzing the effectiveness of employee assignments in responding to comments on social media periodically as an effort to build two-way communication and increase community involvement in the Lontong Balap program; Third analyzing the effectiveness of preparing an integrated socialization schedule that systematically regulates the turn of each sub-district in increasing the distribution of information and community participation in the Lontong Balap program and the last analyzing the impact of adding Human Resources to the Court on increasing efficiency and quality of service in implementing the Lontong Balap program.

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