

# **THE EFFECTIVENESS OF THE IMPLEMENTATION OF THE BALL PICK-UP SERVICE SCHEME IN FULFILLING KTP FOR THE BADUY LEBAK BANTEN COMMUNITY**

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In the context of fulfilling ID cards for the Baduy community in Lebak, Banten, it is necessary to explore the effectiveness of implementing a pick-up and drop-off service scheme as an effort to increase administrative accessibility. This is important to overcome the geographical challenges and transportation limitations that the Baduy community may face, thereby ensuring the inclusivity of identity services for all residents. This research aims to determine the implementation of the football pick-up service scheme in fulfilling ID cards for the Baduy community of Lebak Banten. and To find out and analyze the obstacles faced by the Lebak Banten Regency Disdukcapil in implementing the Football Pick-up Service Scheme in Fulfilling KTPs for the Baduy Community of Lebak Banten. This research adopted a qualitative approach by conducting a survey of the Baduy community in Lebak, Banten, to evaluate the effectiveness of implementing the pick-up and drop-off service scheme in fulfilling KTP. This research uses normative juridical methods, namely research that only uses and processes secondary data or also called library research or literature studies which are conceptualized and developed using legal studies. (Soekanto 2006) The approach in this research is normative juridical supported by empirical juridical, namely by using literature studies or a statutory approach, legal comparison methods and interviews. The data collection techniques that the author used in this research were carried out through observation, interviews and literature studies using secondary data using primary, secondary and tertiary data. legal materials. The results of the The pick-up service scheme for making KTPs can increase its effectiveness by facilitating public access, reducing waiting times and increasing participation in the registration process. This can increase the efficiency of public services and minimize the potential for administrative negligence.

Keywords: Pick up the ball, Identity card, Baduy tribe.

## **I. INTRODUCTION**

The Indonesian population is famous for its diversity, both in terms of ethnicity, tribe and customs, culture and religion living together in the Unitary State of the Republic of Indonesia which is united with the motto *Bhinneka Tunggal Ika*. With its diversity, on the one hand, it is a nation's cultural wealth that should be grateful for. As a pluralistic nation, some of the Indonesian population are ethnic communities that are already familiar with developments in the outside world and are already advanced, but on the other hand, there are still some ethnic communities that still live lives in simplicity. The Lebak Baduy people are known for their unique culture, religion and well-preserved way of life. They uphold their ancestral traditions and live a simple lifestyle, away from the influence of rapid modernization.

The Baduy tribe is not deterred by life from the outside world apart from their community. However, in the simplicity of living their lives, they do not feel isolated even though they are said to be a community that is left behind from other ethnicities. They still live by customary law, even though they live in isolation far from the lives of other ethnic groups who are more advanced than the lives of the

Baduy traditional community. The Baduy community is a traditional community that still exists with traditions and is closed to life from the outside world (especially the Inner Baduy). In terms of cultural factors, it is not that far from the factors of the Indonesian people, the majority of whose habits have moved away from the law and their sense of obedience to the law.

However, developments over time have brought inevitable changes throughout the world, including among the Baduy people of Lebak. One aspect of modernization that is increasingly important is population administration, which involves processing Resident Identity Cards (KTP). Basically, a KTP is a document that defines the identity of an Indonesian citizen and is an important prerequisite for accessing various government services and other basic rights. e-KTP or Electronic KTP is a population document that contains a security/control system both in terms of administration and information technology based on the national population database. Residents are only allowed to have 1 (one) KTP which includes a Population Identification Number (NIK). NIK is the single identity of every resident and is valid for life, Government Regulation no. 23 of 2006, Article 13 of the Law on Population Administration.

However, the fact is that the implementation of population administration service activities cannot be separated from a number of problems. Problems that often occur include: 1. the public still encounters brokers and extortion (illegal levies), 2. related to the many additional requirements in population administration services. 3. e-KTP printing is still slow. 4. data consolidation problems, 5. problems with queue numbers running out at service counters. 6. There are still many people who are illiterate in administration, 7. Disdukcapil offices are far from rural areas. Thus, population administration problems need serious attention from the government, including residents who are far away in rural areas and are administratively illiterate, one of which is the Baduy tribe of Lebak Banten. Baduy is part of the Republic of Indonesia, because it is part of the Republic of Indonesia which still maintains the customs and local wisdom of the Baduy tribe, but government administration must continue to be carried out.

Due to problems related to administrative services, the Lebak Banten Regency government and the Indonesian Citizenship Institute (IKI) are encouraging Population Administration (Aminduk) services. The innovation implemented by the Lebak Banten Regency Dukcapil Office and the Indonesian Citizenship Institute (IKI) is the Population Administration Pick-up Program (JEMPOL). The innovation of the Population Administration Pick-up Ball Program (JEMPOL) is in the form of providing services to the community related to population administration such as Family Card (KK), Resident Identity Card (KTP), birth certificate and Child Identity Card (KAI) services. by going directly to villages in the Lebak Banten Regency area. In 2021, the Pick Up Bola program has been implemented in Lebak Banten Regency, where employees visit resident villages and record data in these villages.

In the Minister of Home Affairs Regulation Number 19 of 2018 concerning Improving the Quality of Population Administration Services as stated in Article 2 paragraph (1), it is explained that one of the policies to improve the quality of Population Administration services can be carried out through integrated services or pick-up and drop-off. The Regency/or City Population and Civil Registration Service is obliged to provide pick-up and drop-off services as intended in Article 2 paragraph (2) for residents who have the least obstacles: a) accessibility; b) sick; c) are in a correctional institution; and d) experiencing problems when visiting the population administration service location. Due to the limitations of the Lebak Banten Baduy community in remote areas in making KTP-eI, the local Dukcapil Service initiated a Pick Up Ball program policy for the Lebak Banten Baduy community.

Thus, this research will focus on the effectiveness of implementing the pick-up and drop-off service scheme in fulfilling ID cards for the Baduy Lebak community in Banten and explore innovative alternatives that might be implemented. Thus, it is hoped that this research can make a significant contribution in improving administrative services for the Baduy Lebak community and communities with similar challenges.

## II. METHODOLOGY

This research uses normative juridical methods, namely research that only uses and processes secondary data or also called library research or literature studies which are conceptualized and developed using legal studies. (Soekanto 2006) The approach in this research is normative juridical supported by empirical juridical, namely by using literature studies or a statutory approach, legal comparison methods and interviews. The data collection techniques that the author used in this research were carried out through observation, interviews and literature studies using secondary data using primary, secondary and tertiary data. legal materials.

## III. RESULTS AND DISCUSSION

Pick-up service is a service concept where service providers actively visit their customers' locations to provide services or products. In the context of making Resident Identity Cards (KTP), this concept refers to the efforts of the government or related institutions to proactively approach the public in certain places to facilitate the registration process and making KTPs. The following is an explanation of the concept and function of football pick-up services in making KTPs:

1. **Community Outreach:** The ball pick-up service aims to reach people who may find it difficult to access conventional KTP service offices. This includes remote areas, rural areas, or locations where public transportation is limited.
2. **Proactive Approach:** In this scheme, service providers proactively approach the community. They can use cars or mobile service units to reach strategic places such as traditional markets, shopping centers or villages.
3. **On-Site Registration:** Officers carrying equipment and registration forms can directly serve residents at that location. People do not need to come to the KTP service office, which can save time and transportation costs.
4. **Identity Verification:** Even though registration is done outside the office, identity verification steps are still carried out carefully. This may involve the use of biometric identification technology or other supporting documents.
5. **Education and Outreach:** Football pick-up service officers not only carry out registration, but also provide education to the public about the importance of having an ID card and information related to administrative processes. This can increase public understanding of the need and benefits of KTP.
6. **Time Flexibility:** Football pick-up services can be scheduled at certain times to suit community needs. This provides greater flexibility compared to fixed service office operating hours.
7. **Data Update:** Apart from making new KTPs, the pick-up service can also be used to update resident data. People can report changes in status or other important information without having to go to the service office.
8. **Monitoring and Evaluation:** This concept can be supported by technology to monitor and evaluate its effectiveness. The use of information systems can help in tracking the number of registrations, locations reached, and updating population data.
9. **Responsive to Local Needs:** Football pick-up services need to be designed to be responsive to the needs and characteristics of each region. This approach ensures that services truly meet the needs of local communities.

By implementing the pick-up and drop-off service concept in making KTPs, the government can achieve greater inclusivity, ensure that all citizens have easy access to identity documents, and increase efficiency in the delivery of public services.

The implementation of the pick-up service scheme for making KTPs in Baduy Lebak, Banten, may face a number of obstacles that need to be considered. Some of the obstacles that may be encountered in this context involve the following aspects

The Lebak Baduy community tends to live in remote areas and has limited infrastructure. Difficult road access can be an obstacle to bringing service units or registration cars to the required locations. The Lebak Baduy community, which tends to maintain a traditional lifestyle, may be less familiar with modern technology. The use of equipment and technology in pick-up and drop-off service schemes may be met with misunderstanding or discomfort. Involvement in a scheme like this requires paying attention to the cultural sustainability of the Baduy community. This effort must be implemented without destroying the traditional values and way of life that the Baduy community upholds. The Baduy community may be less aware or less concerned about the importance of having a KTP. Intense socialization and an approach that is sensitive to local values are needed to increase their understanding of the benefits of KTP. Baduy Lebak has certain geographic and climatic conditions that may make operational service schemes difficult. Rainy seasons or extreme weather can be an obstacle for teams running football pick-up services. Regarding technological aspects, managing population data requires greater caution and stricter privacy protection. It is necessary to ensure that resident data is managed securely and in accordance with privacy policies.

In dealing with these obstacles, a comprehensive and well-planned strategy needs to be implemented, involving relevant parties and prioritizing an approach that is sensitive to the culture and needs of local communities.

The effectiveness of the KTP making pick-up service scheme can be increased by facilitating public access, reducing waiting times and increasing participation in the registration process. This can increase the efficiency of public services and minimize the potential for administrative negligence.

#### **IV. CONCLUSIONS AND NEWNESS**

The pick-up and drop-off service scheme has significant potential to increase accessibility and efficiency in making KTPs in the Baduy region. These proactive and innovative steps enable public services to reach communities in remote or hard-to-reach areas. However, several obstacles such as limited infrastructure, changes in community attitudes, and cultural challenges must be considered.

The success of this scheme will depend greatly on the extent to which organizers can overcome these obstacles with strategies that are appropriate to the local cultural context. It is important to continue to evaluate community participation, the response of local parties, and the level of understanding of the benefits of ID cards among the Baduy community.

The scheme's compatibility with local values and traditions is also a key factor in assessing its long-term sustainability and effectiveness. The football pick-up service scheme needs to implement an approach that respects local culture and involves community leaders in order to be accepted and sustainable.

In conclusion, while the ball pick-up service scheme can provide an innovative solution to increase the accessibility of KTP making services in Baduy Lebak, its implementation must be accompanied by

careful efforts, adaptation to local needs, and active involvement of the community and local stakeholders in order to achieve optimal effectiveness .

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