

ABSTRAK

IMPLEMENTASI PROGRAM SIGER SULTAN DALAM PELAYANAN ADMINISTRASI KEPENDUDUKAN BAGI PENYANDANG DISABILITAS PADA DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL KOTA BANDAR LAMPUNG

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Kepemilikan identitas kependudukan merupakan hal fundamental dalam menjamin terpenuhinya hak-hak sipil setiap warga negara, termasuk bagi penyandang disabilitas. Kota Bandar Lampung terdiri dari 20 kecamatan dengan total penyandang disabilitas mencapai 2275 jiwa dan hanya sekitar 648 warga disabilitas yang sudah memiliki identitas kependudukan berupa KTP-el pada tahun 2023-2025. Hal tersebut karena penyandang disabilitas sering mengalami hambatan fisik dan aksesibilitas dalam melakukan perekaman KTP-el secara mandiri. Untuk mengatasi permasalahan tersebut, pemerintah Kota Bandar Lampung melalui Dinas Kependudukan dan Pencatatan Sipil Kota Bandar Lampung melaksanakan program Siger Sultan, yaitu sistem gerakan layanan administrasi kependudukan khusus penyandang disabilitas dan masyarakat rentan dengan cara jemput bola melakukan perekaman secara langsung ke lapangan. Penelitian ini bertujuan untuk mengetahui implementasi program Siger Sultan serta mengidentifikasi faktor penghambat pelaksanaannya di Kota Bandar Lampung. Penelitian ini menggunakan pendekatan kualitatif deskriptif dengan teknik pengumpulan data melalui wawancara, observasi dan dokumentasi. Teori Implementasi manajemen program dari George Terry digunakan sebagai pisau analisis, yang mencakup indikator Perencanaan (*Planning*), Pengorganisasian (*Organizing*), Pelaksanaan (*Actuating*), dan Pengawasan (*Controlling*). Hasil penelitian menunjukkan bahwa implementasi program masih menghadapi beberapa kendala antara lain, keterbatasan informasi yang diterima kelompok sasaran, keterbatasan Sumber Daya Manusia dan juga ketiadaan mekanisme *monitoring* dan evaluasi secara terstruktur dan formal. Kondisi tersebut berdampak pada belum optimalnya kualitas pelayanan administrasi kependudukan, khususnya dalam aspek penyebaran informasi layanan, keterjangkauan pelayanan jemput bola, serta efektivitas pelaksanaan layanan bagi penyandang disabilitas. Kesimpulannya, meskipun program Siger Sultan telah membantu sebagian penyandang disabilitas dalam mendapatkan identitas kependudukan, pelaksanaannya belum berjalan optimal dan memerlukan peningkatan dalam aspek koordinasi, kapasitas sumber daya dan dukungan teknis.

Kata Kunci: Implementasi Program, Manajemen Program, Siger Sultan, Penyandang Disabilitas, Identitas Kependudukan, KTP-el

ABSTRACT

IMPLEMENTATION OF THE SIGER SULTAN PROGRAM IN POPULATION ADMINISTRATION SERVICES FOR PERSONS WITH DISABILITIES AT THE POPULATION AND CIVIL REGISTRATION SERVICE OF BANDAR LAMPUNG CITY

By

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Ownership of a population identity is fundamental in ensuring the fulfillment of the civil rights of every citizen, including for people with disabilities. Bandar Lampung City consists of 20 sub-districts with a total of 2,275 people with disabilities, and only around 648 residents with disabilities have a population identity in the form of an e-KTP in 2023-2025. This is because people with disabilities often experience physical and accessibility barriers in recording their e-KTP independently. To address this problem, the Bandar Lampung City government, through the Bandar Lampung City Population and Civil Registration Office, implemented the Siger Sultan program, a population administration service movement system specifically for people with disabilities and vulnerable communities by means of jemput bola (pick-up ball) conducting recording directly in the field. This study aims to determine the implementation of the Siger Sultan program and identify factors inhibiting its implementation in Bandar Lampung City. This study uses a descriptive qualitative approach with data collection techniques through interviews, observations and documentation. George Terry's program management implementation theory is used as an analytical tool, which includes indicators of Planning, Organizing, Actuating, and Controlling. The research results show that program implementation still faces several obstacles, including limited information received by target groups, limited human resources, and the absence of a structured and formal monitoring and evaluation mechanism. This condition has an impact on the suboptimal quality of population administration services, particularly in the aspects of dissemination of service information, accessibility of outreach services, and the effectiveness of service implementation for people with disabilities. In conclusion, although the Siger Sultan program has helped some people with disabilities obtain population identification, its implementation has not been optimal and requires improvements in coordination, resource capacity, and technical support.

Keywords: Program Implementation, Program Management, Siger Sultan, Persons with Disabilities, Population Identity, e-KTP