



The Urgency of Death Certificate Administration in Jagebob Raya Village, Jagebob District, Merauke Regency

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ABSTRACT

The purpose of this study was to determine the role of Death Certificates in supporting population administration and to measure the level of public understanding of the importance of having a Death Certificate in Kampung Jagebob Raya, Merauke. This study adopted a qualitative descriptive approach with data from interviews, observations, and literature studies. The results showed that although death certificates play a very important role in the population administration system, there are a number of challenges in the implementation of this public service. First, population administration services in Kampung Jagebob Raya have shifted towards a digital system. Second, awareness and services regarding population administration are due to the lack of more intensive socialization to all residents of Kampung Jagebob Raya. Therefore, all parties from the Department to the RT/RW level need to hold regular training for village officials and socialization to the community to improve population administration literacy.

INTRODUCTION

The importance of population administration in people's lives cannot be underestimated. Population administration plays a strategic role in recording and managing population data, including death certificates. A death certificate is an official document that records the fact of a person's death and is an integral part of population administration in a country. As a written document proving the event of death, a death certificate aims to restore the state's function of recognizing the death of a citizen. Proportionally, the process of obtaining a death certificate is reported to the local government no later than 60 working days after death (Al-Farisi & As'ari, 2023; Lituhayu, 2017). Unfortunately, not all people realize the importance of having a death certificate. This event is often forgotten or even unknown by people in managing their documents. In reality, many people still do not carry out this population administration. In general, the majority of people still consider recording important death events to the Department.

In their research, Al-Farisi and As'ari (2023) revealed that low public awareness is characterized by the assumption that deceased family members are no longer of any concern. Death certificates are only processed when there are specific interests related to the deceased family member. Lituhayu (2017) expressed a similar sentiment. The public's mindset regarding death certificates is limited to matters related to the person's lifetime. This situation results in a lack of socialization by relevant agencies to spread awareness about the importance of death certificates. On the other hand, several studies also indicate that obstacles to processing death certificate documentation are also due to the limited number of operators and human resource capacity at the Population and Civil Registration Service (Disdukcapil) (Hanun & Wahyudi, 2026; Tasman, 2025; Wulandari & Parwiyanto, 2021). Thus, the problem of death certificate services does not only occur at the community level. On the other hand, the obstacles that emerged in previous studies are inherent in the capacity of service providers.

As is known, death registration is one of the important events that must be recorded at the Population and Civil Registration Service. This is regulated in Article 44 paragraph (1) of Law Number 24 of 2013 concerning amendments to Law Number 23 of 2006 concerning the population administration reporting mechanism. This regulation also explains that processing a death certificate is free of charge.

Therefore, research on the importance of death certificates in supporting population administration is necessary to increase public understanding and awareness of the success of population administration. In this study, the author conducted initial observations at the Jagebob Raya village office, Jagebob District, Merauke Regency, and found that many residents still do not have death certificates. From the initial observations made by the author, it was found that only a small number of people out of the many people who died in Jagebob Raya Village. This means that many residents do not have death certificates. This condition occurs due to low public interest in obtaining death certificates. The above is reinforced by the fact in the field that there is a difference in the number of residents who are entitled to vote in the general election in February 2024,

between the voter data in the Jagebob district government section and the voter data in the statistics office or at the KPU office, this occurs because according to the author's temporary suspicion that the difference in the number of residents is due to residents who have died whose names are still listed in the voter data, but in fact what happens is because there are residents whose status has died but cannot be proven with a death certificate, so there is always a difference in the number of residents between what happens in the field and what is in the population and civil registration service, especially the difference in population data in the Jagebob Raya village government section.

The aim of this study is to determine the role of Death Certificates in supporting population administration and to measure the level of public understanding of the importance of having a Death Certificate.

LITERATURE REVIEW

Death certificates are crucial for both government administration and the well-being of the bereaved family. Administratively, the issuance of these documents serves as a census validation instrument and data update to ensure the accuracy of the national population and prevent misuse of deceased data (Merauke Regency Regulation Number 7 of 2016). For heirs, a death certificate is an essential legal requirement for determining inheritance rights, claiming family allowances, widows' or widowers' pension rights through Taspen, registering marital status after death, and processing Life Insurance claims, Jasa Raharja, and disbursing bank savings.

In the jurisdiction of Merauke Regency, the formal procedures for issuing this document have been specifically legalized through Merauke Regency Regulation Number 7 of 2016 concerning Amendments to Merauke Regency Regulation Number 5 of 2008 concerning the Implementation of Population Administration. Based on the provisions of Article 48 and Article 4 of the regulation, the mechanism for managing deaths that occur at the domicile requires several key documents. Applicants are required to attach a cover letter from the local RT and RW to obtain a certificate from the village or sub-district, which is then supported by a death certificate from a doctor or paramedic. In addition, applicants must also include identity documents in the form of a Resident Identity Card (KTP) and Family Card (KK) of the person concerned, the deceased's birth certificate (if any), and the identities of two witnesses. Technically, the service process begins when residents visit the registration officer at the village or sub-district level to fill out a death certificate form. Once the data is declared complete, the village head or sub-district head will forward the form to the Regional Technical Implementation Unit (UPTD) of the Population and Civil Registration Service for further processing until the official death certificate is issued.

Population Administration Services

Public service is the act of providing goods and services to the public by the government as part of its responsibility to the public, whether provided directly or in partnership with the private sector. Public service is also defined as a service or provision to the public in the form of the use of public facilities, both services

and non-services, carried out by public organizations, in this case the government (Putri & Pramudiana, 2024; Salma & Nawangsari, 2022; Wahyono & Aditia, 2022). The dimensions of public service quality include tangible forms, capabilities, responsiveness, assurance, and empathy.

According to Law No. 25 of 2009, public service is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for each country and its citizens for goods, services and administrative services provided by public service providers. Decree of the Minister of State Apparatus Number: .63 / KEP / M.PAN / 7/2003 provides the definition of public service as all service activities carried out by public service providers as an effort to fulfill the needs of service recipients and the implementation of statutory provisions (Sari, 2024). Based on the opinion above, public research is public service is all service activities carried out by public service providers as an effort to fulfill public needs and the implementation of statutory provisions. The purpose of public service is to satisfy and or in accordance with the wishes of the community / customers in general. The essence of public service is the provision of excellent service to the community which is a manifestation of the obligations of government officials as public servants.

Population theories initially discussed the relationship between population and limited natural resources/food (optimum population) and the relationship between population and environmental carrying capacity (Anggraini et al., 2023; Ardhana et al., 2024). Population theories developed out of concern about the misery caused by poverty.

Population administration according to Minister of Home Affairs Regulation No. 32 of 2006 concerning Guidelines for Village/Sub-District Administration is an activity of recording data and information regarding the population and population mutations in the Population Administration Book used by heads of government sections both at district/sub-district offices and at the village level.

The Importance of a Death Certificate

The point is that in accordance with the existing problem regarding the state of population data in Jagebob Raya Village, the number of which is always different from the statistics and also the data of residents who are entitled to vote at the KPU. Even though the government section has reported every month with a statement that the resident has died. However, in reality their names are still listed on the voter list. This is apparently because the family has not reported the death of the resident to the Civil Registration Office so that the Death Certificate has not been issued, because the Death Certificate is an accurate proof for data collection information in the population administration in the village/village. Therefore, for every resident it is obligatory to take care of a death certificate for his family.

Supporting Population Administration Data Collection

In the implementation of village population administration data collection carried out by the government section, it will certainly be very helpful in increasing the level of accuracy of population data if the community, with their

own awareness and voluntarily, takes care of death certificates for their family members, this will greatly support and even help smooth the implementation of population administration.

Population Administration

Is an activity of recording data and information regarding the population and population mutations in the Population Administration Book used by the head of the government section in the Jagebob Raya village by using 4 (four) types of books in accordance with the Minister of Home Affairs Regulation Number 32 of 2006, namely 1. Village Population Master Data Book, 2. Village Population Mutation Data Book, 3. End-of-Month Population Recapitulation Data Book, and 4. Temporary Population Data Book. Meanwhile, population administration according to Minister of Home Affairs Regulation Number 19 of 2019 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, utilization of population data and documents and utilization of the results for public services and development of other sectors.

METHODOLOGY

This research adopts a qualitative descriptive approach. Through this method, the author focuses on presenting an in-depth and detailed picture of the situation or event being studied. By its nature, descriptive research does not aim to reveal relationships between variables, test hypotheses, or develop future predictions (Moleong, 2021). This aligns with the view of Bogdan and Taylor (1975), as cited in Moloeng (2021), that qualitative research produces data in the form of written or spoken words from informants, as well as behavior that can be directly observed in the field. The location chosen for this research was Jagebob Raya Village, Jagebob District, Merauke Regency. Initial observations were conducted over five working days, specifically from February 5 to February 9, 2026.

Data source

This research relies on two main data sources: primary and secondary data. Primary data were obtained directly from the field through in-depth interviews and participant observation. Fifteen informants were involved in primary data collection, including one Village Head, one Village Secretary, three Section Heads, two employees of the Merauke Regency Population and Civil Registration Service (Disdukcapil), four RT/RW heads, and four members of the general public. Secondary data were obtained through various documents and library materials supporting the analysis, such as official reports, archives, and related literature.

Data Collection Techniques

Data collection in this study was conducted using three main techniques. First, direct, unstructured interviews with informants were conducted. This process referred to an interview guide containing key questions to guide the

discussion. Second, observations were conducted through direct observation of visible phenomena in the field and behaviors related to the research subjects, accompanied by systematic note-taking. Third, a literature review was conducted by reviewing various written sources, such as books, magazines, official documents, and other relevant literature to enrich and support the data obtained in the field.

Data Analysis Techniques

Data analysis is a crucial part of this research. According to Bogdan and Biklen, as cited in Moleong (2011:248), data analysis is the process of working with data, organizing it, sorting it into manageable units, drawing conclusions, and searching for and discovering meaningful patterns. Through this process, researchers attempt to identify important points that can be conveyed to readers.

In qualitative research, data analysis is conducted through three main stages. First, data reduction, which is the process of selecting, focusing, simplifying, abstracting, and transforming raw data obtained from field notes. This stage helps researchers filter relevant data from the vast amount of information collected.

Second, data display, which involves organizing information to facilitate researchers' understanding of the overall picture and specific parts of the research. This data presentation can take the form of narratives, tables, matrices, or diagrams, allowing for a clearer understanding of emerging patterns.

Third, drawing conclusions. At this stage, researchers identify patterns, themes, relationships, similarities, and recurring features from the data that has been reduced and presented. Initial conclusions are tentative and are continuously verified as data increases and the review process is carried out repeatedly throughout the research. Through ongoing verification, the final conclusions are expected to be more robust and reflect the actual conditions in the field.

RESEARCH RESULTS

Jagebob Raya Village Profile

Kampung Jagebob Raya began as the Transmigration Settlement Unit (UPT) Jagebob VIII, established in 1993. Under the leadership of the Head of UPT Drs. Yaris, this unit accommodated 300 Heads of Families (KK) from various regions, including East Java, Central Java, West Java, East Nusa Tenggara (NTT), West Nusa Tenggara (NTB), as well as local transmigrants of indigenous Papuans. Over time, this area underwent a significant transformation, from a transmigration settlement to a definitive village named Kampung Jagebob Raya. In 2001, the first Village Head election was held with two candidates, namely Miskan and Suyono. Suyono was elected as the first Village Head.

Jagebob Raya Village is administratively located in Jagebob District, Merauke Regency, Papua. Its boundaries are as follows: to the north it borders Wenda Asri Village, to the south it borders Senayu customary land, to the east it borders Poo customary land, and to the west it also borders Senayu customary land. The village area covers 900 hectares with the following land use breakdown: 600 hectares for agricultural land that has been certified for 131

heads of families (each receiving 2 hectares), 10 hectares of village treasury land, 8 hectares for public facilities, 4 hectares of bendali land or water catchment ponds (KTA), 4 hectares of burial land, 4 hectares of grazing land, and 270 hectares of restan land.

In terms of accessibility, Kampung Jagebob Raya is approximately 16 kilometers from the Jagebob District capital in Kampung Kartini, and 84 kilometers from the Merauke Regency capital. Before adequate transportation, this village was an isolated, remote area. However, with the development of infrastructure and development, Kampung Jagebob Raya has now developed into a suburban village.

The population of Kampung Jagebob Raya is recorded at 458 people spread across 131 families. The population composition by gender includes 238 males and 220 females. Based on religion, the population is Muslim by 377 people, Catholic by 55 people, and Protestant by 26 people. Meanwhile, the population composition by ethnicity or tribe shows quite high diversity, with the Javanese as the largest group (161 males and 138 females), followed by the Sasak/Lombok, Sundanese, Flores, Papuan, and other tribes such as Bugis, Ambonese, Toraja, Manadonese, and Kei.

Jagebob Raya Village as a former transmigration village has very limited natural resources, because the area of the village is adjusted to the number of heads of families who live in Jagebob Raya Village. From the natural resources of Jagebob Raya Village, it can be seen that Jagebob Raya Village is a village whose livelihood is agriculture with secondary crops land larger than rice fields because the condition of the land of Jagebob Raya Village is more suitable for plantations and secondary crops. The area of rice fields is only 50 Ha while secondary crops land reaches 127 Ha and cultivated land is more suitable for plantations of 48 Ha. Uncultivated land is land that has been cleared but has not been planted and is planned to be used as plantation land but has been overgrown with bushes, namely an area of 300 ha.

Local sand found in the village's cash land is approximately 10,000 m³, while the village forest which is a restan land is 150 Ha. In Jagebob Raya village there is a river or stream that crosses the village which is approximately 3,000 m³ long and a swamp in the village is 20 Ha. The potential of this natural resource, especially local sand, has been used for the implementation of village development.

The presentation of the research results is based on data analysis from all interviews conducted with 15 informants. These informants consisted of 5 Jagebob Raya Village officials, 4 community members, 4 RT/RW heads, and 2 employees of the Merauke Regency Population and Civil Registry Service. This section presents the main findings regarding the importance of obtaining a Death Certificate in population administration.

The Importance of Death Certificate Management

Death certificates play a crucial role in the population administration system. These documents serve as official proof that identifies and verifies a person's death status, enabling the government to maintain accurate and up-to-date population data. Furthermore, death certificates serve as a reliable source of

information for compiling mortality statistics in a region. This data is essential for analyzing various aspects of public health, life expectancy, and other factors that influence population dynamics.

Information derived from death certificates also supports the government in formulating public policies, particularly in the areas of health, infrastructure development, and resource allocation. Accurate mortality data can form the basis for long-term planning and more targeted policy adjustments. Furthermore, death certificates help prevent misuse of the deceased's identity, thereby reducing the risk of fraud and increasing the efficiency of civil service administration. These documents also provide legal clarity regarding the rights and obligations of surviving families, including inheritance distribution, and prevent legal conflicts arising from unclear residency status.

Based on interviews, informants from village officials emphasized the tangible impact of processing death certificates on population administration. One informant stated:

"The administration will clearly have a significant impact on public administration, especially when reporting population data at the end of the month, which has been stated in the information column that the name A has died, but on the temporary voter list for the last election, the name A appears again, this is because it cannot be proven with a death certificate in the name concerned."

These findings indicate that incomplete death certificates can lead to data discrepancies between village-level death records and data used for other purposes, such as voter registration. This further underscores the urgency of more orderly and systematic population document management.

The implementation of the Family Biodata Form (F1.01) in Kampung Jagebob Raya has been going quite well. Most informants stated that this form is still being used routinely, especially with data updates at the end of each month carried out by the head of the government section based on reports from each RT. However, Ms. MN, Head of the Civil Registration Division, explained that the use of this form has decreased because most residents already have Family Cards, so the data can simply be copied and archived.

The Population Event Registration Form (F1.02) is still actively used to record various changes in family status, such as births, marriages, and deaths, as reported by the RT Head. Informants such as Ms. FA, Ms. UL, and Mr. MR emphasized that this form is part of the main duties of the head of the government section. However, Mr. SR from the Merauke Population and Civil Registration Office stated that manual filling is rarely done due to technological advances and the use of computers at the village level.

Reporting residents who move or arrive via Form F1.03 is generally not done directly by the community, but rather facilitated by the RT Head and other relevant parties. Meanwhile, the Population Data Element Change Request Form (F1.06) has been implemented and is familiar to some residents, although public understanding of this form is still not fully widespread. Manual use of this form is also decreasing because data can be accessed directly through the Family Card.

The Population Administration Service Diary (BK-1.01) and the Population Registration Book (BK-1.02) are still being implemented at the village level as a

manual diary and recording medium. However, there is a clear transition to a technology-based system, with several informants from the Civil Registration Office stating that these books are rarely used because all data can now be input directly into the computer system. Overall, population administration in Jagebob Raya Village is shifting from manual recording to a more modern system, although some conventional procedures are still maintained in accordance with the main duties of village officials.

Level of Public Understanding regarding the Death Act

Several community informants expressed varying views regarding the impact of obtaining a death certificate. Two informants, Ms. HL and Ms. RO, representing residents who had never obtained a death certificate for their family, stated that they were previously unaware of the impact of not having this document.

On the other hand, the informant who had taken care of his family's Death Certificate, namely Mr. FJ, provided a clearer explanation.

"Yes, it has an impact because if we process someone's death certificate, the deceased person's National Identification Number (NIK) will be deactivated, and population data will automatically change, and the population will decrease."

Regarding the benefits of having a death certificate, most informants recognized its importance for the bereaved family. Mr. AD stated:

"Yes, it will definitely be beneficial for the family, because a death certificate is a valid state document and can be used to determine the legal heirs. Having a death certificate will make it easier to manage the paperwork for a new household (remarriage)."

Overall, interview findings indicate that, despite varying levels of understanding among the community, most informants acknowledge the importance of death certificates, both for accurate population administration and for resolving family legal and administrative matters. Mrs. ED, who has processed death certificates for her parents and relatives, provided positive testimony:

"While I was processing the death certificates for my parents and other relatives, I received good service and the Kampung Jagebob Raya officials provided various facilities, such as helping me fill out forms, helping me photocopy the necessary documents, and explaining the importance of having a death certificate for the community."

However, Mrs. SR, who had never processed a Death Certificate, said:

"Regarding the ease of processing death certificates, I myself don't know whether there are any because I have never processed a death certificate, even though my parents or siblings have died and I feel this is unnecessary."

Overall, the interview findings illustrated varying levels of community awareness and experience regarding death certificates. While many acknowledged their importance for population administration and resolving family law matters, others, like Mrs. SR, felt they didn't need to apply for one because they had never done so before. This indicates a gap in understanding

among residents of Kampung Jagebob Raya, despite the village officials' perceived support for those processing these documents.

DISCUSSION

In this discussion section, the author analyzes the research results based on the importance of processing death certificates and public awareness of death certificates. Population Administration Variables. The discussion is conducted by linking field findings from interviews with 15 informants (13 people from Jagebob Raya Village and 2 people from the Merauke Regency Population and Civil Registration Office) with the established problem formulation.

Death certificates play a crucial role, particularly for the bereaved family, particularly those who work as civil servants or private/state-owned/regional-owned employees. This document serves as the legal basis for processing inheritance rights in accordance with Home Affairs Ministerial Regulation Number 109 of 2019. The readiness of the Civil Registration Office (Disdukcapil) in processing death certificate documents indicates that the resources involved have made good administrative efforts, in accordance with applicable regulations. However, this study also found that the Disdukcapil has not provided much public education regarding the importance of death certificates. This situation makes the process of processing death certificates not only position the public as a party with low awareness.

Recently, the Civil Registration and Population Office (Disdukcapil) has implemented a computer-based administrative service mechanism to streamline the service process. However, observations indicate that the implementation of computer-based administration is hampered by the web-based network system, which is not fully understood by both officers and the public as service recipients. Consequently, access to death certificate services remains hampered by facility support. This finding aligns with research by Utama and Handayani (2024), which explains that access to death certificate services is limited to certain groups and that the network is often disrupted. Similar challenges were also raised by Morgan et al. (2022), who noted that training in completing death certificates was considered minimal. Furthermore, a lack of feedback from institutions was also a major factor encountered in death certificate administration services (Atuhaire et al., 2022; Morgan et al., 2022; Ohoiwutun et al., 2023). Thus, the death certificate service system in Kampung Jagebob Raya still faces several challenges in its implementation.

Obtaining a Death Certificate is a legal obligation for every Indonesian citizen to ensure smooth population administration and the resolution of family rights. Interviews indicate that the importance of a Death Certificate among the people of Kampung Jagebob Raya remains very low. Most informants were unaware that this document significantly impacts the accuracy of population data and administrative reporting at the village level. This lack of public understanding has two main impacts. For the community, particularly families of civil servants and private employees, the impact is difficulty in managing inheritance rights, family allowances, life insurance claims, and registering new marriages (divorces) when the head of the family dies. This finding confirms the findings of a study by Zahra and Wahyudi (2026), which explained that some

people do not yet understand the function and purpose of obtaining a death certificate. This low level of public awareness is closely related to administrative literacy, which includes the urgency of the certificate and the procedures for submitting it. Yulia and Gamputra (2025) share a similar opinion, stating that encouragement from grassroots officials, such as the neighborhood unit (RT/RW), who have limited or relatively low levels of information, also contributes to fostering public awareness regarding death certificates. A study by Atuhairi et al. (2022) showed that only one-third of deaths are registered due to a lack of knowledge about registration procedures and access to information about its benefits. For village governments, the impact of the lack of death certificate reporting is a challenge in maintaining accurate population administration data. Overall, death certificates serve as valid evidence for various legal and administrative purposes, while also supporting the accuracy of population databases at the village level.

CONCLUSIONS AND RECOMMENDATIONS

This study concludes that death certificates play a crucial role in the population administration system. Processing this document is a legal obligation for every Indonesian citizen, particularly to resolve the rights of deceased family members. Death certificates not only serve as legal evidence for processing inheritance rights, family allowances for civil servants and private sector employees, and life insurance claims, but also significantly contribute to the accuracy of population reporting and data collection at the village level.

Furthermore, the study found that population administration services in Kampung Jagebob Raya have shifted toward digital systems. Several forms and population books (F1.01–F1.03 and BK-1.01–BK-1.03) that were previously manual are now used less frequently, although at the village level there is still a dualism between manual and electronic registration. However, the implementation of these services still faces major obstacles in the form of limited supporting facilities and a lack of skills among village officials in operating digital systems. To increase awareness and population administration services, more intensive outreach is needed to all residents of Kampung Jagebob Raya regarding the importance and benefits of Death Certificates in accordance with Home Affairs Ministerial Regulation Number 109 of 2019. This outreach can be done through community meetings, the creation of brochures, pamphlets, or billboards installed in strategic places.

In addition, the Head of the Government Section should strengthen collaboration with the RT/RW Heads in routinely reporting changes in population status. The Merauke Regency Civil Registration Office is also advised to hold regular training for village officials to improve their skills in using digital systems and related administrative forms. Finally, village and district governments need to allocate adequate budgets for the provision of supporting facilities, such as computer equipment and infrastructure, so that population administration services can run more effectively and efficiently.

ADVANCED RESEARCH

However, this study only discussed population administration services in one specific region, examining only death certificates. Therefore, the findings cannot be generalized. Future research could expand on this study by conducting case studies in other locations. Furthermore, future studies could explore the characteristics of public service systems in rural areas by focusing on electronic-based administrative services.

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