

COMPLAINT SYSTEM AND SETTLEMENT OF NIK RECORDING CASES IN POLITICAL PARTY INFORMATION SYSTEM

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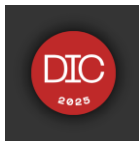
Abstract

In the midst of rapid advances in digital technology, it is important for an agency to create a digital platform that can improve operational efficiency, speed up work processes, improve data management systems, and provide the best service to the community. Thus the General Election Commission developed a digital platform, the Political Party Information System (SIPOL). The Political Party Information System is designed to support transparency, accountability, and efficiency, one of which is in the process of managing political party membership data. The objective of this study is to support the maximum utilization of digital technology by using the Political Information System in the verification of the Population Identification Number (NIK) to determine the status of membership/management of political parties. The results of the analysis show that there are cases of NIK registration in the Political Party Information System without the knowledge of the reporter, which can trigger concerns because it relates to personal data. The General Election Commission is committed to following up on this issue by providing the best service to the community. One form of the General Election Commission's commitment is to respond quickly and effectively to public complaints regarding the recording of National Identity Numbers in the Political Party Information System, which is a database of political party membership and has a crucial role in the process of verifying election participants. The case of NIK registration in the Political Party Information System has the potential to cause several obstacles, one of which is for people who want to participate in the organization of elections, such as becoming a member of the Polling Station Election Committee (KPPS). Therefore, the General Election Commission will assist people who report these problems by following up at the central level and coordinating with political parties.

Keywords: Political Party Information System, Case NIK Registration, Settlement

Abstrak

Di tengah pesatnya kemajuan teknologi digital ini penting bagi sebuah instansi menciptakan platform digital yang dapat meningkatkan efisiensi operasional, mempercepat proses kerja, memperbaiki sistem manajemen data, serta memberikan pelayanan yang terbaik bagi masyarakat. Dengan demikian Komisi Pemilihan Umum mengembangkan sebuah platform digital yaitu Sistem Informasi Partai Politik (SIPOL).



Sistem Informasi Partai Politik dirancang untuk mendukung transparansi, akuntabilitas, dan efisiensi salah satunya yaitu dalam proses pengelolaan data keanggotaan partai politik. Tujuan yang dicapai dari penelitian ini adalah mendukung pemanfaatan teknologi digital secara maksimal dengan menggunakan Sistem Informasi Politik dalam verifikasi Nomor Induk Kependudukan (NIK) untuk menentukan status keanggotaan/kepengurusan partai politik. Hasil analisis menunjukkan terdapat Kasus Pencatatan NIK di Sistem Informasi Partai Politik tanpa sepengetahuan pelapor, hal tersebut dapat memicu kekhawatiran karena berkaitan dengan data pribadi. Komisi Pemilihan Umum berkomitmen untuk menindaklanjuti permasalahan tersebut dengan memberikan pelayanan terbaik kepada masyarakat. Salah satu bentuk komitmen Komisi Pemilihan Umum yaitu merespon dengan cepat dan efektif terhadap pengaduan masyarakat terkait pencatatan Nomor Induk Kependudukan di Sistem Informasi Partai Politik yang merupakan basis data keanggotaan partai politik serta memiliki peran krusial dalam proses verifikasi peserta Pemilu. Kasus Pencatatan NIK di Sistem Informasi Partai Politik berpotensi menimbulkan beberapa kendala, salah satunya bagi masyarakat yang ingin berpartisipasi dalam penyelenggaraan Pemilu, seperti menjadi anggota Kelompok Penyelenggara Pemungutan Suara (KPPS). Oleh sebab itu, Komisi Pemilihan Umum akan membantu masyarakat yang melaporkan permasalahan tersebut dengan menindaklanjuti ke tingkat pusat dan berkoordinasi dengan partai politik.

Kata Kunci: Sistem Informasi Partai Politik, Kasus Pencatatan NIK, Penyelesaian

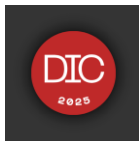
A. INTRODUCTION

In this digital era, information technology plays a crucial role in various aspects of life, including in the organization of general elections (elections). The General Election Commission (KPU) as an institution responsible for the implementation of elections in Indonesia, seeks to utilize information technology to increase efficiency, transparency and accountability in every stage of the election. One of the tangible manifestations of these efforts is the development and implementation of the Political Party Information System (SIPOL).

The Political Party Information System is a system and information technology used to facilitate the administrative management of registration, verification, and determination of political parties participating in elections (Astutik, H.

D., & Angin, R. (2023). At the Purbalingga Regency General Election Commission, the subdivision that serves and manages the Political Party Information System is the Technical Subdivision of Election Organizers and Law. The Political Party Information System is not only used for election purposes but can be used by the community, namely checking the NIK. Lately, many people have reported to the KPU because their NIK is recorded in the Political Party Information System as a member or administrator of a political party.

The Purbalingga Regency General Election Commission has a strong commitment to providing the best service to the community. One manifestation of this commitment is a quick and effective response to public complaints related to the Population Identification Number (NIK) recorded in the Political Party Information



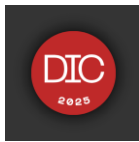
System. The Political Party Information System (SIPOL) as a database of political party membership, has a crucial role in the verification process of election participants. However, it is not uncommon to find cases of people's NIK being recorded in SIPOL without their knowledge or consent. This condition has the potential to cause problems, especially for those who want to be involved in organizing elections, such as becoming members of the Voting Organizing Group (KPPS). Therefore, the KPU has the responsibility to provide optimal solutions and services to the people affected by the problem by helping the reporter input the public response form to the center and contacting the party concerned.

B. IMPLEMENTATION AND METHODS

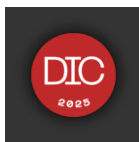
The MBKM Internship Program was carried out on August 12, 2024 - December 13, 2024 or more precisely for 4 months at the General Election Commission of Purbalingga Regency which is located on Jalan Kalikajar km.02, Kaligondang District, Purbalingga Regency. The author chose the Purbalingga Regency General Election Commission agency to carry out an internship program and was placed in the Technical Subdivision of Election Organizers and Law. Based on the explanation of the method above, the author's internship activities that are relevant to the issues discussed include:

1. Participate in assisting reporters whose Population Identification Number (NIK) is recorded in the Political Party Information System (SIPOL) and provide directions to reporters when filling out the form for public responses/inputs regarding the validity of political party requirements documents.
 2. Input the form of community response/input regarding the validity of the political party's requirements documents and also evidence of photocopies of ID cards, screenshots in the Political Party Information System, and statements that they are not members/officers of political parties.
 3. Record the data using a spreadsheet of the reporters whose ID numbers are still recorded in the Political Party Information System to be followed up with the central office and the political parties concerned.
 4. File photocopies of the public response/input forms regarding the validity of the political party's required documents as well as photocopies of ID cards, screenshots of the Political Party Information System, and statements that the person is not a member/official of a political party and file them in a folder.
- The internship in this sub-section is very relevant to the courses in semester 5, considering that in semester 5, 8 compulsory courses and 1 elective course must be converted. The implementation of the MBKM Internship Program at the Purbalingga Regency General Election Commission is a form of work practice material that has been carried out for one semester by converting 22 credits of courses. The converted courses include:

1. Entrepreneurship
Entrepreneurship courses in the office administration department discuss the basic concepts of entrepreneurship, one of which is an entrepreneurial mindset. One of the entrepreneurial mindsets is taking risks by trying new things and getting out of the comfort zone. During the MBKM internship program at the



- Purbalingga Regency General Election Commission, the author tried many new things, one of which was to host a podcast at the JDIH of the Purbalingga Regency General Election Commission. At first the author was hesitant and afraid when appointed to host a podcast, but the author thought this was a good opportunity to get out of the comfort zone and try something new to train himself to be more confident when appearing in public, because previously the author was very shy to appear in front of the camera.
2. **Organization and Leadership Theory**
Internship activities related to organizational theory and leadership courses are being able to work in teams to complete the assigned tasks, for example the author and other interns were assigned to the "Coordination Meeting on Anticipation and Handling of Legal Issues in the Stages of Voting and Counting of Simultaneous Pilkada in 2024" there were assigned to be minutes, MC, and operators. The author is also and coordinates other interns when folding simulated ballot papers for the event "Simulation of Voting and Vote Counting in the Election of Governor and Deputy Governor of Central Java, Regent and Deputy Regent of Purbalingga in 2024".
 3. **International Management**
International Management is the process of applying management techniques and concepts in the arena of international environment. In the international management course there is one material about managing the risk of resolving political cases, government relations, and alliances. The author understands and literacy independently related to the material of managing the risks of solving political cases, government relations, and alliances.
 4. **Professional Ethics**
Internship activities at the Purbalingga Regency General Election Commission, especially the Technical Subdivision of Election Implementation and Law related to professional ethics courses, namely maintaining and not disseminating the personal data of people who report related to the case of recording NIK in the Political Party Information System, because the reporter attaches KTP / SIM. In addition, the author also applies ethics when communicating with staff, sub-section heads, commissioners, and workers in other sub-sections by speaking in a polite tone. The author also applies the nature of responsibility by doing the tasks seriously that have been given by employees at the Purbalingga Regency General Election Commission.
 5. **Information Technology Applications**
Information Technology Application courses related to the author's internship activities are using Microsoft Word, Microsoft Excel, and Google Spreadshet applications. Microsoft Word is used by the author to compile invitation letters, official letters, and make copies of KPU Regulations. Microsoft Excel is used by the author to compile a meeting attendance list. Google Spreadshet is used by the author to record the reporters whose NIK is registered as a member/manager of a political party. The author also edits content to be uploaded on the social media of the Purbalingga Regency General Election Commission using the Capcut and Canva applications. In addition, the author also compiles



news after the coordination meeting or plenary meeting and will be published on the website <https://kab-purbalingga.kpu.go.id>.

6. Archival Management II

Archival management is an activity that compiles and organizes archives whose management is based on a systematic order both physically and digitally. The documents in the Purbalingga Regency General Election Commission, especially in the Election and Legal Implementation Subdivision, namely the Minutes (BA) and Decrees of the Purbalingga KPU are archived by storing them in an order and sorted according to the number of the Minutes (BA) and Decrees of the Purbalingga KPU, while for archived letters, for example invitation letters, are archived using google drive and named according to the number of each letter.

7. Public Speaking

Internship activities related to public speaking courses at the Purbalingga Regency General Election Commission, especially in the Technical Subdivision Election and Legal Organizers is the implementation of routine podcasts every week which will be uploaded on YouTube JDIH Purbalingga Regency General Election Commission. The author had the opportunity to host a podcast on episode 39 with the theme "Prohibition in the Campaign in the Simultaneous Pilkada in 2024". The guest speaker for episode 39 of the podcast was Mr. Misrad, S.E, who is the Chairperson of the Purbalingga Regency Bawaslu. During the internship, the author had the opportunity to host podcasts in the JDIH of Purbalingga Regency General Election Commission 6

times. In addition, the author is also often appointed as the host (MC) at several coordination meetings organized by the Technical Subdivision of Election Organizers and Law. At the Registration of Candidates for Regent and Deputy Regent of Purbalingga in 2024, the author also became a reporter on the live streaming social media of the General Election Commission of Purbalingga Regency.

8. Practicum or Work Integrated Learning

The form of activities related to the Work Integrated Learning course is that the author uses neat and polite clothes and takes care of some correspondence that is usually carried out by a secretary. At the time of carrying out the internship, the author also operated a personal computer (PC) to carry out activities to recap the data of NIK reporters registered in the Political Party Information System (SIPOL) using google spreadsheets, making invitation letters for several political parties using Microsoft Word by doing all these activities the author indirectly also applied typing practices. Next is the archiving activity carried out by the author, namely grouping the Decree (SK), invitation letters, and Minutes of Events (BA) in order according to the number listed and stored in the order. The author also practiced the report writing technique course, namely compiling an internship report, one of which was making a daily logbook.

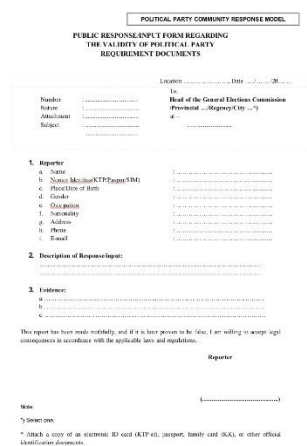
9. Business Communication

Business communication is communication used in the business world, which includes verbal and non-verbal communication to achieve certain goals in accordance with the business interests of

communication actors. The Purbalingga Regency General Election Commission has a podcast program, namely the JDIH Podcast of the Purbalingga Regency General Election Commission which has been active for 2 years. Last year the JDIH Podcast of the General Election Commission of Purbalingga Regency won the competency as the "Most Lit Podcast", this greatly influenced the image of the General Election Commission of Purbalingga Regency so that it was more widely recognized by the public. The author also has the opportunity to become a podcast host with this activity, the author can learn about good business communication by participating in routine podcast activities every week at the JDIH of the General Election Commission of Purbalingga Regency.

C. RESULTS AND DISCUSSION

The case of recording NIK in the Political Party Information System is a serious problem because involves a person's personal data, therefore the Purbalingga Regency General Election Commission helps reporters whose NIK is recorded in the Political Party Information System to attach evidence related to identity and screenshots of pages stating that they are members / managers of political parties and fill out a public response / input form on the validity of political party requirement documents, after which it will be assisted by input to the center on the website <https://infopemilu.go.id>. The following is an image of the form that will be filled in by the reporter:



Feedback form/response to the validity of political party requirement documents

The reporter must fill in the public response/input form on the validity of the political party requirement documents, as follows:


- a. Full name as stated on the Identity Card (KTP).
- b. The Identity Number is in accordance with the evidence provided, for example the Identity Card (KTP) that is included in the form, namely the Population Identification Number (NIK).
- c. Place/Date of birth as stated on the Identity Card (KTP).
- d. Gender.
- e. Citizenship.
- f. Address as stated on the Identity Card (KTP).
- g. Phone/Phone number must be an active and contactable number.
- h. E-mail must be active and contactable, as information can also be sent via e-mail.
- i. The description of the response/input can be filled with the sentence "I am registered as a member or administrator of the PDI Perjuangan

- political party without knowledge and consent".
- j. Evidence, attach evidence in the form of photocopies of Identity Cards (KTP) and a statement letter not a member or manager of a political party.
 - k. Signature of the reporter.

The data that has been inputted will be entered into the "Political Party Data Updating Response" on the website <https://help.desk.kpu.go.id>, here is an image of the website:



Figure 2. Home page of the website <https://help.desk.kpu.go.id>



NO	WILAYAH	TINGKAT	TINGKAT	TINGKAT	JENIS	ALAMAT	IDENTITAS
1	DIYogyakarta	PARTY/AMBIYAN	DATA Partai	PURWALINGGA	WADYAWANAKAT	Anggota: NIK Anggota: 332024170300002 Ketua: NIK Ketua: 332024170300002 Pelajar: NIK Pelajar: 332024170300002	4811 5007
2	DIYogyakarta	PARTY/AMBIYAN	DATA Partai	PURWALINGGA	WADYAWANAKAT	Anggota: NIK Anggota: 332024170300002 Ketua: NIK Ketua: 332024170300002 Pelajar: NIK Pelajar: 332024170300002	4811 5007

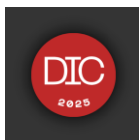
Figure 3. Political Party Data Update Responses

The complaint and settlement system for cases of recording National Identity Numbers (NIK) in the Political Party Information System (SIPOL) is an important indicator in maintaining the transparency and accuracy of political party membership data. Problems with the recording of invalid NIKs, including use without the knowledge of the owner, raise concerns about the protection of personal data and its impact on individual political rights. Therefore, systematic and coordinated efforts in

following up on every report are the key to solving this problem. The success in resolving National Identity Number (NIK) registration cases in the Political Party Information System can be measured from several aspects, including:

1. Easier and more accessible complaint mechanisms
2. The success of this system can be seen from the availability of various places for complaints, both online through the official platform of the General Election Commission (KPU) and offline at the General Election Commission Offices in various regions. With a simpler mechanism, the public can submit reports by attaching supporting evidence, such as ID cards and screenshots from the Political Party Information System.
3. Quick response and effective handling
4. The speed in handling complaints is a major factor in determining the success of this system. The General Election Commission can work with the relevant political parties, so that the community who report will get certainty with a guarantee of a predetermined data deletion time, thus reducing anxiety due to unauthorized NIK recording.

The General Election Commission (KPU) will record one by one the reporters who are still registered as members or administrators of political parties. Furthermore, the data will be followed up by the staff in charge of handling the problem, namely the technical sub-section staff. The process of resolving cases of recording Population Identification Numbers (NIK) in the Political Party Information System is inseparable from several obstacles that need to be overcome in order for it to run smoothly. These



obstacles include:

1. Human Resource (HR) Limitations

The lack of Human Resources (HR) in the technical sub-section means that not all reporter data can be input quickly. Therefore, the author took part in helping to resolve the case of recording National Identification Numbers (NIK) in the Political Party Information System by inputting the data of the reporters for follow-up at the central level.

2. Diverse responses from political parties

Not all political parties provide a quick response regarding the problem of recording National Identification Numbers (NIK) in the Political Party Information System. However, there are political parties that are quick to follow up on this problem, such as the Indonesian Democratic Party of Struggle (PDI-P) and the Great Indonesia Movement Party (Gerindra). These two parties guarantee that if there are reporters who want to remove the NIK from the membership or management of a political party, they will follow up with a guarantee that within 24 hours, the NIK will be removed from the Political Party Information System. Reporters can go directly to the nearest political party office or contact them through their official social media.

D. CLOSING

Summary

Based on what has been explained by the author in the previous chapter, the author draws the following conclusions:

1. The case of recording the Population Identification Number (NIK) in the Political Party Information System (SIPOL) is a serious problem because it involves a person's

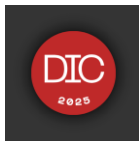
personal data. This complaint process involves several stages, starting from the complaint to the General Election Commission of Purbalingga Regency, attaching related evidence, to the settlement that will be carried out by the General Election Commission of Purbalingga Regency as the responsible authority and also the settlement of the political party concerned

2. Not all political parties can follow up on these problems quickly. This happened because some political parties did not guarantee the Purbalingga Regency General Election Commission that the process of deleting the NIK recorded in the Political Party Information System (SIPOL) could be done 1 x 24 hours after the report was submitted to one of the political parties.

Advice

Referring to the discussion above, the author puts forward suggestions:

1. The Purbalingga Regency General Election Commission made a statement through the Purbalingga Regency General Election Commission's social media posts about the case of complaints about recording NIK in the Political Party Information System (SIPOL) can contact the Purbalingga Regency General Election Commission number listed on social . The complainants can directly contact the Purbalingga Regency General Election Commission regarding the complaint, followed by filling out the public response / input form on the validity of political party requirement documents online and attaching evidence in



the form of a photocopy of ID card and a statement that they are not members / managers of political parties. This method is more effective and efficient because the complainants do not have to come directly to the General Election Commission Office Purbalingga Regency.

2. Each political party must guarantee to delete the NIK in the Political Party Information System (SIPOL) at least within 1 or 2 weeks after the entry of the complaint of recording the NIK in the Political Party Information System (SIPOL) so that the complainants do not wait long, for example the Gerindra and PDI Perjuangan Political Parties guarantee that 1 x 24 hours will be immediately deleted in the Political Party Information System (SIPOL).

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