JOURNAL OF WORLD SCIENCE
https://jws.rivierapublishing.id/index.php/jws
Volume 3 No. 12 December 2024
P-ISSN: 2828-8726
E-ISSN: 2828-9307

E-COKLIT: VOTER DATA UPDATING AND EFFECTIVENESS

Elsya Rachma Andyas[1], Hery Nariyah[2], Raden Mahendra Haryo Bharoto[3]
Faculty of Social and Political Sciences, Universitas Swadaya Gunung Jati, Cirebon, Indonesia

elsyarchm@gmail.com, hery.nariyah@ugj.ac.id, haryobharoto@ugj.ac.id

ABSTRACT
Elections are the main basis for running a democratic system, and updating voter data is an important aspect to ensure the integrity and validity of the process. As a new innovation by the KPU (General Election Commissions) that utilizes information technology, namely E-Government, it is therefore necessary to analyze the effectiveness of using the E-Coklit application. Based on Budiani's theory of effectiveness, this research uses four main variables: accuracy of program targets, program socialization, program objectives, and program monitoring. The research method used was descriptive qualitative with interviews and observations as well as documentation from the agency as data collection techniques. The results showed that the E-Coklit application made it easier for Pantarlih (Voter Data Update Officer) to carry out voter data matching and research activities, with the results of more valid data accuracy and a centralized data system. The use of the E-Coklit application in Majalengka District has shown good results, but requires further improvement to achieve maximum effectiveness.

Keywords: effectiveness, e-coklit application, voter data updating

Corresponding Author: Elsya Rachma Andyas
E-mail: elsyarchm@gmail.com

INTRODUCTION

Based on Article 1 Paragraph (2) of the 1945 Constitution of the Republic of Indonesia, Indonesia is a democratic country that prioritizes the concept of popular sovereignty in governance. The people are considered as the party that determines the direction, methods, and goals that the government wants to achieve (Asshiddiqie, 2011). The General Election in the Law of the Republic of Indonesia No. 7 of 2017 Article 1 Paragraph 1 that is explained as a means to carry out the sovereignty of the people in electing members of the DPR (The House of Representatives of the Republic of Indonesia), DPD (Regional Representative Council), and the President and Vice President. The electoral process is carried out with the principles of direct, general, free, secret, honest, and fair in accordance with the values of Pancasila and the 1945 Constitution of the Republic of Indonesia. Law No. 15/2011 regulates the institutions responsible for organizing elections, namely the General

Election Commission (KPU), the Election Supervisory Agency (Bawaslu), and the Honorary Council of Election Organizers (DKPP). These three institutions work together in the implementation of elections to elect members of the DPR, DPRD, President and Vice President directly by the people. Law No. 7/2017 explains that it establishes a new policy that requires updating voter data through the continuous list method. This process starts with the existing permanent voter list and is matched with population data from the Ministry of Home Affairs (Ointu et al., 2022).

Along with technological advances, conventional service systems have begun to shift to electronic-based service systems. One of the steps taken by local governments to accelerate bureaucratic reform is through the development of an integrated electronic government system (Nariyah et al., 2023). The Indonesian General Election Commission (KPU) uses advances in information technology to improve the efficiency and function of its duties to realize E-Government,

one significant innovation is the electronic voter data matching and verification system, or E-Coklit (Jamaludin, 2019).

The E-Coklit application can be interpreted as a tool that simplifies the process of matching and research (coklit) that helps improve the efficiency, effectiveness, and productivity of the KPU in processing and processing voter list data. In the early stages, this system is used by the Voter Data Updating Committee (Pantarlih) to verify and match voter data electronically, with the hope of conducting a continuous voter data updating process throughout the region more efficiently, easily, effectively, and collecting sustainable and open information data to maintain the political rights of every citizen of the State of Indonesia (KPU Blitar., 2021).

In Majalengka Regency itself, the data obtained for the 2024 general election in Majalengka Regency from the Majalengka Regency KPU (General Election Commissions) are as follows:

Table 1. Number of Polling Place in Majalengka Regency

No	District Name	Total Districts/Village	Total Polling Place	Total Voters M+F
1	Lemahsugih	19	190	49688
2	Bantarujeg	13	145	36956
3	Cikijing	15	199	51635
4	Talaga	17	146	37197
5	Argapura	14	110	28647
6	Maja	18	159	40298
7	Majalengka	14	222	56443
8	Sukahaji	13	144	36838
9	Rajagaluh	13	142	36146
10	Leuwimunding	14	192	49473
11	Jatiwangi	16	274	69810
12	Dawuan	11	144	35727
13	Kadipaten	7	138	35278
14	Kertajati	14	142	36598
15	Jatitujuh	15	167	42112
16	Ligung	19	195	50743
17	Sumberjaya	15	192	49322
18	Panyingkiran	9	98	25312
19	Palasah	13	162	41374
20	Cigasong	10	113	27461
21	Sindangwangi	10	105	27160
22	Banjaran	13	78	20354
23	Cingambul	13	124	32464

24	Kasokandel	10	158	40618
25	Sindang	7	51	13275
26	Malausma	11	141	36654
	TOTAL	343	3931	1007583

Sources: Polling Place Majalengka District

Based on the data above, of the many sub-districts in Majalengka Regency, the author took a sample of the 2nd largest population in Majalengka Regency, namely Majalengka Sub-district. Besides that, the reason the author took samples in Majalengka Subdistrict was because Majalengka Subdistrict was the center of the district city.

The process of updating data is the most concerning and vulnerable aspect of the various stages of the election process. In its implementation, there are various problems that arise, such as problems in managing population data, multiple voter data, and discrepancies between population data and voter data. In addition, in terms of using the E-Coklit Application itself, there are obstacles such as this application can only be downloaded on Android phones, limited storage space and also when using the application there are often error problems. Ensuring the correctness and accuracy of voter data must be the main focus. Maintaining data accuracy and the quality of the voters list is the shared responsibility of all parties involved in the electoral process. An accurate voter list is critical to improving the quality of electoral democracy, as it encourages wider and more transparent citizen participation in elections, and strengthens the democratic system.

The relevant research entitled "The Effectiveness of the Population Online Service Program in Improving the Quality of Public Services" shows that the poedak application program runs quite effectively based on the indicators used. However, there are several aspects that have not achieved optimal results. Some areas that need to be improved to make this program more optimal include socialization that has not been effective. Based on these findings, researchers provide several recommendations, such as increasing the socialization of the Poedak application to the community, adding information related to this program on the official Disdukcapil website, and clarifying administrative procedures and regulations related to online-based services (Hasibah et al., 2022).

As for other relevant research, namely by Ilham Yamin Ismail, Muhammad Ruslan Ramli, & Meisanti (2022) found that Voters use their suffrage rights in general elections to determine the leadership of the country, but problems surrounding suffrage always arise in elections. One of the problems at the voter data updating stage is the quality of voter data contained in the DP4 (List of Potential Election Voters) published by the government, which often faces many significant problems. The low quality of DP4 triggers the quality of the determination of the permanent voters list, which has an impact on the fulfillment of citizens' constitutional rights to exercise their voting rights.

Following up on this, so that the authors are interested in examining more deeply the effectiveness of the use of the E-Coklit application in updating voter data for the 2024 general election in Majalengka District, Majalengka Regency with the research questions raised are how the effectiveness of using the e-coklit application in the process of updating voter data in Majalengka District, what are the supporting factors contained in the e-coklit application in updating voter data in Majalengka District, then what are the inhibiting factors contained in the e-coklit application in updating voter data in Majalengka District.

METHOD

Based on the explanation of the problems raised by the author in this study, the author uses a research method with a qualitative descriptive research approach that focuses on analyzing the meaning, concepts, definitions, characteristics, symptoms, and symbols associated with the observed events. This research aims to find answers to the phenomena being studied by following systematic procedures (Murdiyanto, 2020). Primary and secondary data were obtained through interviews and observations with relevant sources, as well as data from agencies used as the basis of the research. In this study, the term "effectiveness" refers to how effective the use of the E-coklit application is in the process of updating voter data for the 2024 elections in Majalengka District. According to Budiani in Pertiwi et al. (2017) the effectiveness of using the E-Coklit application can be evaluated based on four variables, namely:

1) **Accuracy of Program Targets**: This relates to the extent to which program participants comply with predetermined goals.
2) **Program Socialization**: Relates to the capacity of the program management institution in providing information about the program to the target from introduction and implementation, so that the general public and target program participants get complete information about the implementation of the program.
3) **Program Objectives**: Measuring the extent to which the results of program implementation are in accordance with the previously set objectives.
4) **Program Monitoring**: Involves evaluation activities conducted after program implementation, as a form of attention given to program participants.

The validity test in this study was carried out using the triangulation method, and the purposive sampling method was used to sample informants, namely: Chairman of Majalengka Regency KPU, Voter Education Socialization and Human Resources Division of Majalengka Regency KPU, PPK Majalengka District, PPS (voting committee) and Pantarlih.

RESULTS AND DISCUSSIONS

Implementation of E-Coklit Application

Based on KPU regulation No. 7 of 2022, voter data updating is an activity to update voter data based on DPT from the last elections and elections, as well as DPTLN (List of Permanent Overseas Voters) which is juxtaposed with DP4 and matching and research carried out by the Regency / City KPU with the assistance of PPK, PPLN, PPS, and Pantarlih. Voter data updating consists of two types: on-desk updating and factual verification (door-to-door). On-desk updating is done by checking and matching the DPT from the previous election with the latest population data (DP4) using the CRUD mechanism. Factual verification is carried out in three steps: officers visit families for verification and provide stickers and forms, the results of the update are authorized by officers in stages, and each house that has been recorded is given a verification mark (Runturambi et al., 2021).

Referring to Presidential Decree No. 20/2006 on the National Information and Communication Technology Council. E-Government is the use of Information and Communication Technology in government processes to improve the efficiency, effectiveness, transparency, and accountability of government administration. Meanwhile, according to Mulyadi (2016) e-government is defined as the

use of information technology, especially the internet, to improve public services by making them more focused on customer needs, efficient, and cost-effective. KPU has utilized information technology to support the tasks and stages of implementing elections, obtain valid and accurate data results, and also improve the quality of elections. The E-Coklit application is one of the results of new innovations developed by the KPU. This innovation makes it easier to collect data information electronically.

The E-Coklit application itself was first launched in February 2023, and for the first time in the 2024 election the Majalengka Regency KPU used this application for the process of matching and researching voter data carried out by pantarlih which was previously always done manually, and helped synchronize data by the district / city KPU admin, to increase efficiency in updating and compiling the voters list.

According to the Division of Voter Education Socialization and Human Resources of the Majalengka Regency KPU, the reality is that although this application is very important and appropriate to use, there are several problems in the field that add to the burden on the KPU, especially in handling input and problems from 3,935 polling stations in Majalengka Regency and especially in Majalengka District there are 222 polling stations spread across 14 villages.

Image 1.
E-Coklit Application Log-In

The main display of the E-Coklit application shows the account authentication process with the account and password given to each pantarlih account. Pantarlih conducts coklit which is directly monitored by PPS, PPK, and the local regency/city KPU. After the process is complete, the data from the coklit results will be directly synchronized with the district / city KPU, a centralized data system and can be used by all KPU offices throughout Indonesia.

Image 2.
E-Coklit Application Dashboard

The E-Coklit application supports the coklit process by increasing efficiency and speed, by comparing name-based data in the application with the population data of each voter. The application also allows for adding new voters, correcting inaccurate data, and deleting data by the admin after coordination. Menus displayed in the E-Coklit application include home, data update, and profile. The recap displayed in this application includes active data, changes, additional voters, E-KTP status, disability voter data, and filtered voters (such as those who died, double data, underage, TNI (Indonesian National Army) / POLRI (National Police of the Republic of Indonesia), or wrong TPS).

This E-Coklit application is confidential and cannot be accessed by the public, access to the ECoklit account must be approved by the district / city KPU. All PPK, PPS, and Pantarlih account creation is managed by the district KPU, with access only owned by the district KPU admin. This is done with the aim of maintaining the security of voter data containing sensitive information, such as NIK (National ID Number), which has the potential to be misused. From the perspective of PPS members, when compared to the manual process, there are differences compared to the E-Coklit process, namely in the process of pencoklitan it provides significant benefits, especially in terms of producing more accurate and up-to-date data because this application is better able to directly detect data errors or double voter data.

Problems found in the field related to the devices used included incompatibility of phone specifications, such as iOS, as well as insufficient storage capacity. According to the PPK of Majalengka Sub-district, although the features of this application are useful and effective, additional servers are needed to prevent system errors. This application can be used offline, but the login and data synchronization process requires an internet connection. In addition to having adequate equipment, the quality of human resources, especially users, is also a key factor in the success of the coklit process. Users who have good technology skills will play a significant role in ensuring the collection of accurate data and information in accordance with the set targets.

The effectiveness of using the E-coklit application in updating voter data for the 2024 elections in Majalengka District, Majalengka Regency.

According to Sedarmayanti (1996) in Bowo et al. (2022) Effectiveness is a measure that describes the extent to which targets can be achieved. Meanwhile, according to Steers (2008) in Bastaman et al. (2023) effectiveness is an effort to measure the success rate of an organizational program without putting pressure on its implementation. Every activity carried out aims to achieve certain results, to find out whether the organization's goals are achieved properly or not, its success must be measured through certain actions (Bharoto, 2013). Effectiveness describes the extent to which the goals that have been set can be achieved. In other words, the greater the match between the results of activities and goals, the higher the level of effectiveness.

Accuracy of Program Targets

The accuracy of program targets refers to the extent to which the running of the program succeeds in achieving the targets that have been previously set. The focus of users is to achieve shortterm goals that are operational in nature. Setting the right target is very important because this has a major effect on the success of program implementation in the organization or agency concerned. Clear and measurable goals are key in assessing the effectiveness of the program. Conversely, if the targets that have been set are unclear or inaccurate, then program implementation can be hampered. The E-Coklit application itself is designed to simplify and ease the workload of adhoc body officers, especially in updating voter data by pantarlih officers. KPU has established a policy that requires all Pantarlih officers to use the E-Coklit application in matching and verifying data in their respective polling stations.

In line with the vision in the data updating process that aims to produce valid, accurate, and sustainable voter data, the E-Coklit application has demonstrated the effectiveness, quality, and accuracy of the program's targets. This can be seen from the positive feedback given by the pantarlih, who feel significant benefits from using this application in facilitating their tasks. In addition, according to PPK, PPS, and pantarlih including the E-Coklit admin as application users, this application greatly facilitates and saves time in the process of matching and researching data in processing and updating voter data on an ongoing basis. E-Coklit application users find it easy to operate and save time in the process of matching and researching data. For example, the pantarlih in Tarikolot Village, Majalengka District, revealed that the E-Coklit application is easy to use and has a simple appearance, although sometimes there are interruptions on the server. Based on this, the author can conclude that the use of the E-Coklit application in the process of matching, researching, and compiling the voters list in Majalengka Subdistrict has succeeded in achieving the objectives set and shows high effectiveness, which can be seen from the benefits felt by officers.

Program Socializing

The socialization process plays an important role in assessing the effectiveness of an activity. Socialization is a stage where individuals or groups disseminate information or introduce activities that will be implemented, both in the short and long term. The General Election Commission conducted socialization to ensure the effectiveness of the implementation of matching and researching voter data in the 2024 elections. This socialization is carried out through the media,

socialization activities and collaboration with various organizations and institutions. In this study, the respondents of all program targets received socialization. KPU conducts socialization in stages, starting with the delivery of information from the Regency KPU to PPK, which then continues the socialization to PPS at the village level, and finally to pantarlih. The purpose of this socialization is to introduce the purpose and use of the E-Coklit application to adhoc bodies and pantarlih. The training is given in stages so that they can clearly understand the purpose and working mechanism of the program. With this training, KPU hopes that information about the use of the E-Coklit application can be conveyed completely and effectively.

The results showed that the socialization of the E-Coklit application program in Majalengka Sub-district was not optimal due to the Pentarlih and PPS feeling less than optimal in a short explanation and the limited time available for socialization in the implementation of socialization. The lack of training in using the E-Coklit application can have a major impact on the election process. Overcoming this obstacle requires better planning, including more structured and intensive interactive socialization and training, and an inclusive social approach.

Program Objectives

Program objectives are the foundation of why the program is needed and expected to be achieved. In accordance with KPU regulation No. 7 Year 2022, the E-Coklit application aims to ensure the accuracy and efficiency of voter data and improve transparency and election quality. The success of the E-Coklit application is measured by the data obtained during the matching and research process, as well as the preparation of the permanent voter list. While there are still some problems with the voter list, the application has been effective in reducing problems such as multiple voters and unregistered voters. The E-Coklit application is considered effective and efficient in producing accurate data and facilitating data synchronization.

Based on the results of the analysis, the objectives of the E-Coklit application program in Majalengka Subdistrict are well implemented and strengthened by a statement according to Hari Hendrawan as PPK Majalengka Subdistrict, in the performance achievement of data matching and research for the 2024 simultaneous elections carried out by pantarlih officers, DPT Majalengka Subdistrict produces data, namely the 56138 active voters, 322 ineligible voters, 17 new voters, 9 of data corrections, and potential voters NON-KTP-el 1074 from 14 District / Village and the number of polling stations reaches 222 polling stations.

Table 2. Permanent Voter List Majalengka District

No	Information	Total
1.	District/Village	14
2.	Polling Station	222
3.	Active Voters	56138
4.	Ineligible Voters	322
5.	New Voters	17
6.	Potential voters NON KTP-el	1074
7.	Data Corrections	9

Sources: Majalengka's District Election Committee
MAJALENGKA DISTRICT POLL STATION

Program Monitoring

Program monitoring is conducted after the program is running to evaluate performance and ensure success. The purpose of program monitoring is to ensure that the policies implemented remain in line with the goals and objectives. In addition to identifying weaknesses in the implementation of programs that have already taken place, it also allows evaluation so that similar activities in the future can be carried out with more structured and more effective improvements. The monitoring of the E-Coklit application program is carried out through an evaluation carried out after the matching and research stages by pantarlih. Although this evaluation is not carried out directly by the Regency KPU, the implementation is carried out by PPS and PPK in each sub-district. The evaluation is also carried out from the Provincial KPU to the Regency KPU. This program monitoring aims to assess problems in the field and handle complaints related to the E-Coklit application program. Based on the research results, program monitoring in Majalengka District has not been effective because monitoring is only carried out conditionally, namely when there are only problems, causing pantarlih to feel that monitoring is not optimal. To overcome this, assign field officers to conduct direct monitoring and provide regular feedback.

In the implementation of matching and researching voter data using the E-Coklit application, there are several influencing factors, both supporting and inhibiting, as follows:

1. Supporting Factors: One of the main supporting factors is the increased accuracy and more effective updating of data when compared to the manual method. According to the PPS officer, data accuracy improved because the Pantarlih could match the data from the application with the printed data. In addition, the centralized or directly synchronized data system allows for better analysis of data errors. The E-Coklit application also serves as a monitoring tool for Pantarlih's performance, allowing the KPU, PPK, and PPS to monitor and verify performance directly through this application.
2) Inhibiting Factors: The inhibiting factors include the lack of skilled user resources in technology, and unsupported mobile phones and limited storage space can affect the implementation of enumeration. In addition, E-Coklit, which is the latest innovation, is currently still in the development stage, so the system is not yet fully developed, making it prone to system errors. This may lead to instability or performance issues.

CONCLUSION

Voter data updating is an important part of organizing general elections in Indonesia, with the aim of ensuring accurate and up-to-date voter data. The implementation of E-Coklit in Majalengka Sub-district is an effort to improve efficiency and accuracy in updating voter data. The use of the ECoklit application in updating voter data for the 2024 general election in Majalengka Subdistrict has generally gone well and is said to be effective, this is based on the results of research on the variable effectiveness theory by Budiani. The use of the E-Coklit application in Majalengka District is in accordance with the goals and objectives of the program, the existence of this application really helps pantarlih in updating voter data, a centralized data system produces more valid data. Another case is with the socialization and monitoring of the program, Pantarlih and PPS who feel that the

socialization and monitoring of the E-Coklit application program is not optimal, due to the short socialization process and limited time. Meanwhile, the program monitoring was only carried out conditionally.

In reality, in the field, the author found several supporting and inhibiting factors, related to a higher level of data accuracy compared to manual coklit, because this application makes it easier to identify data errors. However, as a new application, there are still obstacles in development, limited space storage, unsupportive mobile phone *specifications* , causing *server/system errors* that can have an impact on instability in the performance of voter data update officers. The use of E-Coklit has a significant positive impact in facilitating and supporting the implementation of Pantarlih's duties. In the future, the KPU needs to optimize more intensive socialization and training with methods that are easy to understand and accept by users or intended targets, as well as increase program monitoring through direct and periodic monitoring. In addition, the development of a more user-friendly and stable E-Coklit application and the improvement of technological infrastructure are very important to support the smooth election process. To realize transparent, fair, and quality elections, collaboration between the government, election organizers, and the public is also very necessary, by utilizing appropriate and valid voter data.

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