



---

# Performance of the Election Commission in Compiling the Final Voter List for the 2020 Regional Head Election

Rendy F. Sumigar\*; Stefanus Sampe; Donald Monintja;

Postgraduate Development Resource Management Study Program, Samratulangi University, Manado, Indonesia

---

## INFO ARTICLE

\* Corresponding author;  
[stefanus\\_sampe@unsrat.ac.id](mailto:stefanus_sampe@unsrat.ac.id)

---

### Keywords:

election;  
general election commissions;  
permanent voter list;  
performance;  
regional head elections.

## ABSTRACT

---

The goal of this research was to assess the Regional General Election Commission's (RGEC) effectiveness in creating the final voter list for the 2020 Regional Head Election. The East Bolaang Mongondow Regency RGEC was employed in this study. To determine the root reasons of the unsatisfactory Final Voter List preparation outcomes, researchers will assess the performance of the Boltim RGEC using three performance evaluation indicators identified by Agus Dwiyanto (2006:50), namely Productivity, Service Quality, and Accountability. The results showed that the performance of the East Bolaang Mongondow Regency General Election Commission in compiling the Final Voters List in the 2022 East Bolaang Mongondow Regional Head Election was ineffective because many residents who should have had the right to vote were not included in the Final Voters List because they were not recorded by the update officer. The East Bolaang Mongondow GEC's socialization of the phases of updating data has not been maximized, resulting in a lack of public understanding about updating voter data, voter data updating officers cannot adapt visits to the community whose data will be updated with community activities, there are voters who are not accommodated in the Register Permanent Voters even if they meet the requirements to be included in the Final Voters List, and finally, accountability is only carried out to certain parties, and the public is not aware of the accountability regarding the election use of the budget, particularly during the process of preparing the voter list.

---



## INTRODUCTION

Many nation-states that began with a monarchical state structure have evolved into democratic nations in the twenty-first century (Zairudin 2021). Democracy's objective is to put power in the hands of the people. In a democratic society, the greater the level of democracy, the larger the amount of public engagement. Guarantees of citizen freedom and human rights, participatory democracy or active participation of all people in political life, election system and replacement of state administrators through elections, rule of law, equal distribution of power, effective government and opposition, understanding of constitutionalism, and pluralism as a feature of a democratic society are the pillars of political democracy (Izzaty & Nugraha 2019). People's political engagement is a pillar that depends on the system's performance in a democratic system. Forms of engagement include voting in elections, overseeing state managers, and deciding on public policy. Outside of general elections, political contributions can be made through involvement in youth organizations, labor unions, and cultural organizations (Ranggong et al. 2023). Elections are an essential component of democracy in most democratic nations, serving as both symbols and standards for democratic implementation (Halil & Ibrahim 2018).

A general election (election) is an essential tool in a democratic society with a representative democracy (Fajriansyah et al. 2021). Elections can also refer to the process of filling posts in a larger sense (Nazir 2017). Elections can serve as validation for candidates who will lead to carry out political activities, because the candidates who are elected in this process can be interpreted to have acceptance and support from the people who will be led (Cahyadi & Hermawan 2019). As one of the world's most democratic countries, Indonesia has developed six elements of democratic elections: direct, public, free, secret, honest, and fair (Purba 2021). The General Election Commission (GEC) as the organizer of the general election has a duty to succeed in organizing this democratic party which is held every five years. Together with the General Election Supervisory Board (GESB) and the Honorary Board of Election Organizers (HBEO) (Islah et al. 2020). Increasing voter turnout in elections, eliminating election fraud, and avoiding election disputes are all indicators of election success (Noviyanti & Yasin 2021).

The necessity of the GEC maintaining and creating voter lists as a sort of guarantee to voters that the availability of voter lists is accurate and fulfills voter list quality criteria (Aini & Nisa 2022). The process of creating the Fixed Voters List (FVL) is the final series of a process of updating election voters that is critical because it involves demographic concerns or faulty population data (Runturambi et al. 2021). The GEC must guarantee that all voters are enrolled in the FVL in order to create reliable voter lists. Based on prior elections, the accuracy of voter data is suspect (FVL chaos), resulting in disagreements over election results and undermining the validity of election outcomes (Herman & Suryati 2022). Although e-Government can create a non-chaotic FVL selection, it still requires a human touch in its planning because the right strategy for implementing e-Government will always involve the community, not just a collection of hardware, software, data, and processes, but also the community through a strategic conversation model (Alam & Wathan 2022).

The quality and accuracy of the FVL are the joint duty of election stakeholders such as the GEC, the Ministry of Home Affairs, and the Ministry of Foreign Affairs, as well as the active engagement of all sectors of society (Herman & Suryati 2022). The phases of staging elections leading up to FVL begin with the Voter Registration Committee updating voter data (VRC). Updating voter data is an activity that involves updating voter data based on FVL from the previous election or election that is updated on an ongoing basis, as well as matching and research carried out by the GEC/Regency/City Election Independent Commission, with assistance from the Committee District Election, Voting Committee, and VRC (Sari et al. 2019). To maintain the correctness, comprehensiveness, and timeliness of voter data, the public is allowed by law to actively submit input and replies to the GEC's provisional voter list (Mahendra 2018).

However, a common issue that develops during the update of voter data is the failure to do direct matching and research with voters. Furthermore, data update officers frequently did not delete voters who no longer fit the criteria for inclusion in the final voter list. The primary cause of the GEC's poor quality was a lack of human resources on the Voter Data Update Committee. As the organizer of the Regional Head Elections (RHE)



at the Regency/City level, the Regional General Election Commission (RGEC) has always been scrutinized by the public in its function as RHE organizer. Every RHE event frequently has a stigma with a bad name as a result of public response or RHE participants who are unsatisfied or feel cheated since they are deemed cheating or disadvantaged due to RGEC's performance in arranging the RHE.

The 2020 RHE Governor and Deputy Governor Elections, as well as the Election of Regents and Deputy Regents in East Bolaang Mongondow Regency, have been completed, producing Governors and Deputy Governors, as well as Regents and Deputy Regents in North Sulawesi and East Bolaang Mongondow Regency, who will serve until 2024. However, various issues were discovered at the RHE stage, which was carried out in East Bolaang Mongondow Regency in 2020, where a number of issues were discovered in matching and research undertaken by VRC officials. Identical duplicate voters, as well as qualified voters, are not included in the voter list. GESB Boltim discovered at least 106 required voters who had not been matched and evaluated by the GEC, in this case the VRC. Furthermore, voters who have not recorded their e-Resident Identity Cards, voters who are far from the voting venue, and voters in A.KWK are experiencing difficulties. This is due to the VRC's failure to properly match and research. Furthermore, data update officers frequently did not delete voters who no longer fit the criteria for inclusion in the final voter list.

The availability of human resources to assist the Voter Data Updating Committee in its work still requires careful consideration. The lack of formal education requirements for candidates for the Election Data Updating Committee on voter data is one of the causes for updating officers' poor performance in matching and studying voter data, which leads to poor FVL outcomes. As a result, efforts are made to give human resource development training in order to improve the performance of Voter Data Updating Officers. Despite the fact that the GEC Bolaang Mongondow Timur has set aside Rp. 720,829,325 - for the process of updating voter data. With this money, it should be able to develop a decent FVL. The final phases of the voter list have a significant influence and ramifications not only on citizens' constitutional rights, but also on deciding the quantity of ballot papers and voting for regional head election outcomes.

The researcher is interested in doing this research based on the description given. Researchers are curious about East Bolaang Mongondow RGEC's performance in creating final voter lists. There are still a number of FVL preparedness difficulties that have caused dissatisfaction among both election participants and the broader public. To determine the underlying cause of the disappointing final voter list preparation outcomes, researchers will evaluate RGEC Boltim's performance using three performance assessment indicators defined by Agus Dwiyanto (2006:50), namely Productivity, Service Quality, and Accountability. According to Agus Dwiyanto (2006), performance productivity is defined as increased pressure on organizational inputs and outputs. In this case, input refers to processed data received by the RGEC of East Bolaang Mongondow Regency that will be subsequently updated by the RGEC, and output refers to the results of data updating or FVL that will be later received by the community. According to Agus Dwiyanto (2006), service quality is the level of quality attained by a corporation in serving the demands of the community. Where people's happiness may be utilized to evaluate the work of government agencies. In this study, community satisfaction is defined as when the community is appropriately accommodated, in this instance their ability to vote. According to Agus Dwiyanto (2006), accountability refers to organizational activities carried out in conformity with societal wishes (Dwiyanto 2006). The researcher highlights the form of accountability in this indication so that the public may trust RGEC's work. Even if the data supplied by RGEC Bolaang Mongondow Timur must be accountable and in compliance with the expectations of the community. This indicator is utilized in performance measurement to determine how Boltim's RGEC is doing and whether there are any remaining impediments to completing the final voter list in East Bolaang Mongondow Regency. So that the researchers may subsequently provide suggestions to RGEC Boltim on what issues need to be solved when compiling the final voter list.



## METHOD

The researchers utilized a sort of descriptive research with a qualitative approach in their study (Idris 2021). Beginning with an in-depth study, descriptive qualitative research methodologies will give a thorough presentation of current data (Manalu et al. 2022). The Secretariat of the General Election Commission of East Bolaang Mongondow Regency became the study site. This study focuses on the performance of the East Bolaang Mongondow Regency General Election Commission in creating the Permanent Voter List for the 2020 East Bolaang Mongondow Regency Regional Head Election. According to Agus Dwiyanto (2006: 50), academics utilize four indicators of organizational performance measurement to quantify performance.

- a. Productivity, performance, and efficiency The idea of performance productivity assesses not just efficiency but also service effectiveness. Productivity is commonly defined as the ratio of input to output. The idea of productivity was deemed too limited, therefore the General Accounting Office attempted to construct a broader measure of productivity by considering how much the public sector has achieved the desired outcomes as one of the main performance metrics.
- b. Service Quality Service quality issues are becoming increasingly relevant in understanding the success of public sector enterprises. Many of the unfavorable perceptions of public organizations stem from people's unhappiness with the quality of services provided by public organizations.
- c. The degree to which public leaders elected by the people are held accountable for the policies and operations of public institutions is referred to as public accountability. The presumption is that because these political leaders are chosen by the public, they will always represent the people's interests. In this context, the basic notion of public accountability may be used to assess how well public institutions' policies and operations align with the wishes of the broader public. Internal measurements produced by public organizations or the government, such as target achievement, are not the only way to assess the performance of public organizations. External metrics, such as societal values and standards, should be used to evaluate performance. A public organization's action has high responsibility if it is judged right and in agreement with the values and standards that emerge in society.

Primary data collection and secondary data are utilized by researchers to get the information they want based on the topic being examined. Researchers gathered primary data from informants through interviews (Kolamban et al. 2019). An interview is a method of gathering information or gathering information by asking and answering questions directly to the informant (Tefa & Nurhidayah 2018). In this study, informants are crucial information or people who are anticipated to know research difficulties and supply information about the present condition. East Bolaang Mongondow Regency GEC (3 persons), East Bolaang Mongondow Regency GESB (3 people), and Ad Hoc Organizers/District Election Committee were the informants in this study (2 people). Secondary data is obtained by researchers through supporting documents such as legislation, publications, reports, and archives.

## Data Analysis and Validity Techniques

Following the collection of data, the researcher employed the Milles and Huberman model analysis approach.

- a. Reduction. Data. Data found at the research location are included in a complete and detailed report description. In the form of analysis that sharpens, classifies, directs, discards unnecessary, and organizes data in such a way that conclusions can finally be drawn and verified. In this stage of the research, the researcher summarizes, the main thing, focuses on important data used and included in the study regarding the Performance of the General Election Commission of East Bolaang Mongondow Regency in Preparing the Permanent Voters List in the 2020 Regional Head Election of East Bolaang Mongondow Regency. Thus the reduced data will provide a clearer picture, and make it easier for researchers to conduct further data collection, and search for it when needed. In the end, the data that appears in this study is data that is truly related to this research related to the Performance of the General Election Commission of East Bolaang



Mongondow Regency in Preparing the Permanent Voters List in the 2020 Regional Head Election of East Bolaang Mongondow Regency.

- b. Data Presentation. Presentation is done to make it easier for researchers to see the overall picture or certain parts of the research. The limit given in the presentation of data is a set of information that is arranged and gives the possibility of drawing conclusions and taking action. In this stage of the study, researchers compiled a set of information in the form of descriptions, and the like related to the Performance of the General Election Commission of East Bolaang Mongondow Regency in Preparing the Permanent Voters List in the 2020 Regional Head Election of East Bolaang Mongondow Regency.
- c. Conclusion Drawing. Conclusion drawing and verification, namely concluding from research findings to make a research conclusion. The initial conclusions put forward are still temporary and will change if no strong evidence is found, which supports the next stage of data collection. But if the conclusions put forward at an early stage are supported by valid and consistent evidence when researchers return to the field to collect data, then the conclusions put forward are credible conclusions".

To account for study outcomes, it is vital to examine the data to see if the data supplied is legitimate. To assess the authenticity of the data in this study, researchers employed a triangulation approach. Triangulation is a data collecting approach that integrates information from many data collection techniques and existing data sources (Sugiyono, 2013: 330). In order to acquire full data, the researcher employed two forms of triangulation in this study: technical triangulation and source triangulation.

### Updating Voter Data and Compiling Voter Lists

East Bolaang Mongondow Regency's GEC has completed an Evaluation of the Stages of the 2020 Regent and Deputy Regent Elections, which includes obstacles encountered as well as recommendations for holding the future elections. Researchers discovered a number of concerns and recommendations, such as the phases of VRC recruiting, Ad Hok Agency Recruitment, and Updating Voter Data and Compilation of Voter Lists. Lack of interest in applicants to carry out VRC recruitment, lack of time for VRC technical guidance to increase understanding, and technical implementation of recruitment is still difficult to carry out according to regulations, namely human resources do not understand regulations and budgets cannot be optimized are some of the problems discovered in VRC recruitment. Various challenges were discovered during the formation of ad hoc bodies, including a lack of enthusiasm from the Sub-District Election Committee and Voting Committee registrants in several sub-districts, as well as difficulty in locating persons interested in establishing Voting Organizing Groups (VOG). VOG honoraria are still inadequate, and guidebooks are frequently late in forming ad hoc bodies.

In addition to the two processes described above, GEC Bolaang Mongondow Timur encountered difficulties updating election data and compiling voter lists. The issues are as follows: PVPD is used as material to compile the incorrect Temporary Voter List (TVL) and FVL, VRC, which is used as the spearhead in updating voter data, has not been running efficiently, and there is a lack of socialization of updating data voters at the District Election Committee (DEC), Voting Committee (VC), and VRC levels. The duplicate data given by GEC of the Republic of Indonesia via the SIDALIH portal appears to be incorrect since the duplicate data was previously worked on/deleted, but the duplicate data appears again, despite the fact that the data has been published pursuant to DEC and VC. When looking for their names in TVL and FVL alerts, the community is not yet watchful. The majority of data is known to be non-dual, but as long as the GEC RI passes and the IT team enters the National Identity Number (NIN) and Family Card Number (FCN) based on the data provided by the Minister of Home Affairs, the NIN doubles because filling in NIK and NKK may be based solely on names and not on parents' names.

To support the successful implementation of the 2020 Regional Head General Election, it is necessary to prepare long-term population data, which includes Aggregate Population Data per District (APDD) and a List of Potential Voters for the General Election, which will eventually be updated to become Permanent Voter List data as a condition for holding elections.



a. Voter Data (A. KWK)

East Bolaang Mongondow Regency GEC has given data that GEC has synced for updating or copying using the A.KWK type form (2020 Election Voter Data). The General Election Commission performs socialization and launches the 2020 RHE Register (SIDALIH) update application via the Voter Data Information System. SIDALIH is an information system and technology device that aids GEC tasks such as voter list compilation, coordination, announcement, and maintenance. The Voter Data Information System is managed by the operator team in each Regency/City GEC (SIDALIH). Voter data updates (matching and research) will be performed from July 15 to August 13, 2020. The GEC mission for East Bolaang Mongondow Regency is to integrate and evaluate the PVPD with the Fixed Voter List after obtaining the Potential Voter Population Data for the PVPD and FVL elections. Finally, voter data was updated to ensure Indonesian individuals' constitutional rights to vote in RHE 2020 and to exercise their right to vote in an orderly manner. East Bolaang Mongondow Regency voter statistics (A.KWK) are as follows:

**Table (Model A.KWK) East Bolaang Mongondow Regency**

No	Subdistrict	Number of Villages	Number of Polling Places	Voter Data		
				LK	PR	TOTAL
1	Tutuyan	10	35	6.279	5.772	12.051
2	Kotabunan	15	36	6.214	5.657	11.871
3	Nuangan	11	24	4.150	3.731	7.881
4	Modayag	14	44	7.389	6.914	14.303
5	Modayag Barat	10	29	5.101	4.785	9.886
6	Motongkad	11	20	3.239	2.885	6.124
7	Mooat	10	19	2.842	2.563	5.405
Total		81	207	35.214	32.307	67.521

*Source: Processed From Primary Data*

b. Provisional Voters List

Following the Voter Data updating officer's procedure of updating Voter Data (Matching and Research) for 1 month by reviewing the e-KTP and Family Card, and recording and inserting Voters who have not been registered in the A.KWK form as new voters in the data form A.A.KWK. On July 15, 2020, the VRC finished a month-long voter data update procedure, and the matched and researched data was delivered to the VC. From 7 August to 29 August 2020, the VC is responsible for updating the Provisional Voter List (A.B.1.-GEC). DEC also prepares the Voter List (A.B.2.-KWK). The GEC of East Bolaang Mongondow Regency will then choose TVL based on the findings of the September 5 to September 14 2020 Update Voter List Recapitulation Results. From September 26 to September 28, 2020, the East Bolaang Mongondow Regency GEC also held a public test of the Provisional Voter List in 81 communities. The provisional voter list RHE 2020 East Bolaang Mongondow Regency is as follows:

**Table of Provisional Voter List for the 2020 East Bolaang Mongondow RHE**

No	Subdistrict	Number of Villages	Number of Polling Places	TVL		
				LK	PR	TOTAL
1	Tutuyan	10	35	5.129	4.737	9.866
2	Kotabunan	15	36	4.840	4.452	9.292
3	Nuangan	11	24	3.333	3.036	6.369
4	Modayag	14	44	5.604	5.299	10.903
5	Modayag Barat	10	29	4.180	3.947	8.127
6	Motongkad	11	20	2.568	2.346	4.914
7	Mooat	10	19	2.056	1.883	3.939
Total		81	207	27.710	25.700	53.410

Source: Processed From Primary Data

c. Improved Temporary Voter List and Permanent Voter List

After the TVL is determined, the VC will make TVL announcements at the kelurahan office and in public areas, either by placing them on sticks or by broadcasting them live on social media through loudspeakers. The Preliminary Voters List was modified by VC based on reports and community comments, as well as the findings of an internal audit. The GEC of East Bolaang Mongondow Regency received a recommendation from the GESB of North Sulawesi Province, particularly for NIN with Disability, FCN, and NIN Outside the Region. Basic data is lacking, and the majority of voters are above the age of 70. Based on the findings of a joint investigation with the Village Supervisor since 4 October 2020 regarding the recommendation from the North Sulawesi Province GESB for the data in question, it has been corrected, and those who do not yet have FCN numbers, some of whom are indeed 70 years old, have been identified. GEC of East Bolaang Mongondow Regency performed a public TVL test on September 24, 2020, which was attended by the community, village government, and Village Supervisor. The TVL public test was held as part of an effort to improve TVL in terms of voters who do not satisfy the qualifications but still have TVL status, as well as voters who meet the requirements but have not been registered on the voter list. East Bolaang Mongondow GEC met with the Department of Population and Civil Registration and the East Bolaang Mongondow Regency GESB on October 14 to discuss voters who still have KTPs in the main village but live in the expansion village, as well as multiple voters from South and East Minahasa Bolaang Mongondow Regency. The steps of enhancing TVL include announcement, public testing, depth of suggestions findings, and coordination meetings with the Department of Population and Civil Registration and GESB. The VC aggregates the rectified temporary voter lists into form A.2-KWK and determines the updated temporary voter lists into form A.2.1-KWK. The possible VC winner transmits the recapitulation findings to DEC, which are then recapitulated and set down in form A.2.2-KWK, before being determined and reported. DEC forwarded a copy to the East Bolaang Mongodow Regency GEC, who then recapitulated the Revised Provisional Voter List, which was then stipulated as FVL on 15 October 2020 at the Bolaang Mongodow GEC Office by inviting GESB, the Population and Social Affairs Office Civil Registry, DEC, and Candidate Pair Success Team. The GESB and the candidate pairs' success teams receive a copy of the formal report as well as a soft copy of the FVL in csv format. Has 53,711 FVL spread among 81 villages, 7 sub-districts, and 207 voting sites, with data that does not match TVL criteria, including: There are 760 voters who do not satisfy the standards, 1,070 voters who change their information, and 1,061 new voters. East Bolaang Mongondow



Regency's GEC submitted a copy of the FVL to VCs for announcement between October 28 and December 6, 2020.

**Table of Final Voter List for the 2020 East Bolaang Mongondow Election**

No	Subdistrict	Number of Villages	Number of Polling Places	FVL		
				LK	PR	TOTAL
1	Tutuyan	10	35	5.167	4.769	9.936
2	Kotabunan	15	36	4.857	4.459	9.316
3	Nuangan	11	24	3.423	3.129	6.552
4	Modayag	14	44	5.602	5.321	10.923
5	Modayag Barat	10	29	4.171	3.935	8.106
6	Motongkad	11	20	2.566	2.351	4.917
7	Mooat	10	19	2.070	1.891	3.961
TOTAL		81	207	27.856	25.855	53.711

*Source: Processed From Primary Data*

## RESULT AND DISCUSSION

The readiness of election organizers is needed in order to smooth the implementation of regional head elections in East Bolaang Mongondow Regency so that these activities can run smoothly as expected and prioritize the principles of independence, honesty, justice, legal certainty, openness, professionalism, accountability, efficiency and effectiveness. The voter list is an important component and step in the preparation of the East Bolaang Mongondow Regency elections. Conversely, the people's political rights to participate in elections can be well protected with the availability of voter lists. Especially if followed by efforts to make it easier for the public to get the voters list directly through the Voter Data Information System (Sidalih) of the election organizer. To determine the performance of the East Bolaang Mongondow Regency General Election Commission, researchers used the concept of Agus Dwiyanto (2006: 50), namely 3 performance measurement indicators, namely Performance Productivity, Service Quality, Accountability.

### a. Performance Productivity

Although there are still obstacles in the implementation of the preparation of the Voters List, the GEC of East Bolaang Mongondow Regency has completed the steps of making the Permanent Voters List for the 2022 East Bolaang Mongondow Regency RHE. The voter list is an important component and step in the preparation of the RHE of East Bolaang Mongondow Regency. Therefore, an accurate, valid and qualified voter list is essential for the success of elections. Conversely, the people's political rights to participate in elections can be well protected with the availability of voter lists. The main factor in determining the number of elections/election logistics is voter data. Since voters who are registered in the voter list can exercise their voting rights without carrying an E-KTP or Family Card, this voter data becomes a bridge for people to exercise their voting rights. Voter data problems that are often seen in general elections or regional head elections are suspected to be the result of inaccurate demographic statistics.

The GEC of East Bolaang Mongondow Regency conducts data updating in accordance with applicable regulations, while there are still certain obstacles in the process of making voter lists, especially in the process of updating voter data. The PVPD obtained by the East Bolaang Mongondow RGEC from the Population and Civil Registry Office is wrong, there are still many incorrect data, such as data on residents





who have died and moved from one place to another that are included in the PVPD. In addition to the PVPD problem, the updating officer is still unprofessional in carrying out his duties, where the officer does not carry out his duties based on good SOPs, the updating officer only validates and matches data through house to door visits or door to door only at the home of the updating officer. This is also due to the lack of public understanding of the need for data updating.

b. Quality of Service

Through Sidalih, Silon, Suting, and Silog, the GEC maintains legislative and executive candidacy data, voter data, and election logistics data. In addition, the GEC has a website that provides information on each stage of the election and even offers a one-stop service to the community to obtain various forms of information related to election organizers. However, this portal has not been utilized efficiently in Boltim Regency because there are still several locations that cannot access the internet adequately, so receiving information about general and regional head elections in East Bolaang Mongondow Regency is problematic. Although RGEC Boltim conducts socialization related to RHE, especially in places that have not been adequately connected to the internet, this is limited by the lack of public knowledge to follow the socialization that is being carried out. The quality of service is a measure of the openness of RGEC Boltim in providing information related to the preparation of voter lists to the community; therefore, the government and election organizers must prepare the widest possible access to the community, such as internet access in various corners of Boltim Regency, in order to improve the quality of information provided by RGEC. This is because it is the quality of service that allows the organizers to provide correct and reliable information to the community.

c. Responsiveness

The GEC of Bolaang Mongondow Regency has completed the stages of making the permanent voters list in accordance with the applicable laws and regulations, but in terms of updating, voter data updating officers often do not do their job properly. There are people who are not visited during data updating. This is often due to the fact that the person to be met is not at home. As a result, the updating officer does not perform the updating task in the community. Despite the fact that she has to be an excellent data update officer, she has to reschedule to update the community data. This is in response to responsive performance metrics where there should be a balance between services and community needs. Since the performance of the data update officer greatly affects the quality of the final voter list, the update officer must be able to reach out to all people who are required to vote to ensure the validity of the update data. This is possible if the updating officer can synchronize his/her visit schedule with the activities of the local community. This is easy to do because the updating officers are recruited from the local community and understand the social conditions of the community, one of which is the community's activities when they are at home and when they are not at home.

d. Responsiveness

In accordance with the definition of their duties, data updating officers must carry out their work in accordance with the applicable regulations, in which there are many criteria or requirements for citizens to be included in the voters list during data updating. However, there are some differences in practice. When people who met the standards were found to be missing from the permanent voter list, it was because people were not in their homes, and the updating officers did not return to where people lived. In addition, there were also people who were still alive and eligible to vote but were declared dead. This happened because of population administration errors and because the updating officers did not conduct visits and only updated according to the incorrect administration, so the voters were sent to the not eligible population administration and PEVPD, which were held by the updating officers.

e. Performance Accountability

According to the theory of performance accountability, the embodiment of the obligation of a government agency to account for the success or failure of the implementation of a mission in the organization in achieving predetermined goals and objectives through a periodic accountability system. The government agency performance accountability system is also a tool used by government agencies to fulfill their



obligations to account for the success or failure of the organization's mission, which consists of various components that work together to form a single unit, namely strategic planning. The GEC of East Bolaang Mongondow Regency has made various efforts to socialize the stages of the elections, including those related to the preparation of the voters list, but has not been able to include all components of the community. Accountability is directly related to public transparency, because the election organizer, the GEC of East Bolaang Mongondow, must open information to the public at every stage of the election. In addition to the election stages, the GEC of East Bolaang Mongondow is obliged to account for the use of public funds in the regional head elections openly.

## CONCLUSION

Based on the research conducted, the performance of the General Election Commission of East Bolaang Mongondow Regency in the preparation of the Permanent Voters List in the 2022 East Bolaang Mongondow Regional Head Election has not been productive because:

- a. There are still several obstacles related to productivity, the preparation of voter lists, and the voter data refreshment stage. Starting with the preparation of the provisional voters list and continuing to the preparation of the permanent voters list. This is due to the lack of professionalism of officers in carrying out their duties, resulting in poor results for the Permanent Voters List. Many citizens who should have the right to vote were not included in the Permanent Voters List because they were not documented by the updating officers.
- b. The lack of socialization of the data updating stages by the GEC of East Bolaang Mongondow resulted in a lack of public understanding of the updating of voter data, which had an impact on the poor quality of service. As a result, when home visits were made to check the data, the community was not at home, and officers reported that the community was not found. This lack of information about data updating had a significant effect on the results of the GEC's Permanent Voter List for East Bolaang Mongondow Regency. Weak internet connectivity also made it difficult for organizers to communicate with the community to obtain information about the ongoing election stages.
- c. Voter data updating officers are still not responsive, as seen from their inability to modify visits to communities whose data will be updated with community events. Thus, in accordance with the definition of performance responsiveness, it can be shown that the program is aligned with the demands of the community.
- d. Responsibility is still lacking, as evidenced by the fact that there are voters who are not accommodated in the Permanent Voters List even though they meet the standards. This occurred because the voter data updating officers did not complete their work in accordance with the applicable regulations. Direct visits to people's homes were not carried out where they should have been. The performance accountability of the East Bolaang Mongondow GEC in being accountable for its performance both in stages, implementation and money spent has been done. However, the responsibility is limited to certain parties, and it is not clear what the community is specifically accountable for in terms of budget use, especially in the process of preparing the voters list. According to research, many people do not know how much money is set aside for local elections.

## REFERENCES

- Aini, D. N. & Nisa, D. A. 2022. Analisis Pemutakhiran Daftar Pemilih Berkelanjutan Tahun 2018 di Komisi Pemilihan Umum Kabupaten Situbondo. *Cermin: Jurnal Penelitian* 6(1): 163-178. doi:10.36841/cermin\_unars.v6i1.1718
- Alam, R. S. & Wathan, S. 2022. Mempertimbangkan Model Dialog Strategis dalam Membangun Sistem Daftar Pemilih Teap (DPT) yang Lebih Baik. *Journal of Governance and Administrative Issues* 1(1): 15-18. doi:10.56282/jgai.v1i1.111



- Cahyadi, R. & Hermawan, D. 2019. Strategi Sosial Pencegahan Politik Uang di Indonesia. *Jurnal Antikorupsi Integritas KPK RI* 5(1): 29–41.
- Dwiyanto, A. 2006. Reformasi Birokrasi Publik Di Indonesia. Yogyakarta: Gadjah Mada University Press.
- Fajriansyah, G., Nama, G. F. & Mulyani, Y. 2021. Analisis Daftar Pemilih Tetap pada Hasil Rekapitulasi KPU Berdasarkan Usia Menggunakan Algoritma K-Means (Studi Kasus: Kota Bandar Lampung). *ELECTRICIAN–Jurnal Rekayasa dan Teknologi Elektro* 15(1): 40. doi:10.23960/elc.v15n1.2147
- Halil, A. & Ibrahim, H. 2018. Effect Of Public Participation To Improve The Election Commission ( KPU ) Performance In Ternate City Mayor Election. *International Journal of Scientific & Technology Research* 7(1). doi:10.5281/zenodo.4326690
- Herman & Suryati, T. F. 2022. Model Kebijakan Peningkatan Kualitas Daftar Pemilih Tetap di Komisi Pemilihan Umum Sulawesi Barat. *SEIKO: Journal of Management & Business* 5(2): 8–15. doi:10.37531/sejaman.v5i2.1828
- Idris, F. 2021. Manajemen Strategi KPU Kabupaten Bekasi Dalam Merekapitulasi Daftar Pemilih Tetap (DPT) Pada Pemilu Serentak Tahun 2019. *Jurnal Ilmiah Muqoddimah: Jurnal Ilmu Sosial, Politik dan Humaniora* 5(2): 444–450.
- Islah, K., Juardi & Sulaeman Nasim, E. 2020. Sosialisasi Pemilu 2019 Untuk Pemilih Pemula Kota Depok. *Jurnal Komunitas: Jurnal Pengabdian kepada Masyarakat* 3(1): 46–50. doi:10.31334/jks.v3i1.96
- Izzaty, R. & Nugraha, X. 2019. Perwujudan Pemilu yang Luber Jurdil melalui Validitas Daftar Pemilih Tetap. *Jurnal Suara Hukum* 1(2): 155–171. doi:10.26740/jsh.v1n2.p155-171
- Kolamban, G. A., Liando, D. M. & Sampe, S. 2019. Kinerja Komisi Pemilihan Umum Daerah dalam Penyusunan Daftar Pemilih Tetap pada Pemilihan Kepala Daerah Kabupaten Minahasa Tahun 2018. *Eksekutif: Jurnal Jurusan Ilmu Pemerintahan* 3(3): 1–11.
- Mahendra, I. 2018. Implementasi Kebijakan Pendataan Pemilih Dalam Pemilihan Umum Kepala Daerah Kota Malang 2013. *Reformasi* 8(1): 28–36. doi:10.33366/rfr.v8i1.923
- Manalu, E. H., Harahap, H. & Ridho, H. 2022. Kualitas Daftar Pemilih Tetap pada Pemilihan Umum Serentak Tahun 2019 di Komisi Pemilihan Umum Kabupaten Humbang Hasundutan. *Perspektif* 11(3): 1092–1104. doi:10.31289/perspektif.v11i3.6427
- Nazir, A. 2017. Pengaruh Kelola Pemilih Terhadap Efektivitas Pemilu Legislatif di KPU Kota Tangerang. *KREATIF: Jurnal Ilmiah Prodi Manajemen Universitas Pamulang* 4(2).
- Noviyanti, N. & Yasin, H. M. 2021. Evaluasi Kinerja Komisi Pemilihan Umum dalam Meningkatkan Partisipasi Pemilih. *Al-Ishlah: Jurnal Ilmiah Hukum* 24(1): 68–82. doi:10.56087/aijih.v24i1.57
- Purba, A. M. 2021. Tinjauan Yuridis Terhadap Prosedur Pemilu yang Bermutu dan Berintegritas. *Jurnal Publik Reform Universitas Dharmawangsa* 8(2): 36–44. doi:10.46576/jpr.v8i2.1660
- Ranggong, A. M. A., Sahabuddin, Z. A. & Uksan, A. 2023. Relationship Between Money Politics and Corruption: How They Threaten Nirmilitary Defense. *International Journal of Social Science (IJSS)* 2(5): 2087–2092. doi:10.53625/ijss.v2i5.4816
- Runturambi, M., Lumolos, J. & Liando, D. M. 2021. Kinerja Petugas Pemutakhiran Data Pemilih dalam Tahapan Pemilihan Umum Tahu 2019 di Kecamatan Tumpaan Kabupaten Minahasa Selatan. *Jurnal Governance* 1(2): 1–9.
- Sari, F. S., Dolly, F. I. & Nasir, M. 2019. Prosedur Validasi Daftar Pemilih Tetap (DPT) Pemilihan Umum Tahun 2019 Di Kabupaten Bungo. *Jurnal Administrasi Sosial dan Humaniora (JASIORA)* 3(2): 33–40. doi:10.5281/zenodo.3258054
- Tefa, G. & Nurhidayah, J. 2018. Efektivitas Sistem Informasi Administrasi Kependudukan (SIK) dalam Penetapan Daftar Pemilih Tetap (DPT) di Kabupaten Bandung Barat Provinsi Jawa Barat. *Jurnal Dukcapil (Kependudukan dan Catatan Sipil)* 6(2): 161–188.
- Zairudin, A. 2021. Mekanisme Penetapan Daftar Pemilih dalam Perspektif Hukum. *Legal Studies Journal* 1(1): 18–36.