

## **Tradition vs. Administration: Challenging the Cultural Barriers to Marriage Registration in Indonesia**

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### **Abstract:**

The persistent issue of unrecorded marital status in population documents remains critical in many Indonesian villages, including Kebonagung Village, Blitar Regency. Observations reveal that over 90% of married couples in the village have not updated their marital status, impeding access to essential public services such as health insurance, social assistance, and school enrollment. This study adopts a micro-level, participatory qualitative approach—utilizing observation, in-depth interviews, and documentation—to explore the socio-cultural factors affecting administrative awareness. Findings indicate that legal illiteracy, the perception of administration as mere formality, limited outreach by village officials, and deeply rooted local customs are primary barriers to marriage registration. Despite the availability of service infrastructure and innovative programs like Salam Sak Jangkah and SAIDI (sedino dadi), these initiatives often fail due to inadequate community engagement and weak public communication. The study's key contribution lies in highlighting that structural solutions alone are insufficient; effective strategies must integrate educational, cultural, and community-based dimensions. This research enriches the discourse on public administration and family law in rural contexts by emphasizing the role of local actors—religious leaders, officials, and citizens—in fostering legal awareness. However, the study is limited by its geographic focus on a single village and the underrepresentation of youth perspectives. Future research should adopt a comparative and mixed-methods approach to assess the broader applicability of community-driven interventions and measure their impact quantitatively.

**Keywords:** Public administration, marriage registration, legal awareness, village services, participatory approach.



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### **Introduction**

Public administration plays a crucial role in realizing social order and formal legality in various aspects of community life, including in terms of marriage registration. However, practices in the field are often not as ideal as expected..<sup>1</sup> In

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<sup>1</sup> Aidil Aulya, “Pengaruh Demokrasi Terhadap Hukum Keluarga (Analisis Terhadap Perkembangan Liberalisme Pemikiran Dan Legislasi Hukum Keluarga Di Indonesia),” 2004.

several rural areas in Indonesia, including Kebonagung Village, Wonodadi District, Blitar, marriage registration has not been a priority for the community. This condition has serious consequences, such as weak legal protection for women, difficulty in accessing public services based on marital status, and inconsistency of population administration data with factual conditions..

Based on the author's observation in Kebonagung Village, it was found that more than 90% of married couples did not immediately take care of changing their marital status in population documents such as KTP and Family Card. This phenomenon shows a gap between the implementation of a legal marriage according to religion and compliance with state administration. Although marriage registration is an important part of orderly public administration, most people have not made it a top priority after getting married.

One of the main factors of this low awareness is the lack of public understanding of the importance of registering marriages in official state documents. Many couples consider the registration to be merely a formality, without understanding the consequences for civil rights, such as the administration of children's birth certificates, inheritance, and legal protection.<sup>2</sup> On the other hand, ignorance of administrative procedures and lack of socialization from related parties also exacerbate this condition, so that people feel confused or reluctant to take care of the change in status.

In addition, there is a perception among the community that marriage registration is only necessary when facing certain situations, such as managing social assistance, children's school administration, or legal cases. This perception shows that the importance of orderly administration has not been firmly embedded in the legal culture of village communities. For this reason, more intensive educational efforts are needed from the village government, the Office of Religious Affairs (KUA), and the Population and Civil Registration Service so that the community understands that marriage registration is not only an administrative obligation, but also a form of legal protection for couples and their descendants..<sup>3</sup>

This problem is exacerbated by the suboptimal role of village officials in providing counseling and administrative assistance to the community. Efforts made are still limited to informal activities such as RT/RW meetings and Muslim women's religious studies, which have not yet reached young people and newlyweds. As a result, fast service policies such as "SAIDI" and "Salam Sak Jangkah" have not been able to significantly change community attitudes. Fiscal studies show that the success of public administration services is greatly influenced by the responsiveness, empathy, and reliability of government officials in understanding community needs. However, these findings do not fully apply in Kebonagung Village because the community is still reluctant to use services even though they are easily available.<sup>4</sup>

Research by Irwandi also shows that weak regulation and control from the village government has resulted in the population data collection program being ineffective, and many residents do not have any transfer letters or identification at all. This situation

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<sup>2</sup> Agus Pranoto, Lilik Andaryuni, and Mukhtar Salam, "Problematika Pernikahan Siri Bawah Umur Di Kabupaten Kutai Barat," *Indonesian Journal of Islamic Jurisprudence, Economic and Legal Theory* 3, no. 2 (2025): 1099–1115.

<sup>3</sup> Sulaiman Zuhdi, S Sos, and Trio Saputra, *JEJARING KEBIJAKAN PARADIGMA BARU ADMINISTRASI PUBLIK* (Penerbit Widina, 2025).

<sup>4</sup> Suci Ramadhani, "Efektivitas Pelayanan Publik Pada Aparatur Sipil Negara (ASN) Dalam Prinsip Good Governance," *Jurnal Ilmu Sosial Dan Humaniora* 3, no. 1 (2025): 75–84.

is similar to what happened in Kebonagung, where married residents are still reluctant to change their status..<sup>5</sup>

A study by Wulandari in the JISIP journal shows that the success of public administration programs is influenced by the level of legal awareness of the community, which is formed through knowledge, understanding, appreciation, and compliance with the law. These four indicators were also found in this study as key factors in the low registration of marriages.<sup>6</sup> In an academic framework, this study adds to the field of public administration and family law studies by highlighting the socio-cultural dimensions of village communities that have not been explored in depth in the context of marriage registration.

Previous studies tend to be macro in nature and ignore local dynamics. One of the advantages of this study compared to previous studies is its micro and participatory approach. Using a descriptive qualitative method through in-depth interviews and direct observation, this study provides a comprehensive picture of the perceptions, attitudes, and habits of the Kebonagung Village community towards public administration.

Based on data from the Population and Civil Registration Service of Blitar Regency (2023), Kebonagung Village has become part of the integrated document service program, but administrative achievements have not reached the ideal figure. This shows a gap between policy and public acceptance. Research by Sari & Nugroho (2022) in the Journal of Government and Civil Society revealed that the digitalization of population services has not been able to significantly change the attitudes of rural communities due to cultural factors, digital literacy, and resistance to change.<sup>7</sup>

In addition, Utami's study concluded that village-based service programs need to be accompanied by legal education and the formation of agents of change at the community level so that people do not only passively receive information, but are also active in disseminating it. Based on an interview with the Head of Kebonagung Village, it was found that 95% of married couples who have been married have not changed their marital status in their population documents. In fact, this status is very important in matters of inheritance, children's education, and legal protection in divorce.<sup>8</sup>

Lack of marriage registration has an impact on overlapping population data and makes it difficult for village governments to design data-based policies. Data inconsistencies between actual and administrative conditions make the allocation of social assistance and development planning inaccurate.<sup>9</sup> This study aims to answer the main question: What is an effective strategy to strengthen public administration order in marriage registration at the village level? This question is the basis for formulating research focus and developing policy solutions. As a form of scientific contribution, this study attempts to answer the limitations of previous studies by adding dimensions of

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<sup>5</sup> S E Siti Amaroh and S Pd Husnurrosyidah, *Membangun Ekosistem Halal Pkl Di Kota Kudus* (Penerbit Lawwana, 2025).

<sup>6</sup> Diendha Fahira Mayliyantiet al., "Analisis Faktor Penyebab Anak Berhadapan Dengan Hukum Dan Efektivitas Program Diversi Di Indonesia," *Eksekusi: Jurnal Ilmu Hukum Dan Administrasi Negara* 3, no. 2 (2025): 189–97.

<sup>7</sup> Sela Febriyanti, "Penilaian Kinerja Pelayanan Publik," *Jurnal Riset Mahasiswa Ekonomi (RITMIK)* 7, no. 1 (2025): 86–94.

<sup>8</sup> Janur M Bagus, *Dari Desa Ke Dunia Maya: Evolusi KIM Di Tengah Transformasi Digital* (Goresan Pena, 2025).

<sup>9</sup> Rahmadhani Savira, "Efektivitas Peraturan Perlindungan Anak Dalam Mengurangi Kekerasan Terhadap Anak Di Bangka Belitung" (Undaris, 2025).

social and cultural behavior in understanding the failure of marriage registration at the grassroots level.

The study by Haryanto and Munawir found that the success of the village-based administration system was largely determined by the activeness of local leadership and the sustainability of legal education programs. This study also showed the weak involvement of community leaders in Kebonagung as agents of legal promotion. As part of the strategy, this study used a qualitative method with a case study approach. Data were collected through interviews with village officials, community members, and direct observation of marriage registration services at the village office.<sup>10</sup>

The results of the analysis show that to increase public legal awareness, a sustainable community-based education model is needed, utilizing local social media, and involving religious leaders and youth in the administrative awareness campaign. It is expected that this study can formulate strategic policies and social intervention approaches that are more in accordance with the characteristics of village communities, such as family-based, community-based and gender-based approaches. By understanding the internal and external factors that influence the reluctance to register marriages, as well as the shortcomings of the current administrative approach, this study presents a conceptual model for strengthening relevant, applicable and participatory public administration to overcome the problem of late marriage registration in villages.

## Method

This study uses a descriptive qualitative approach with a field research type. This approach was chosen because it is considered the most relevant to describe in depth the social situation related to strengthening public administration order, especially in the context of marriage registration at the village level. Qualitative descriptive research allows researchers to contextually understand the views, experiences, and attitudes of the community towards population administration services. The location of the research was conducted in Kebonagung Village, Wonodadi District, Blitar Regency, with the consideration that this village is one of the villages that has implemented population administration service programs such as Salam Sak Jangkah and SAIDI, but still faces obstacles to community participation in recording marital status. The focus of the research is directed at exploring the reasons why people are reluctant to register their marriages, analyzing the level of community legal awareness, and evaluating the effectiveness of public service programs that have been implemented by the village government..<sup>11</sup>

Data collection techniques were carried out through observation, in-depth interviews, and documentation. Observations were carried out directly in several hamlets in Kebonagung Village to observe the behavior and administrative patterns of the community in managing post-marriage population documents..<sup>12</sup> Interviews were conducted purposively with a number of informants who were considered relevant and understood the phenomenon being studied, such as village heads, village service officials, marriage registrars (P3N), and residents who had just married. Meanwhile,

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<sup>10</sup> M Si Mastanah, *Manajemen Majelis Taklim: Panduan Lengkap Untuk Efektivitas Dan Keberlanjutan* (CV Jejak (Jejak Publisher), 2025).

<sup>11</sup> Hanif Hasan et al., *Metode Penelitian Kualitatif* (Yayasan Tri Edukasi Ilmiah, 2025).

<sup>12</sup> H S Sufyati and Faizi Faizi, "Metode Penelitian: Pendekatan Kualitatif Dan Kuantitatif," 2025.

documentation was used to obtain secondary data from official village documents, administrative records, and relevant laws and regulations. The data collected was analyzed interactively through the stages of data reduction, data presentation, and drawing conclusions. This study aims not only to describe the problem, but also to provide strategic input for the village government to design more effective policies in increasing community compliance with marriage registration as an important part of orderly public administration.

Data validity is an important aspect in qualitative research to ensure that the data collected truly reflects the reality in the field.<sup>13</sup> In this study, data validation was carried out using triangulation techniques. The triangulation used includes: 1. Source Triangulation, which is comparing and re-checking information obtained from various sources, such as village heads, village secretaries, service devices, and the community who are the objects of the study; 2. Technique Triangulation, which is comparing data from interviews, observations, and documentation to see the consistency and truth of the information; 3. Time Triangulation, by conducting interviews and observations at different times to test the stability of information from sources. By using this triangulation, it is expected that the data obtained is valid, reliable, and can be scientifically accounted for.

The selection of informants in this study was carried out by purposive sampling, namely by setting certain criteria according to the needs and focus of the study. Informants were selected based on their relevant capacity and direct involvement in the problem of public administration order and marriage registration in Kebonagung Village. The following are the reasons for selecting informants, including:

1. Village officials such as Village Head, Village Secretary, and Head of Service Section were selected because they understand village regulations and policies related to population administration and play a direct role in the public service process.
2. Marriage Registrar Assistant Officers (P3N) were selected because they have responsibility in the marriage registration process at the village level and know the dynamics in the field directly.
3. Community members, especially newly married couples who have not changed their status on the population administration document, were selected as informants because they represent the object of research directly and are the main subjects in assessing awareness of orderly public administration.

With this approach, the data obtained is expected to not only be normative but also represent real conditions in the field holistically and contextually.

## Discussion

The large number of married couples in Kebonagung Village who have not changed their marital status in their population administration documents indicates a

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<sup>13</sup> Putri Maha Dewi and M H SH, "Metode Penelitian Kualitatif Bab," *Metode Penelitian Kualitatif* 101 (2025).

gap between the legal event (marriage) and the administrative reporting that should follow. Although legally, they are married and have proof in the form of a marriage certificate, the change in status in the Family Card (KK) and Population Identity Card (KTP) has not been made. In fact, according to Law Number 24 of 2013 concerning Population Administration, every important event such as marriage must be reported and recorded to ensure legal certainty and the validity of population data. This phenomenon shows the weak legal awareness of the community, namely the understanding and compliance with applicable legal norms.

According to Soerjono Soekanto (2010), legal awareness includes four levels: legal knowledge, legal understanding, legal attitude, and legal behavior. Many residents may know the importance of recording changes in status, but do not understand the legal and social consequences, so they do not behave in accordance with the provisions of the law. Thus, the low level of legal awareness is the main cause of negligence in updating population administration data.

Based on the perspective of public administration, this phenomenon reflects the lack of effectiveness of the administrative service system which should be proactive and adaptive to the needs of the community. The concept of New Public Service (Denhardt & Denhardt, 2003) emphasizes that public services must be oriented towards the interests of citizens, not just carrying out formal procedures. If citizens have not felt the urgency to renew their population documents, it means that the service has not fully built collective awareness or adjusted its approach in a communicative and participatory manner.

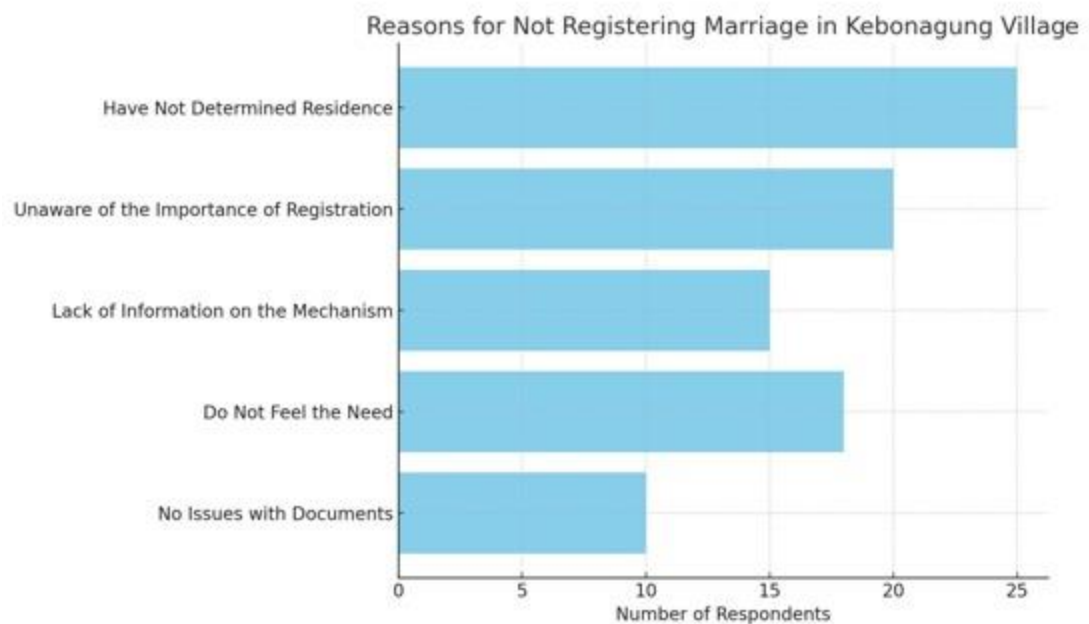
The impact of this disorderly administration is not only detrimental to the individuals concerned, but also hinders the government in carrying out basic government functions. Inaccurate population data can cause problems in development planning, distribution of social assistance, and implementation of other government programs. As emphasized by Pasolong (2014), effective public administration requires valid, up-to-date, and easily accessible data as a basis for public decision-making.

In addition, the weak registration of marriages also has an impact on legal protection of civil rights of couples, especially women and children. When marital status is not listed in official documents, it will complicate legal processes such as inheritance rights, BPJS claims, children's education rights, and so on. Rofiq said that registration of marriages has a preventive and repressive function in protecting the integrity and legality of the household.

For this reason, strategic efforts are needed in the form of ongoing legal education and personal approaches from village officials and religious institutions so that the community realizes the importance of marriage registration as a form of administrative compliance as well as legal awareness. Village governments can utilize programs such as SAIDI and Salam Sak Jangkah more intensively and integrated with religious and social activities. By building collaboration between the government, religious leaders, and the community, strengthening public administration order can be achieved more effectively.

The following is a graph related to the reasons why the people of Kebonagung Village are reluctant to register their marriages.

**Graph 1.** Reasons for Reluctance to Register Marriages Among Kebonagung Village Residents



Source: Primary data, Processed by author

The main factor causing people's reluctance to register their marriage administratively is the uncertainty in determining domicile. Many couples have not agreed to live in the husband or wife's village, so they choose to postpone processing the documents because they are worried about having to process the documents again when moving residence. This dilemma occurs especially for couples who marry young or do not yet have their own home.<sup>14</sup> The lack of awareness of the Kebonagung Village community to immediately register marriages administratively in population documents is one of the main problems found in this study. From the results of observations and interviews, the majority of newly married couples have not updated their marital status on their Family Card (KK) and Identity Card (KTP). This is caused by various interrelated factors, ranging from socio-cultural to administrative factors. Many of them have not yet determined for sure the domicile they will choose, whether to follow the husband or wife. This uncertainty causes the registration process to be delayed for even years.

<sup>14</sup> Ismail Nasution, Mahmudin Hasibuan, and Nur Hasyanah Harahap, "Tinjauan Hukum Islam Pada Peralihan Wali Nasab Kepada Wali Hakim Dalam Melaksanakan Perkawinan Di Kantor Urusan Agama (KUA) Kecamatan Angkola Julu Kota Padangsidimpuan," *Jejak Digital: Jurnal Ilmiah Multidisiplin* 1, no. 3 (2025): 246–62.

In addition, the lack of knowledge and understanding about the urgency of marriage registration is also a major obstacle. Based on interviews with several respondents, the community believes that as long as they are married according to religion and have a marriage book from the Office of Religious Affairs (KUA), they feel they do not have an urgent obligation to change their marital status in their population documents. In fact, this registration is part of the state's administrative obligations which have a direct impact on the legality of citizens' civil rights. When marriage registration is not done immediately, the community will face various obstacles in the public administration process, such as processing birth certificates, inheritance distribution, applying for social assistance, or processing transfer letters. This shows that ignoring official registration not only has an impact on the order of village administration, but also on the legal protection of the community itself. Some residents admitted that they had never faced difficulties, so they felt they did not need the document. This kind of reactive attitude shows a low level of preventive administrative awareness.<sup>15</sup>

This study also found that information regarding the mechanism for recording and changing status in population documents has not been well socialized. Although the Kebonagung Village Government has collaborated in fast service programs such as "Salam Sak Jangkah" and "SAIDI (Sedino Dadi)", the socialization only reached a small portion of the community. As a result, people who are not actively participating in village activities or are less digitally literate are the groups that are missed. This information gap shows the need for a more comprehensive and participatory approach to increasing public awareness. Thus, it can be concluded that strengthening public administration order for marriage registration in Kebonagung Village is not enough by just providing fast and easy services. There needs to be consistent and systematic educational steps, either through direct socialization, strengthening the role of community leaders, or utilizing village information media. Without collective awareness of the importance of administrative registration, public service programs will find it difficult to achieve maximum effectiveness, and the administrative order that is the ideal of the Village Law will not be fully realized.

The finding of the perception that taking care of changes in marital status requires large costs, a long time, and a complicated process indicates the existence of psychological and administrative barriers in public services. In fact, according to Law Number 25 of 2009 concerning Public Services, the government has an obligation to provide easy, fast, and transparent services. If the public still feels the process is complicated and expensive, then this indicates a negative perception that has not been fully addressed by service providers, even though there have been service innovations. From the perspective of consumer behavior theory of public services, as explained by Zeithaml, Parasuraman, and Berry (1990), public perception of services is formed by five dimensions: physical evidence, condition, reliability, responsiveness, assurance and empathy. In the context of Kebonagung Village, although services such as Salam Sak Jangkah and SAIDI are available, the low positive public perception of these services

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<sup>15</sup> Mita Armis, "PERAN PEMERINTAH DESA PADA PENYELESAIAN SENGKETA TANAH DALAM PERMEN AGRARIA NO 11 TAHUN 2016 DI DESA MUARA DELANG KABUPATEN MERANGIN" (UNIVERSITAS JAMBI, 2025).



can be interpreted as meaning that the responsiveness and assurance aspects have not been optimally felt by residents.

Furthermore, the information gap between the village government as a service provider and the community as users reflects problems in public communication management. According to the theory of organizational communication by Katz and Kahn, the success of a service system is highly dependent on the smooth flow of information between the authorities and service users. If service innovation is not conveyed effectively, then the innovation loses its practical meaning in the field..<sup>16</sup> This shows that socialization has not been running optimally, either in the form of face-to-face meetings, social media, or local print media. This phenomenon can also be explained through the New Public Management (NPM) approach which emphasizes the importance of efficiency and effectiveness in the provision of public services. Within the NPM framework, service innovations such as SAIDI and Salam Sak Jangkah are manifestations of village government efforts to modernize services. However, as criticized by the New Public Service approach, services that only focus on efficiency but are not accompanied by citizen participation and understanding will not achieve optimal results.<sup>17</sup> In other words, services must be accompanied by an approach that fosters citizen awareness and involvement.

The lack of public knowledge about the fast service program shows the existence of inequality in access to public information. This is in line with Dunn's view that in public policy, the information gap between decision makers and the public can cause ineffective policy implementation. If citizens do not get enough information about their rights and service procedures, then they will remain in the old perception that public services are difficult, expensive, and tiring.<sup>18</sup> Therefore, a two-way communication strategy and participatory approach are needed in socializing public service programs. The village government needs to collaborate with community leaders, religious leaders, and local organizations to disseminate information on administrative services inclusively. In addition, the use of digital media such as WhatsApp RT/RW groups, official village social media, and informative billboards need to be optimized. These efforts will not only reduce the information gap, but also increase citizen participation in building a sustainable culture of orderly population administration.

The Kebonagung Village Government has demonstrated its commitment to strengthening public administration services through outreach programs, socialization, and service digitalization. However, its effectiveness has yet to reach the majority of residents who are reluctant or passive. Many people have not utilized this facility because they have not felt compelled to immediately take care of post-marriage administration.

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<sup>16</sup> Yovita Sabarina Sitepu, "Paradigma Dalam Teori Organisasi Dan Implikasinya Pada Komunikasi Organisasi," *Jurnal Al-Azhar Indonesia Seri Pranata Sosial* 1, no. 2 (2011): 83–91.

<sup>17</sup> Trimurti Ningtyas, "New Public Service: Pelayanan Publik Berbasis Humanistik Untuk Kesuksesan Reformasi Birokrasi," *Jurnal Ilmiah Manajemen Publik Dan Kebijakan Sosial* 1, no. 1 (2017).

<sup>18</sup> Eka Nurcahya, "Tugas Pemerintah Dalam Menyelesaikan Masalah–Masalah Sosial: Tinjauan Mengenai Masalah Badan Usaha Milik Desa," *Responsive: Jurnal Pemikiran Dan Penelitian Administrasi, Sosial, Humaniora Dan Kebijakan Publik* 2, no. 1 (2019): 1–7.

Based on the results of field observations, it was found that a number of residents had been married for more than two years, but had not officially renewed or legalized their marriage documents. This condition shows the still weak administrative awareness in society, especially regarding the importance of civil registration. The incompleteness of these documents reflects the low level of legal literacy and public administration, as emphasized by Soetandyo Wignjosebroto in the theory of the legal system, that the existence of law and administration does not only depend on regulations, but also on the understanding and compliance of the community with applicable rules.<sup>19</sup> The impact of incomplete documents is very real in the daily lives of residents. They face difficulties in accessing public services such as BPJS Kesehatan, government social assistance, and the school registration process for children. This is in accordance with Abraham Maslow's basic needs theory, which states that access to health and education services is part of fulfilling basic human needs. When these services are hampered by administrative problems, the community experiences a direct decline in quality of life.<sup>20</sup>

In addition, delays in renewing marriage documents also have implications for more serious legal issues, such as inheritance and other civil rights. In the perspective of the welfare state theory, as put forward by Gosta Esping-Andersen, the state has a responsibility to guarantee the civil and social rights of citizens. However, without official documents, the state has difficulty in distributing these rights fairly and efficiently. Therefore, ownership of valid documents is a basic requirement for the optimal implementation of state functions. This administrative disorder also causes obstacles to the planning and evaluation process of policies by local governments. Inaccurate population data causes policies to be taken that are not on target. In the theory of public administration by Herbert A. Simon, rational decision-making requires valid and systematic data. Without valid data, the policy formulation process becomes speculative and inefficient.<sup>21</sup> Therefore, it is important for the government to strengthen administrative literacy and provide assistance to the community in registering marriages.

Interviews with village officials showed that obstacles also stem from limited service personnel and the workload of officers. The service head, for example, often has to handle various matters at once, so that the persuasive and educational approach to the community has not been optimal. This shows the need for increased capacity and equitable distribution of work. P3N (Assistant Marriage Registrar) officers admit that there are still few couples who return to the village after getting married to take care of changing their status. In many cases, P3N does not have follow-up data after the marriage contract is held. This indicates weak integration between marriage registration and data changes at the population level.

The documentation results show that of the number of couples who have married in Kebonagung Village in the last two years, only around 60% have updated their population documents. While the rest chose to postpone or were not even aware of the importance of the change. This fact shows the need for a new, more proactive strategy

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<sup>19</sup> Nanang Alhidayat, "Keadilan Yang Terdiskriminasi Dalam Penegakkan Hukum," *Jurnal Cakrawala Ilmiah* 1, no. 4 (2021): 605–12.

<sup>20</sup> Abraham H Maslow, *The Maslow Business Reader* (John Wiley & Sons, 2000).

<sup>21</sup> Herbert A Simon, *Administrative Behavior* (Simon and Schuster, 2013).

from the village government. Field findings also show that the existence of an education gap also affects administrative awareness. People with low levels of education tend to ignore the importance of public administration, while those with higher education tend to be more orderly in managing documents. This opens up space for a community-based educational approach. In addition, local cultural and traditional factors also play a role. In some Kebonagung communities, marital status is considered a personal and customary matter, not a state matter. This perception is strongly embedded, especially among parents or traditional figures who have influence over the decisions of young couples to take care of the administration..<sup>22</sup>

Although the social and cultural barriers are quite strong, some community leaders have been involved in the campaign to raise awareness of administrative order. However, their involvement is not comprehensive and structured. The involvement of religious leaders, for example, is considered more effective because they have authority in the social and spiritual life of the local community. The programs that have been launched by the village government are actually quite adequate in terms of procedures and systems. However, the weak point is the aspect of social implementation and public communication. Information is not conveyed well, and there is a lack of media or communication channels that can actively reach all village residents.

The researcher also found that reluctance in registering marriages has the potential to cause legal problems in the future, such as unclear child status, inheritance rights, and family disputes. This is in line with the legal view that marriage certificates and changes in status in population documents are the basis for legal protection for individuals and their families. Overall, this study concludes that strengthening public administration order in Kebonagung Village requires a multidimensional approach that is not only technical and administrative, but also educational, social, and cultural. The fast service program needs to be balanced with massive socialization, involvement of community leaders, and training of village apparatus capacity to realize fair, equitable, and accountable population administration services.

## Conclusion

This study provides an important contribution in understanding the dynamics of community legal awareness towards marriage registration as part of orderly public administration at the village level. The main findings show that although service infrastructure has been provided by the village government through various innovative programs, such as Salam Sak Jangkah and SAIDI, the success of these programs is greatly influenced by non-technical factors, such as community perception, cultural values, and the effectiveness of public communication. Ignorance of procedures, the assumption that administration is only a formality, and the dominance of customary views are the main obstacles that slow down the legalization of marital status in population documents. These findings strengthen the argument that strategies for improving public services in the field of population administration cannot rely solely on a structural approach, but must involve an educational, communicative, and community-based approach. The main contribution of this study lies in the micro approach used to explore social realities contextually, as well as in the participatory dimension involving

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<sup>22</sup> Uut Rahayuningsih et al., "Analisis Faktor Sosial-Ekonomi Dalam Mendorong Anak Melakukan Tindak Pidana," *Eksekusi: Jurnal Ilmu Hukum Dan Administrasi Negara* 3, no. 2 (2025): 181–88.

various local actors, including religious figures, village officials, and residents who are the direct objects of the policy. Thus, this study enriches the literature on public administration and family law, especially in the village context, by emphasizing the importance of social and cultural value-based interventions in fostering community legal awareness. The limitations of this study are the geographical scope that only focuses on one village, namely Kebonagung Village. This limits the generalization of the findings to other areas with different social characteristics. In addition, the involvement of young participants and new couples in in-depth discussions still needs to be improved to capture the perspectives of a more dynamic generation on digital public services and contemporary legal needs. It is expected that further researchers will expand the scope of the area and use a comparative approach between villages with different administrative programs to test the effectiveness of broader intervention strategies. In addition, further research can integrate quantitative approaches to measure the concrete impact of community leader involvement and the effectiveness of local media in encouraging changes in community administrative behavior.

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