

Product Evaluation of the Voter List Update Policy in Gorontalo Regency

Sophian M. Rahmola¹, Ansar¹, Zuchri Abdussamad¹, Sastro Mustapa Wantu¹

¹Doctoral Program in Public Administration, Gorontalo State University

Email: sophianrahmola2016@gmail.com

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Abstract

Accurate voter data is fundamental to the integrity of democratic elections, ensuring public participation and supporting governance quality. In Gorontalo Regency, Indonesia, the 2020 Regional Elections revealed challenges in the voter list updating process conducted through Matching and Research (Coklit), affecting data validity and electoral outcomes. This study evaluates the product of the voter list updating policy in Gorontalo Regency, emphasizing the achievement of program objectives, data accuracy, public satisfaction, and democratic impact. A qualitative descriptive approach was employed. Data were collected via direct observation, in-depth interviews with voter list updating officers, election supervisors, and official documents from the General Elections Commission (KPU) and Elections Supervisory Agency (Bawaslu). Analysis utilized the CIPP evaluation model, focusing on the product component to assess effectiveness, impact, sustainability, and adaptability of the voter list updating process. Findings indicate that the voter list updating policy's product remains suboptimal. Discrepancies existed between the Voter List (DPT) published by KPU and Bawaslu findings, including unregistered voters and unrecorded data changes. These inaccuracies contributed to public dissatisfaction and reduced voter participation. Product evaluation also highlighted gaps in operational mechanisms, inter-official coordination, and the underutilization of information technology, suggesting areas for strategic improvement. This study underscores the necessity of systematic evaluation of voter list updating policies to strengthen electoral accuracy, enhance local democracy, and guide decision-making for future policy refinements. Implementing technological solutions and improving procedural coordination are recommended to achieve more reliable, transparent, and participatory voter list management in subsequent elections.

Keywords: Voter List Updating, Product Evaluation, Coklit, Gorontalo Regency, Election Accuracy, Public Participation

Introduction

General elections (pemilu) in Indonesia are one manifestation of the implementation of the democratic principles enshrined in the 1945 Constitution, particularly Article 1 Paragraph (2), which affirms the sovereignty of the people. As a crucial element of the democratic system, elections aim to elect representatives to serve in legislative bodies and to elect executive leaders at both the central and regional levels (Basuki, 2020). In Indonesia, the election mechanism includes the election of legislative members, the President and Vice President, and regional head elections (Pilkada) involving the election of Governors, Regents, and Mayors. Mutmainnah & Maulia (2024) and Trisno et al. (2024) said that, all of these processes are carried out to ensure that the country upholds the principles of democracy: government that originates from, by, and for the people.

However, to achieve these goals, elections must be conducted in an honest, fair, and transparent manner (Razak, 2023; Ariyanti et al., 2021). In this context, an accurate and up-to-date voter

list is a crucial aspect and foundation for election implementation. An accurate voter list significantly impacts the success and validity of the election results. Therefore, updating the voter list is crucial in every election in Indonesia, including the Pilkada (Regional Head Elections) held annually at the regional level.

Updating the voter list is an essential step in election preparation, whether at the legislative, presidential, or regional head levels (Sumigar et al., 2022). This process aims to ensure that the voter list used is the most accurate, valid, and up-to-date, reflecting the latest conditions on the ground. One mechanism used in updating the voter list is the Matching and Research (Coklit), conducted by the Voter List Update Officers (PPDP). The PPDP is tasked with verifying voter data, including adding, deleting, or correcting existing voter data.

However, although voter list updating has been implemented since the first election in 1955, numerous challenges remain in its implementation, particularly in regional elections (Ardhy et al., 2024). In Gorontalo Regency, for example, the 2020 Simultaneous Regional Head Elections are an interesting case study. Despite the PPDP's matching and research of voter data through Coklit, the update results revealed discrepancies between the data found by the officers and the data obtained by the Election Supervisory Agency (Bawaslu). Inaccurate or inconsistent data, such as those containing ineligible voters (TMS) or new voters who have not yet registered, is a major problem that must be addressed immediately (Manalu et al., 2022).

An inaccurate voter list updating process can impact the legitimacy of the election, potentially reducing voter turnout and undermining the integrity of the electoral system. It can also create public distrust in the election process and its results (Saputra & Mesra, 2024). Therefore, an evaluation of the voter list updating policy in Gorontalo Regency is necessary to identify the causes of data inaccuracies and find appropriate solutions to improve the updating process in the future.

One of the main obstacles to voter list updating is the limited number of Voter List Update Officers (PPDP). Based on General Elections Commission Regulation (PKPU) Number 4 of 2019, the number of officers at each Polling Station (TPS) is very limited, with only one PPDP per TPS. Meanwhile, Gorontalo Regency's largely mountainous geography, with difficult access, presents a unique challenge for officers in carrying out their duties.

Furthermore, the manual updating process, unsupported by an electronic system, further exacerbates the situation. According to Judijanto et al. (2025), the use of a manual system that relies on written recording in paperwork is prone to data inaccuracies, errors, and vulnerability to fraud. This can impact the quality of the resulting voter data and hinder the updating process, which should be more efficient and accurate.

Amid these challenges, information technology can be an effective solution to improve efficiency and accuracy in the voter list updating process (Nuraida & Simanungkalit, 2023). One innovation that can be implemented is the use of an electronic-based application for matching and research (e-Coklit). The use of e-Coklit will simplify voter data verification, reduce reliance on manual systems, and expedite the data updating process. With this technology, it is hoped that voter list updating can be carried out more accurately and efficiently.

Evaluating the voter list updating policy in Gorontalo Regency is crucial to determine the extent to which the existing policy has succeeded in minimizing problems that arise during the updating process (Tabo et al., 2022; Hariani, 2024). This evaluation needs to encompass policy aspects from upstream to downstream, from the development of data updating policies, through the implementation of updates by the Elections Supervisory Agency (PPDP), to the final results. Through an in-depth evaluation, we can identify factors contributing to voter data

inaccuracies and provide recommendations for improvements that can be implemented for the next election (Fransco et al., 2024).

Based on data obtained from the Gorontalo Provincial General Elections Commission (KPU), the number of registered voters in the 2020 regional elections was 289,370. However, during the process of matching and examining voter data, discrepancies were discovered between the data recorded by the PPDP and that recorded by the Elections Supervisory Agency (Bawaslu). The discrepancy between the number of ineligible voters (TMS) and new voters is one of the issues that must be addressed in the evaluation of this voter list updating policy.

Furthermore, other factors that influence the quality of data updating, such as the limited number of PPDP and regional accessibility, also require further analysis. Given Gorontalo Regency's challenging geographic conditions, election organizers must find more effective ways to ensure a smoother voter data updating process in the future.

By identifying and evaluating various factors influencing inaccuracies in voter list updates, this study is expected to provide deeper insights into more effective update policies. This evaluation also aims to develop recommendations that can improve the quality of the election process, making it more participatory, fair, and transparent, in line with the democratic goals the country seeks to achieve (Ainurrizqi & Sukmana, 2025).

Therefore, this study focuses on evaluating the voter list update policy in Gorontalo Regency. The goal is to analyze its implementation, identify obstacles encountered in its implementation, and provide solutions that can be implemented for future improvements. Therefore, the results of this study are expected to make a significant contribution to improving the quality of elections in Indonesia, particularly in Gorontalo Regency.

Methods

Research Approach

This research uses a qualitative approach to evaluate the voter list updating policy in Gorontalo Regency, specifically the Matching and Research (Coklit) process during the 2020 Regional Elections. Qualitative research focuses on an in-depth understanding of the observed phenomena by collecting data from various sources using diverse techniques. This approach allows researchers to inductively analyze the dynamics of the relationships between the observed phenomena and develop a broader understanding of the issues at hand.

Research Type

This research is descriptive, in which the researcher describes in detail the phenomena that occurred during the voter list updating process during the 2020 Regional Elections. Descriptive research aims to provide a better understanding of the conditions or phenomena encountered and to explain the various variables involved in the implementation of Coklit in Gorontalo Regency.

Research Procedure

The qualitative research procedure consists of three main stages:

Description Stage (Orientation)

In this stage, the researcher gathers initial information by describing what was seen, heard, and felt in the field. The information obtained will serve as the basis for further analysis.

Reduction Stage

The collected information will be filtered and focused on aspects relevant to the research problem, focusing attention on key issues requiring more in-depth analysis.

Selection Stage

The researcher will analyze the focused data and formulate key themes derived from the collected data. The results of this analysis will provide a deeper understanding of the voter list updating policy.

Researcher Presence

The researcher acts as the primary instrument in data collection and plays a direct role in the field to obtain information from research subjects. The researcher's presence in the field allows for direct observation and interviews, ensuring the accuracy of the collected data. The researcher will act as a passive participant observer in interactions with research subjects.

Data and Data Sources

Primary Data

The primary data in this study was obtained through direct interviews with relevant informants, such as PPDP (Voting Entity Registration) officers, Bawaslu (Election Supervisory Agency), and residents involved in the Coklit (Election and Election Completion) process. This data is the primary data that will provide an in-depth overview of the Coklit implementation and any issues that arise.

Secondary Data

Secondary data was collected from official documents such as KPU (General Elections Commission) and Bawaslu (Election Supervisory Agency) reports, voter statistics, and previous research relevant to this research topic. This data will be used to enrich the analysis and provide broader context for the research findings.

Data Collection Techniques and Procedures

Observation

Researchers conducted direct observations to observe the Coklit (Voting Entrance Check) process in the field. These observations aimed to record events and conditions occurring during the voter data update process and to obtain information related to policy implementation in the field.

Interviews

Interviews were conducted to gather more in-depth information from informants with direct experience in the Coklit process, such as PPDP (Voting Entrance Check) officers, election supervisors, and community members involved. These interviews aimed to gain a broader and more comprehensive perspective on the issues encountered during the voter list update process.

Documentation

Researchers also collected secondary data in the form of related documents, such as KPU reports, voter list recapitulation data, and Bawaslu (Election Supervisory Agency) monitoring results. This documentation will provide further evidence of the voter list update process and relevant data for analysis.

Data Analysis Techniques

In qualitative research, data analysis is conducted in stages through data reduction, data presentation, and conclusion drawing. Sugiyono (2013) suggests that qualitative data analysis involves three interactive models:

Data Reduction

Data reduction is the process of filtering and sorting data relevant to the research objectives. Irrelevant data is removed to focus the research on important and in-depth aspects.

Data Display

The results of data reduction are presented in the form of brief descriptions, charts, or relationships between categories to help researchers understand existing patterns.

Conclusion Drawing

In the final stage, researchers draw conclusions based on the analyzed data. These conclusions are tentative and may evolve with further data collection in the field.

Results and Discussion

Product evaluation in the CIPP model is the final evaluation stage, focusing on assessing the final results of a program by comparing them to its stated objectives. The goal is to determine the program's effectiveness, assess its perceived impact and benefits, and provide information for decision-making on whether the program should be continued, modified, or terminated.

In this study, the product aspect is used to assess the extent to which the final objectives of the mutarlih (revision of the data) have been implemented, specifically the three indicators that have been met: the accuracy and validity of voter data, satisfaction with the quality of voter data, and the impact of mutarlih on the quality of elections and democracy. The following is a summary of interviews collected from several informants, as stated by the informant (RH), the Chairperson of the Gorontalo Regency General Elections Commission (KPU), who stated:

"Because conventional methods were still being used that year, the results may have been inaccurate, resulting in many problems with the Final Voter List (DPT), as were also found and monitored by the Gorontalo Regency Elections Supervisory Agency (Bawaslu). At that time, the Pantarlih (electoral committee) only had pen and paper as recording tools during the voter list updating process. However, due to the KPU's commitment to providing a Final Voter List as part of our duties and responsibilities," (Interview on April 15, 2023)

The informant, who is also the Chairperson of the Gorontalo Regency KPU, stated that despite the limited conditions at the time, the Pantarlih, through their persistence, successfully carried out their duties in updating the voter list to become the Final Voter List.

Regarding satisfaction with the quality of voter data, informant (RH), the Chairperson of the Gorontalo Regency General Elections Commission (KPU), stated:

"We at the KPU will certainly always strive to work wholeheartedly with a sense of responsibility to provide the best for the public, in this regard, by updating the voter list accurately. Of course, the KPU hopes to increase voter participation rates." (Interview on April 15, 2023)

He claimed that the General Elections Commission (KPU) and all its staff, including the election officials (pantarlih) who spearhead the voter list updating process, have worked to the best of their ability. According to an informant, the KPU and all its staff strive to provide public services in the election sector as a manifestation of their love and sense of responsibility. These

efforts have resulted in an accurate final voter list (DPT), which ultimately increases public participation in voting during the election. This aligns with a statement from a member of the Gorontalo Regency General Elections Commission (KPU), who stated:

"Overall, it's quite good. The data accuracy in the voter list updating process by our Pantarlih (regional election committee) has a fairly high percentage, although some percentages indicate inaccurate voter data. We at the KPU are evaluating these errors and will certainly make improvements, particularly regarding technical issues, which are the main factor contributing to the inaccuracy of voter data in the updating process. We at the KPU have identified the problem, namely manual or conventional recording. Therefore, going forward, we will try to develop an electronic-based application for the voter list updating process." (Interview on April 15, 2023)

Echoing the previous informant, he, as a member of the Gorontalo Regency KPU, stated that the 2020 voter list updating process was carried out well, especially by the Pantarlih, even though it only used manual methods at the time. However, they also acknowledged that the voter list updating process was not 100 percent accurate, but according to the informant, the results were quite satisfactory. The informant also added that the KPU, along with its entire team, including the election officials (pantarlih), conducted an evaluation and identified a weakness in the voter list updating process: the use of manual or conventional methods would be replaced with an electronic-based application that would simplify and expedite the data updating process. This would, of course, result in improved voter data accuracy and increased voter participation. Furthermore, an interview with (AM), Secretary of the Gorontalo Regency General Elections Commission (KPU), stated:

"I think the accuracy of the voter data at that time was quite good, as the election officials were still using manual methods. However, this doesn't mean we should ignore it. We conduct evaluations. We also collect findings from election supervisors and follow up on them to make improvements going forward. This effort is a response to public criticism of the data updating process, which is considered inaccurate." (Interview on April 15, 2023)

The Secretary of the Gorontalo Regency General Elections Commission (KPU) stated that the accuracy of voter data in the 2020 Gorontalo Regency Regional Elections was quite good. This was not without reason, as the informant stated that the Pantarlih (election officials) were still using conventional methods to update the data, so errors were quite normal. However, the informant added that his office would continue to improve the Pantarlih's performance evaluation. This would include improving the voter list updating system to simplify and expedite their work. This would ultimately result in improved voter data accuracy, leading to significantly improved public participation in the democratic process. Still speaking with the Gorontalo Regency General Elections Commission (KPU), or more precisely, the Rendatin (EM) staff, stated:

"We cannot deny that the results of the data updating process for the 2020 Gorontalo Regency Pilkada were largely inaccurate because the voter list updating method at that time was still outdated, using only paper and pen without any supporting facilities, especially the use of electronic applications. Because the results were inaccurate, many parties were dissatisfied, especially the public, who felt disadvantaged because their voting rights were not recognized in the democratic celebration of the Gorontalo Regency Pilkada. We, as the organizers of the Gorontalo Regency KPU, were dissatisfied with the data updating results at that time, but we were indeed faced with limitations at the time, such as the lack of electronic applications that should have

simplified and expedited the work of the Pantarlih (election committee), and would have resulted in more accurate results." (Interview on April 15, 2023).

This interview illustrates that the voter list updating process in 2020 The 2020 voter data collection failed to achieve maximum accuracy. He explained that the inaccuracy of the voter data at that time was due to the manual or very rudimentary method of matching and research (coklit) used by the election officials, who only used paperwork, namely the Voter List (Form A-KWK) and a pen. According to informants, everything was simple at the time, without the use of electronic applications, which they believed would simplify and expedite the voter list updating process and produce much more accurate voter data. Furthermore, a joint interview with the informant (AK), the Chairperson of the Election Supervisory Agency (Bawaslu) of Gorontalo Regency, stated:

"One of the findings of the Election Supervisory Agency (Bawaslu) of Gorontalo Regency in 2019-2020 related to data updates by Voter List Update Officers (PPDP). During the 2020 Gorontalo Regency Pilkada, there were 13,911 people in the Ineligible (TMS) category, 8,800 in the new category, and 16,805 in the changed category. Meanwhile, Bawaslu itself, based on its monitoring results, found 3,191 people in the Ineligible (TMS) category and 4,386 in the new category." (Interview on May 12, 2023)

The results of the interview above explain that the level of accuracy of the voter list updating process by the Pantarlih officers does not correspond to the findings of Bawaslu as the institution that supervises the implementation of the election or Pilkada of Gorontalo Regency in 2020. According to the informant, the findings of the data from the matching and research process (Coklit) by officers in the field in this case PPDP related to voter data in the Gorontalo Regency Pilkada in 2020, namely there were 13,911 people in the Ineligible (TMS) category, there were 8,800 people in the new category, and there were 16,805 people who were included in the changed category. Meanwhile, the findings of Bawaslu show differences in the data obtained by officers in this case PPDP with the findings data obtained by Bawaslu of Gorontalo Regency. The Gorontalo Regency Election Supervisory Agency (Bawaslu) found that 3,191 people fell into the Ineligible (TMS) category and 4,386 people fell into the new category. In a further interview with the informant (AK), the Head of the Election Supervisory Agency (Bawaslu) of Gorontalo Regency, he stated:

"The results of the voter list updating process carried out by our fellow Voter List Updating Officers (PPDP) for the 2020 Gorontalo Regency Pilkada resulted in a DPT (Voters List) that drew much criticism from us as Bawaslu, political parties, and the public. This means that many parties were dissatisfied with the DPT results, which could indeed be a contributing factor to low public participation in exercising their right to vote. However, the data updating process needs to be evaluated so that in the future we will be presented with much more accurate election data. For example, we must equip the Voter List Updating Officers (PPDP) to carry out the voter list updating process by using an electronic-based application, which will significantly improve accuracy and, of course, be more innovative." (Interview on May 12, 2023)

The informant further stated that the potential for discrepancies in voter list data could... Eliminated by utilizing the rapidly developing technology and information systems, in fact, the use of technology and information in this era has become a necessity in order to provide quality public services to the community. Innovation and efficiency are continuously encouraged in line with the public's need for fast and efficient processes. Similarly, in the field of elections, the General Elections Commission (KPU) has been utilizing advances in information technology to support its work and duties for the past few years. One of the KPU's current

developments is electronic-based voter matching and research (coklit) or (e-Coklit). Through the e-Coklit application, it is hoped that continuous voter list updates can be carried out more easily and efficiently, thereby significantly increasing public participation in exercising their right to vote.

Furthermore, an interview with an informant (KAP), a member of the Limboto Elections Committee (PPK), stated:

"It must be acknowledged that the simple voter list updating process will not produce a high or perfect voter count. Honestly, the Pantarlih (electoral committee) officers have worked diligently, especially given Gorontalo Regency's vast territory, predominantly mountainous with difficult road access. However, they remain enthusiastic about carrying out their duties. The results are certainly less than satisfactory, so we hope the government, particularly the General Elections Commission (KPU), can develop an electronic-based application to help streamline the Pantarlih's workload, ensuring that voter data accuracy will be significantly improved." (Interview on June 2, 2023)

The interview results indicated that Pantarlih officers had generally carried out their duties effectively, within the stipulated timeframe and in accordance with the rules and technical guidelines stipulated in the KPU regulations. According to the informant, the Pantarlih (Voter Registration Officers) must work with their own limitations, while Gorontalo Regency, particularly the Santa Mountains, is difficult to reach. However, the informant claims that all of this can be accomplished by Pantarlih officers, or Voter List Update Officers (PPDP). However, according to the informant, one crucial factor determining the success of Pantarlih officers in the field is the use of applications. According to the informant, the current application used for data updating is often problematic. Therefore, the informant believes that in the future, there is a need to develop an electronic application that can be used both offline and online.

The following interview was conducted with the informant (SSH), a member of the PPS (Voter Registration Committee) in Hunggaluwa Village, Kec. Limboto stated:

"We, the village-level election organizers, understand that the mutarlih process is so lengthy that it requires concentration to minimize technical obstacles in the field. Of course, the accuracy of voter data is our obligation to validate this data. I believe that at the Gorontalo Regency KPU (General Elections Commission), the accuracy and validity of voter data is our obligation to present an accurate DPT (Voters List). Although there were several findings in the field that even prompted suggestions for improvement from the Gorontalo Regency Bawaslu (Elections Supervisory Agency). We implemented these improvements in accordance with the suggestions, input, and recommendations provided by the Gorontalo Regency Bawaslu, as the organizer of election supervision." (Interview on June 2, 2023)

The informant stated that his office, as the village-level election organizer, along with the entire work team, including the Gorontalo Regency KPU, continues to strive to provide the most accurate DPT possible. Through the Pantarlih (Voters List Managers) in the field, they continue to update the voter list despite the many obstacles they face. Furthermore, according to the informant, they and the entire Gorontalo Regency KPU work team are always open to criticism, complaints, and input from all elements of society, including the Elections Supervisory Agency (Bawaslu), which oversees the elections. The informant further stated that suggestions and input from other parties will be followed up to improve performance, particularly regarding the

data updating process. This will ensure that the Final Voter List (DPT) presented to the public is much more accurate and, of course, everyone will be satisfied.

A similar sentiment was echoed by an informant (HM), a Voter List Update Officer (Pantarlih), who stated:

"The accuracy of our voter list update process will be further evaluated by our colleagues at the PPS (Polling Station) and PPK (Voting Committee) all the way up to the Gorontalo Regency KPU. If any discrepancies are found, we will update the data again until the data we obtain is accurate." (Interview on May 30, 2023)

An informant, a Voter List Update Officer (Pantarlih), stated that the voter list update process had been carried out diligently. According to the informant, the voter list update process was carried out and evaluated in stages, starting with the Pantarlih, followed by evaluation by the PPS, then further evaluation at the sub-district level by the PPK, and finally to the Gorontalo Regency General Elections Commission (KPU). The informant added that the data update process continued until a suitable DPT was found. The same informant (RA) from the Voter List Update Officer (Pantarlih) stated:

"The results of the 2020 election data update in Gorontalo Regency are quite good. Although there may be a few discrepancies, this serves as evaluation material for the Gorontalo Regency General Elections Commission (KPU), especially us as field officials. Going forward, we as Pantarlih hope that electronic applications will be used in the voter data matching and research (coklit) process in Gorontalo Regency. This will speed up the voter list update process, resulting in much more accurate results. Public satisfaction will undoubtedly result, and public participation will increase." (Interview on May 8, 2023)

From the same source, the informant, also a Pantarlih officer, stated that there were discrepancies in voter data during the 2020 Gorontalo Regency Pilkada, with a relatively small number of discrepancies. However, according to the informant, the evaluation results will provide suggestions and input for improving the voter list updating process in future election activities. The informant's statement suggests the need for Pantarlih (electoral officers) to be equipped with supporting facilities for the voter list updating process, namely the use of electronic-based applications for matching and researching voter data (coklit). The use of electronic applications in the data updating process will impact public satisfaction and increase public participation in exercising their right to vote.

Based on the overall interview results above, it can be concluded that the product evaluation of the voter list updating policy in Gorontalo Regency has not been going well. This is evident in the less-than-ideal accuracy of the Final List (DPT) in the run-up to the 2020 Gorontalo Regency Pilkada, which was characterized by discrepancies between the DPT results published by the Gorontalo Regency General Elections Commission (KPU) and the findings of the Gorontalo Regency Election Supervisory Agency (Bawaslu). The lack of accurate voter data at that time resulted in public dissatisfaction and a decline in voter participation.

The following presents the Coklit data conducted by the PPDP/Pantarlih during the Coklit stage, with details as follows:

Table 1. Results of Updating the Voter List at the DPS Stage

No	Subdistrict	TMS	New Voters	Change	DPS
1	Asparaga	1.476	1.388	728	9.395
2	Batudaa	1.345	1.217	829	10.561

3	Batudaa Pantai	2.276	2.204	737	8.793
4	Bilato	506	546	762	7.012
5	Biluhu	827	742	584	6.255
6	Boliyohuto	726	698	1.037	12.509
7	Bongomeme	1.919	1.758	1.451	14.561
8	Dungaliyo	1.613	1.383	984	12.460
9	Limboto	7.404	6.221	726	35.140
10	Limboto Barat	2.190	1.975	637	18.475
11	Mootilango	1.004	816	1.317	14.001
12	Pulubala	5.203	4.530	871	18.282
13	Tabongo	1.019	683	1.035	13.463
14	Talaga Jaya	1.291	1.165	489	8.729
15	Telaga	3.399	3.183	618	16.603
16	Telaga Biru	1.823	1.235	1.153	20.677
17	Tibawa	3.317	2.769	1.177	29.585
18	Tilango	2.183	2.067	476	10.688
19	Tolangohula	927	757	1.194	16.414
	Total	40.448	35.337	16.805	283.603

Source: Gorontalo Regency General Elections Commission (KPU) 2023

Table 2. Bawaslu Findings at the Coklit Stage

TMS	New Voters	Change	Description
3.191	4.386	0	

Product evaluation in the CIPP model is the final evaluation stage, focusing on assessing the final results of a program by comparing them with the stated objectives. The goal is to determine the program's effectiveness, assess the perceived impact and benefits, and provide information for decision-making on whether the program should be continued, modified, or terminated.

In this study, the product aspect is used to assess the extent to which the final objectives of the mutarlih (voter list updating) have been achieved, specifically the three indicators that have been met: voter data accuracy and validity, satisfaction with voter data quality, and the impact of mutarlih on election quality and democracy.

Based on observations, interviews, and analysis, it can be concluded that the product evaluation of the voter list updating policy in Gorontalo Regency has not been running smoothly. This is evident in the less than satisfactory accuracy of the final voter list (DPT) in the run-up to the 2020 Gorontalo Regency Pilkada, which was characterized by discrepancies between the DPT results published by the Gorontalo Regency General Elections Commission (KPU) and the findings of the Gorontalo Regency Election Supervisory Agency (Bawaslu). The lack of accuracy of voter data at that time had an impact on public dissatisfaction and influenced the decline in the level of public participation in exercising their voting rights.

Discussion

The evaluation of the voter list update at the Gorontalo Regency General Elections Commission (KPU) was conducted comprehensively using the CIPP (Context, Input, Process, Product) model. CIPP stands for Context, Input, Process, and Product, a program evaluation model introduced by Daniel Stufflebeam to provide a comprehensive assessment of a program. This

model is used to assess program needs, required resources, program implementation, and achieved results, to assist decision-makers in improving or terminating the program.

Systematic program evaluation is a crucial tool for measuring the impact and relevance of a program to its stated targets. The function of evaluation is to identify aspects of the program that require improvement or adjustment, while simultaneously strengthening indicator components that have demonstrated positive contributions to achieving results. By implementing valid and reliable evaluations, constructive steps can be taken to optimize the program's overall effectiveness.



Figure 1. Voter Data Update Stages

Source: Indonesian General Elections Commission (KPU RI) 2024

Product evaluation is intended to make decisions regarding the continuation, termination, or modification of a program. This statement explains that product evaluation functions to assist in making decisions regarding the continuation, termination, and modification of a program, the results achieved, and what to do after the program is underway. This aligns with the statement by Stufflebeam & Shinkfield, who explain that the purpose of product evaluation is to measure, interpret, and determine the results achieved from a specific program and to determine the extent to which the program has met the needs of an ongoing program group.

Product evaluation can also be defined as a collection of descriptions and judgments of outcomes related to the evaluation of context, input, and process, which are then interpreted in terms of all contributions, costs, and services provided. Therefore, in essence, product evaluation is to evaluate and measure the success of achieving objectives. Broadly speaking, some of the activities in product evaluation are: (1) Determining the program's operational objectives; (2) Establishing measurement criteria for achievements; (3) Comparing the actual results on the ground with those outlined in the objectives; (4) Developing a rational interpretation.

Stufflebeam also explains that product evaluation is conducted to identify and assess the results achieved, whether expected or unexpected. This includes both short-term and long-term program evaluations, aimed at both program implementers to help them focus on achieving program objectives and other users to coordinate efforts to meet the needs of target groups. Product evaluation can be divided into several categories: effectiveness, impact, sustainability, and transportability.

The following is an explanation of some of these assessments: (a) Impact evaluation. The purpose of this impact evaluation is to assess a program's reach to the target audience; (b) Effectiveness evaluation. The purpose of this effectiveness evaluation is to assess documents and assess the quality and significance of outcomes; (c) Sustainability evaluation. The steps/stages of this sustainability evaluation are carried out to assess the extent to which a program's contributions; and (d) Transportability evaluation. The researcher's purpose in conducting a transportability evaluation is to assess the extent to which a program has (or could be) successfully adapted and applied elsewhere.

Product evaluation in the CIPP model is the final evaluation stage that focuses on assessing the final results of a program by comparing them with the stated objectives. The goal is to determine the program's effectiveness, assess the perceived impact and benefits, and provide information. to make decisions about whether the program should be continued, modified, or terminated.

In this study, the product aspect is used to assess the extent to which the final objectives of the mutarlih (revision of the election results) have been implemented, specifically the three indicators that have been met: voter data accuracy and validity, satisfaction with voter data quality, and the impact of mutarlih on election quality and democracy. The product evaluation indicators in this study can be seen in the figure below:

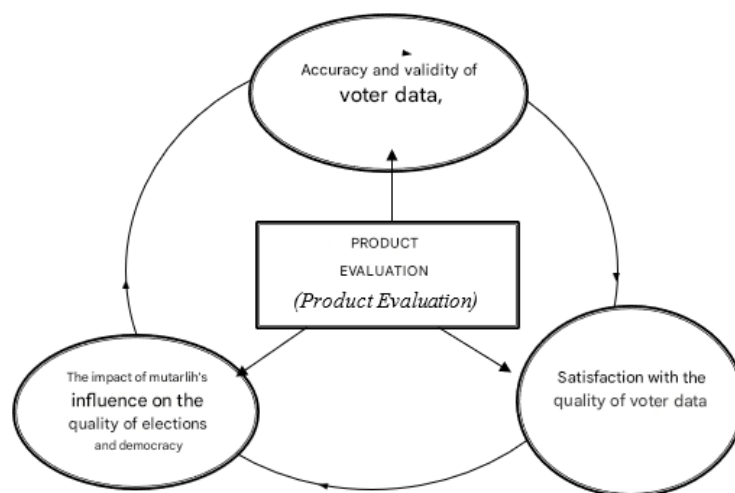


Figure 2. Product Evaluation Indicators for Updating Voter Lists

The product aspect of this evaluation assesses the extent to which the final objective of the voter data update implementation has been achieved. The results of this study indicate that the primary objective of the mutarlih implementation is to produce a product from the voter data update. Therefore, the PPK and PPS conducted a compilation process, ultimately producing a product called the Permanent Voter List (DPT). This result becomes the product of election administration. Election administration is a synergistic relationship to ensure certainty, both technically, namely accurate voter count results, and substantively, namely ensuring quality assurance in election administration. Therefore, the results of the document analysis in Decree SK. 280/PL.02.1-Kpt/75501/KPU-Kab/X/2020 concerning the determination of the Permanent Voter List (DPT) for the 2020 General Election indicate that a verification process occurred through the voter data update process.

Although the voter data update process was fraught with dynamics, it was still successfully completed. Suggestions and input for improving the implementation process of the mutarlih (revision) into a problem inventory list (DIM) were welcomed. According to Betty Epsilon

Idroos, compiling the voter list is not merely an administrative step, but rather a complex process that reflects the KPU's commitment as an election organizer to maintaining an inclusive, transparent, and accountable democracy. This stage involves various election organizers, the government, political parties, the community, and civil society organizations, all working together to produce an accurate, up-to-date, and accountable voter list. (General Elections Commission, 2020).

Based on observations, interviews, and analysis, it can be concluded that the evaluation of the voter list update policy product in Gorontalo Regency has not been going well. This is evident in the less than satisfactory accuracy of the final voter list (DPT) in the run-up to the 2020 Gorontalo Regency Pilkada, which was characterized by discrepancies between the DPT results published by the Gorontalo Regency KPU and the findings of the Gorontalo Regency Election Supervisory Agency (Bawaslu). The lack of accuracy of voter data at that time had an impact on public dissatisfaction and influenced the decline in the level of public participation in exercising their voting rights.

Conclusion

The product evaluation of the voter list updating policy in Gorontalo Regency has not been successful. This is evident in the less-than-ideal accuracy of the final voter list (DPT) in the run-up to the 2020 Gorontalo Regency regional elections, which was characterized by discrepancies between the DPT results published by the Gorontalo Regency General Elections Commission (KPU) and the findings of the Gorontalo Regency Election Supervisory Agency (Bawaslu). This lack of accurate voter data at that time resulted in public dissatisfaction and a decline in public participation in exercising their right to vote.

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