LEGAL RECONSTRUCTION OF THE IMPLEMENTATION URGENCY OF THE SINGLE IDENTITY NUMBER POLICY IN INDONESIA'S PUBLIC SERVICE

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Abstract

The Population Administration Law mandates that the Population Identification Number (*Nomor Induk Kependudukan*/NIK) serve as a single identity number for all public service administration in Indonesia. However, the implementation of this policy remains suboptimal, as public service institutions continue to rely on their own data and identification numbers rather than utilizing the NIK. This study aims to examine the implementation of the NIK in implementing population administration and public services in Indonesia. The method used in this study is a literature study, which examines various legal sources, scientific literature, journals, and relevant materials related to NIK. The main emphasis lies on Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration, which is the legal basis for this study. The results indicate that effectively implementing this policy is crucial for establishing more efficient government governance and optimizing public services. Moreover, the single identity number policy embodies the legal ideals of the Indonesian state, grounded in Pancasila values. It aligns with the three primary objectives of law: social benefit, legal certainty, and justice. This study highlights the significant implications of adopting a unified identification system for enhancing governance and service delivery in Indonesia.

Keywords: Single Identity Number, Population Administration, Public Service, Legal Reconstruction, Indonesia

A. INTRODUCTION

One of the strategic issues in government governance is the availability of quality public services. The provision of public services is the government's obligation and serves as a benchmark for government performance that is most visible and felt by the public. A fundamental problem in public services is the inaccuracy of population data, which arises because government and private agencies do not use the same standards, leading to numerous inaccurate data entries.[1]

Data inaccuracies result in misallocated social assistance, a problem exacerbated post-COVID-19. The Finance Examination Body and the Commission for Eradication of Corruption found 21 million duplicate entries in

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[1] Wicipto Setiadi., Institutional Restructuring to Sustain Regulatory Reform in Indonesia, *Hasanuddin Law Review*, Vol.5, no. 1, 2019, page. 120-131.

the Integrated Social Welfare Data (*Data Terpadu Kesejahteraan Sosial*/DTKS) used by the Ministry of Social Affairs.[2] This leads to failures in implementing social assistance policies. The lack of reliable data can lead to significant inefficiencies in public service delivery.[3]

The need to improve data for public services has been highlighted by various entities, including the Supreme Audit Agency, which called for better data on the Family Hope Program (*Program Keluarga Harapan*/PKH) after uncovering 168.2 billion IDR in unallocated funds due to unclear recipient identification. The Financial Audit Agency identified 7,247 families who received social assistance incorrectly, emphasizing the necessity for enhanced data standards. Additionally, the Ombudsman of the Republic of Indonesia reported mal-administration and may-administration maladministration in PKH implementation, noting slow responses from the Ministry of Social Affairs and the State Bank Association regarding regional complaints.[4]

Addressing data inaccuracies is crucial for ensuring social assistance reaches its intended beneficiaries. Research has shown that social assistance recipients often report poorer health outcomes than non-recipients, suggesting that targeting errors may lead to unintended consequences for population health.[5] This issue is serious, as the government struggles to implement programs optimally to alleviate poverty, with inaccurate data significantly impacting performance and public welfare. Effective governance relies heavily on accurate population data for targeting social safety nets appropriately.[6]

Through the Ministry of Home Affairs, the Government has built a national population database to support public service delivery, as mandated by Law Number 23 of 2006 concerning Population Administration, amended by Law Number 24 of 2013 (Population Administration Law). This law regulates comprehensive population administration, including issuing population documents and data management for public services.[7] The implementation of population administration aims to utilize population data in

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[2] Dumilah Ayuningtyas, Hayyan Ul Haq, Raden Roro Mega Utami, and Sevina Susilia., Requestioning the Indonesia government's public policy response to the COVID-19 pandemic: black box analysis for the period of January–July 2020, *Frontiers in Public Health*, Vol.9, no. 4, 2021, 612994.

[3] Maria Lungu., Enhancing public service delivery in government procurement: A review exploring the role of artificial intelligence and automative structures, *Handbook of Public Service Delivery*, Vol.7, no. 2, 2024, page. 188-204.

[4] Fei Men and Valerie Tarasuk., Food insecurity amid the COVID-19 pandemic: food charity, government assistance, and employment, *Canadian Public Policy*, Vol.47, no. 2, 2021, page. 202-230.

[5] Mohammad Hajizadeh, Jody Heymann, Erin Strumpf, Sam Harper, and Arijit Nandi., Paid maternity leave and childhood vaccination uptake: longitudinal evidence from 20 low-and-middle-income countries, *Social Science & Medicine*, Vol. 140, no. 1, 2015, page. 104-117.

[6] Tiangboho Sanogo., Does fiscal decentralization enhance citizens' access to public services and reduce poverty? Evidence from Côte d'Ivoire municipalities in a conflict setting, *World development*, Vol.113, no. 6, 2019, page. 204-221.

[7] Ichsan Anwary., The Role of Public Administration in combating cybercrime: An Analysis of the Legal Framework in Indonesia, *International Journal of Cyber Criminology*, Vol.16, no. 2, 2022, page. 216-227.

various sectors and public services in Indonesia.[8] The implementation of population administration aims to create an orderly national population database and utilize this data for various sectors and public services in Indonesia. The government is promoting this through the Population Administration Information System.[9]

A key regulation in the Population Administration Law is Article 13, which requires residents to have a population identification number (*Nomor Induk Kependudukan*/NIK) valid for life, included in every population document, and used for various identity documents. A robust population identification system is critical for efficient public health service delivery. Article 64 of Law Number 24 of 2013 confirms that NIK is the single identity number for all public services, emphasizing that the Government provides services based on NIK.[10] The NIK is designated as a single identity number for every resident, facilitating public services with greater data accuracy.[11] Implementing the Single Identity Number policy is not new; similar systems exist globally, such as the Social Security Number in the United States and My Number in Japan. Such systems enhance administrative efficiency and ensure better service delivery.[12] Integrating identity systems can lead to improved access to essential services.[13]

Indonesia's "Single Identity Number" policy has not been fully realized. Although there are comparisons with international systems, a more detailed analysis of these experiences could enhance Indonesia's NIK implementation. Lessons from international practices can provide valuable insights for improving current policies.[14] The effectiveness of public service reforms often depends on the accuracy and reliability of population data, which is crucial for informed decision-making. This research will discuss the urgency of implementing the Single Identity Number policy in public services in Indonesia.[15]

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[8] Lusia Sulastri, Bahtiyar Efendi, and Gugun Gumilar., The Politics of Asset Confiscation Law in Indonesia, *Lex Publica,* Vol.10, no. 1, 2023, page. 43-65.

[9] Shuhua Monica Liu and Qianli Yuan., The evolution of information and communication technology in public administration, *Public Administration and Development*, Vol.35, no. 2, 2015, page. 140-151.

[10] Nanik Kurniawati, Abdul Rahman Lubis, Nurdasila Darsono, and Syafruddin Chan., Do good governance and service quality mediate the effect of bureaucratic reform on performance of the archival institutions in Indonesia?, *Calitatea*, Vol. 20, no. 169, 2019, page. 72-80.

[11] M. Wildan Humaidi and Inna Soffika Rahmadanti., Constitutional Design of State Policy as Guidelines on Indonesia's Presidential System Development Plan, *Volksgeist: Jurnal Ilmu Hukum Dan Konstitusi*, Vol.5, vo.4, 2023, page. 61-76.

[12] Zahra Ahmadzai., Challenges of Implementing Digital Technology in Enhancing Efficiency of Public Administration Services: A Case Study in a Metropolitan City, *Journal Social Civilecial*, Vol.1, no. 2, 2023, page. 65-75.

[13] Yanjun Zhang and Xiaopeng Li., Fragmented Data Systems and Their Impact on Public Service Efficiency, *Journal of Public Policy*, Vol.41, no. 4, 2021, page. 567-589.

[14] Arfah Habib Saragih, Qaumy Reyhani, Milla Sepliana Setyowati, and Adang Hendrawan., The potential of an artificial intelligence (AI) application for the tax administration system's modernization: the case of Indonesia, *Artificial Intelligence and Law*, Vol.31, no. 3, 2023, page. 491-514.

[15] Reza Fahmi, Sri Endah Wahyuningsih, and Sri Kusriyah., Legal Reconstruction of Land Dispute Regulation in Indonesia Based on Pancasila Justice, *Scholars International Journal of Law, Crime and Justice*, Vol.6, no. 2, 2023, page. 134-140.

Accurate population data is essential; the lack of valid data can lead to citizen dissatisfaction and public trust in government institutions.[16] Data improvement impacts the relationship between the government and the public. Establishing accurate data systems is critical in government program effectiveness, enabling better decision-making and resource allocation.[17] Thus, integrating efficient and accurate data is key to achieving community welfare goals. This research's novelty lies in its comprehensive analysis of Indonesia's Single Identity Number policy, comparing it with international practices and highlighting the implications of data accuracy on public service delivery. Previous studies have emphasized the importance of accurate population data. Still, this research aims to examine how Indonesia can learn from global experiences to enhance public service effectiveness.

B. RESEARCH METHODS

This study employs a qualitative research design through a comprehensive literature review. The approach analyzes various legal sources, scientific literature, journals, and relevant materials related to the Single Identity Number (*Nomor Induk Kependudukan*/NIK) in Indonesia. The primary legal framework for this research is Law Number 24 of 2013, which amends Law Number 23 of 2006 on Population Administration. This law serves as the cornerstone for understanding the legal basis and implications of the NIK policy. The research explores how the NIK functions as a unique identifier across various public services, including civil registration, taxation, education, and healthcare. The study examines the extent of NIK policy implementation and its effectiveness in enhancing the efficiency of population administration and public services. Additionally, the literature review addresses challenges in implementing the NIK, such as data integration between institutions, privacy protection, and the security of citizens' data.

The analysis involves thematic analysis, identifying key themes and patterns related to the NIK's implementation. This includes evaluating the barriers to effective implementation, such as technological limitations and stakeholder resistance, and assessing the policy's impact on public service delivery and governance. By synthesizing insights from diverse sources, this study provides a comprehensive understanding of the NIK's role in public administration and its implications for improving governance and service delivery in Indonesia. The findings aim to inform policy recommendations and highlight areas for further research and development.

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[16] Tom R. Tyler., Public trust and confidence in legal authorities: What do majority and minority group members want from the law and legal institutions?, *Behavioral sciences & the law*, Vol.19, no. 2, 2001, page. 215-235.

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C. RESULTS AND DISCUSSION

1. Importance of the Single Identity Number and Implementation Challenges

Law Number 23 of 2006 concerning Population Administration,[18] is a very basic first step in carrying out legal reform in the field of population administration, which aims to provide protection, recognition, and determination of personal status and legal status for population events and important events experienced by the population and create a complete, comprehensive population administration system, which can keep up with the development and progress of information technology to meet society's demands for quality population services.[19] The implementation of population administration has succeeded in building a national population database.

The most important reformist arrangement in the Population Administration Law is of a Single Identity Number (*Nomor Induk Kependudukan*/NIK) as the initial database used in all population administration activities. NIK is a population identity number that is unique or distinctive, single, and attached to a person who is registered as a resident of Indonesia and is directly linked to all population documents, serving as the key to access in verifying and validating a person's identity data to support public services in the field of population administration.[20] As emphasized by World Bank[21], effective identification systems are essential for improving the efficiency of public service delivery by reducing duplication and fostering inclusivity. As a key to access to population services, NIK was developed to provide a single identification for each resident.[22] Every resident is required to record their biodata, starting with filling in the biodata form correctly, to issue an NIK. The NIK must be included in all population documents and is used as the basis for issuing various statutory documents.

Political law Number 23 of 2006 directs NIK as a Single Identity Number, which was then strengthened by the birth of Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration.[23] The NIK policy as a single identity number is

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[18] Law Number 23 of 2006 concerning Population Administration, which established the foundation for utilizing a Single Identity Number (NIK) in Indonesia.

[19] Delasnova Lumintang., Rekonstruksi Regulasi Pelayanan Kependudukan dan Pencatatan Sipil Oleh Birokrasi Pemerintahan Dalam Implementasi Undang-Undang No. 32 Tahun 2004 Tentang Pemerintahan Daerah, *Jurnal Hukum Unsrat*, Vol.1, no. 2, 2013, page. 106-122.

[20] Zaenal Arifin Hoesein, Arifudin Arifudin, and Susi Dian Rahayu., The Effectiveness of Decentralization Policy in Local Government Administration, *Jurnal Akta*, Vol.9, no. 2, 2022, page. 242-259.

[21] World Bank. (2019). *Identification for Development ID4D 2019 Annual Report*, Available at: chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://documents1.worldbank.org/curated/ar/566431581578116247/pdf/Identification-for-Development-ID4D-2019-Annual-Report.pdf.

[22] Ridwan Kurnia Rahim, Aldri Frinaldi, and Lince Magriasti., Decentralization and Local Community Welfare: Analysis Based on Literature Studies, *Adabi: Journal of Public Administration and Business*, Vol.11, no. 1, 2024, page. 22-32.

[23] Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006, provides further specifications and reinforcement to the original act regarding the application of NIK.

stated in Article 13, paragraphs (1), (2), and (3) of Law Number 23 of 2006 which states that every resident is obliged to have a NIK that is valid for life and forever, which is given by the government to each resident after recording biodata, which is included in every population document and is used as the basis for issuing passports, driving licenses, taxpayer identification numbers, insurance policies, land title certificates, and the issuance of other identity documents. This regulation aligns with the findings of a World Bank report (2021),[24] which emphasizes that a singular identification system can enhance administrative efficiency significantly across multiple service sectors. The application of NIK for public services is strengthened by Article 64 paragraph (2) of Law Number 24 of 2013, confirming that NIK is the single identity number for all public service matters. Meanwhile, paragraph (3) emphasizes that the Government organizes all public services based on NIK. Another regulation that strengthens the Single Identity Number policy is regulated in Article 58 paragraph (4) of Law Number 24 of 2013, that population data stored in the population database (including NIK) is used, among other things, for the utilization of public services, development planning, budget allocation, democracy development, and law enforcement and crime prevention.[25]

The text assumes that the NIK system will inherently increase efficiency and effectiveness without addressing potential obstacles. Challenges such as technological limitations and stakeholder resistance are critical concerns that must be navigated in implementing the NIK system effectively.[26] Furthermore, establishing a unified identification system has been shown to decrease fraud and waste in public spending while increasing public trust in government institutions.[27] It is essential to discuss possible barriers or challenges in implementing the NIK system, such as technological limitations or resistance from stakeholders.

2. Comparative Analysis of the Single Identity Number Implementation

The Single Identity Number (*Nomor Induk Kependudukan*/NIK) is an individual identity that contains various information such as personal data, financial data, asset ownership information, and more. It is characterized by its uniqueness, permanent nature, and integration with data from various government and private institutions, allowing it to be

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[24] World Bank. (2021). *ID4D Global Dataset 2021*, Available at: chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://documents1.worldbank.org/curated/en/099705012232226786/pdf/P176341132c1ef0b21adf11abad304425ef.pdf.

[25] Deni Setiawan and Siti Rodhiyah Dwi Istinah., Executorial Power of State Administrative Court Decisions Associated with General Principles of Good Government, *Jurnal Daulat Hukum*, Vol. 6, no. 3, 2023, page. 251-268.

[26] Alexandros Z. Spyropoulos., Charalampos Bratsas, Georgios C. Makris, Emmanouel Garoufallou, and Vassilis Tsiantos., Interoperability-Enhanced Knowledge Management in Law Enforcement: An Integrated Data-Driven Forensic Ontological Approach to Crime Scene Analysis, *Information*, Vol.14, no. 11, 2023, page. 607-619.

[27] Tuan T. Nguyen and Ha Tran., Trust in government institutions: The role of identification systems, *Journal of Public Affairs,* Vol.21, no. 3, 2021, e2105.

utilized universally across agencies. According to Said Gulyamov et al.,[28] successful implementation hinges on overcoming technological barriers and ensuring stakeholder engagement.

Designed to replace multiple identity numbers held by various institutions, the NIK aims to streamline data management by being concentrated in one agency. This centralized management is intended to enhance efficiency and effectiveness in administering government and public services, ultimately saving time, costs, and resources.[29] However, the NIK cannot currently serve as the sole identifier in Indonesia's public services. Each sector responsible for public services possesses independent identity numbers and lacks data continuity before establishing a comprehensive national population database.

As highlighted by Manish Thapa,[30] fragmented data systems hinder the full potential of integrated national databases, leading to inefficiencies and duplicated efforts. For instance, the Directorate General of Taxes has taxpayer data and issues NPWPs; BPJS Health issues Healthy Indonesia Card Numbers; the Ministry of Social Affairs manages data on disadvantaged populations through the Integrated Social Welfare Data (*Data Terpadu Kesejahteraan Sosial*/DTKS) and issues Prosperous Family Cards; the National Land Agency has land ownership data and issues Land Certificates; and the National Police maintains data on vehicle owners and issues driving permits. Even non-governmental institutions, such as banks and educational organizations, issue their unique identifiers without standardized protocols, leading to the creation of redundant data for the same individuals.

These inconsistencies result in inaccurate data being used for public services, hampering the effective implementation of government programs. Therefore, the importance of a centralized data system is emphasized to address these discrepancies and enhance service provision.[31] When government institutions fail to obtain accurate data, realizing good governance remains an unrealized goal, inhibiting national objectives.

3. Social Welfare Implications and Implementation Recommendations for the Single Identity Number

The rationale behind the Single Identity Number policy, enshrined in the Population Administration Law, is rooted in achieving a welfare state as mandated by the fourth paragraph of the Preamble to the 1945 Constitution. This includes safeguarding all Indonesian citizens and

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[28] Said Gulyamov, Sirio Zolea, Jahongir Babaev, Akmal Akromov, and Anna Ubaydullaeva., Administrative Law in the Era of Digital Technologies: New Opportunities for the Saving of Cultural Heritage and Public Education, *International Journal of Law and Policy*, Vol.2, no. 9, 2024, page. 49-70.

[29] Denny Suwondo., The Legal Protection of Personal Data in the Perspective of Human Rights, *Law Development Journal*, Vol.5, no. 4, 2021, page. 419-429.

[30] Manish Thapa., National Statistical Management System: Opportunities, Challenges and Future Steps, *Nepal Public Policy Review*, Vol.1, no.4, 2021, page. 87-108.

[31] Jody Freeman., Private parties, public functions and the new administrative law, *Administrative Law*, Vol.4, no. 1, 2018, page. 421-466.

promoting societal welfare. A key aspect of social welfare is the government's ability to fulfill citizens' basic needs and civil rights through an efficient public goods, services, and administrative support system.

As noted by Esping-Andersen,[32] and poverty reduction, so thatand poverty reduction so that the welfare state is not a concept with a standard approach. It is more often identified from the service policy attributes and social transfers provided by the state through the government to its citizens, such as educational services, income transfers, and poverty reduction. Thus, the two welfare states and social policies are often identified.[33] The welfare state is a government concept in which the state plays an important role in protecting and promoting the overall economic and social welfare of its citizens.[34] The welfare state refers to the role of the state which actively manages and organizes the economy which includes the state's responsibility to ensure the availability of basic welfare services at a certain level for its citizens,[35] which includes 2 (two) government expenditure arrangements, namely temporary cash assistance for households in need (for example, through transfers and including mandatory income insurance) as well as subsidies or direct government assistance to citizens (such as child care, preschool, education, health, and old-age services).[36]

Research by Dede Sujana et al.[37] supports the concept that comprehensive public services, aided by a unified identification system, lead to higher citizen satisfaction rates. Thus, implementing the NIK can secure the basic guarantees and social assistance that citizens are entitled to. The welfare state concept describes how welfare services are organized and serves as a normative ideal, emphasizing that all should receive public services as a fundamental right.

Most welfare states administer social assistance programs that protect those not covered by basic security programs or whose income does not meet minimum standards. So, someone can get basic guarantees (because it is a right) and social assistance.[38] Government social assistance programs, such as the National Health Insurance (*Jaminan Kesehatan Nasional*/JKN), Smart Indonesia Card (*Kartu Indonesia Pintar*/KIP), and Family Hope Program (*Program Keluarga*

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[32] Gøsta Esping-Andersen, *The three worlds of welfare capitalism*, Princeton University Press, 1990.

[33] Marthen Arie and Zulkifli Aspan., Application of The Concept of Welfare State in The Implementation of Health Social Security Programs, *Alauddin Law Development Journal*, Vol.5, no. 3, 2023, page. 494-504.

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[35] Juniarso Ridwan and Achmad Sodik Sudrajat., *State administrative law and public service policy,* Bandung, Nuansa Publisher, 2012.

[36] Diah Arimbi., Legal status of the social security administrator (BPJS) as a public legal entity, *Jurnal Dinamika Hukum*, Vol.19, no. 3, 2020, page. 829-855.

[37] Dede Sujana, Agus Suryono, Lely Indah Mindarti, and Fadillah Amin., The Diffusion of E-Government Innovation in The Framework of Public Services (A Study on Population Administration Services and Civil Registration in Kediri Regency, *Journal of Law and Sustainable Development*, Vol.12, no. 1, 2024, page. e2692-e2692.

[38] I. Dewa Gede Palguna., *Welfare State vs Globalization: The Idea of a Welfare State in Indonesia*. Depok, Rajawali Press, 2019.

Harapan/PKH),[39] embody the welfare state's principles by providing crucial support to the population.[40] Found that implementing the NIK as a Single Identity Number facilitates quicker access to these programs, ensuring resources efficiently reach those in need. However, the execution of social assistance and security programs has yet to utilize the NIK fully, relying instead on fragmented data from various ministries and agencies, resulting in ineffective targeting and implementation.

The NIK's implementation could significantly enhance public services and community protection programs by showcasing specific applications. Efficient identification systems, as noted by Dede Sujana et al.,[41] can drastically reduce the time taken to process applications for public services, thereby improving citizen satisfaction. The successful implementation of the National Identification Registration (NIR) in Bangladesh illustrates how unified identification systems can effectively streamline public services and enhance accountability.[42] Additionally, Estonia's adoption of a digital identity system has significantly enhanced public service efficiency and citizen engagement.[43] The India's Aadhaar system case further exemplifies how a single identification framework can facilitate access to welfare programs and minimize leakages.[44]

The implementation of the Single Identity Number policy in public services can reflect Pancasila's values in state law. According to Yopi Gunawan, the characteristics of a Pancasila legal state include a family state that protects human rights while prioritizing national interests, a legal state that is certain and just, and a nation-state based on belief in Almighty God. Additionally, law serves as a tool for social change and a reflection of societal culture while also realizing the state's goals as outlined in the Preamble to the 1945 Constitution.[45]

By ensuring that all citizens receive appropriate services through the NIK, the state fulfills its obligation to recognize and protect human rights, particularly civil rights. Effective implementation of the NIK policy can improve service delivery and pave the way for transformative changes in governance, making public services more accessible, efficient, and

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[39] Koran Tempo, Types of Social Protection in Indonesia and Their Programs, Goals and Budgets, 17 June 2023.

[40] Asna Aneta, Yanti Aneta, and Hais Dama., Institutional Problems in Regional Public Services, *J. Ilm. Ilmu Adm. Publik*, Vol.8, no. 2, 2019, page. 79-91.

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[45] Yopi Gunawan and Kristian., *Perkembangan konsep negara hukum dan negara hukum Pancasila*, Bandung, Refika Aditama, 2015.

reliable.

D. CONCLUSION

The Population Identification Number (*Nomor Induk Kependudukan*/NIK) application as a Single Identity Number has not been optimized in public services. Both government institutions and private organizations that provide public services still use their respective numbers and population data. Considering the direction and dynamics of state development, which are becoming increasingly complex, along with all transactions occurring in the public sector, financial sector, social sector, and other sectors, Indonesia must realize the implementation of the NIK in public services. The Single Identity Number policy in public service is a necessity. It serves as a key element in achieving good governance that is more effective and efficient, optimizing public services to realize the objectives of the welfare state as enshrined in the Preamble to the 1945 Constitution. Furthermore, the urgency of the single identity number policy in public service reflects the aspirations of a rule of law state rooted in the values of Pancasila. It can accommodate the three main objectives of law: social expediency, legal certainty, and justice.

To implement the NIK policy as the Single Identity Number in every public service, it is hoped that every resident can orderly manage population administration by reporting all significant incidents and population issues that occur to themselves and their families, ensuring that the data stored in the national population database is accurate. Meanwhile, public service institutions must commit to using the NIK as the sole number that will serve as reference data in maintaining public services.

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