

Quality of Population Administration Services in Makassar, Indonesia

Sumardi¹, Armin¹, Hasniati¹, Nur Indrayati Nur Indar¹

Email: mardierni69@gmail.com

¹Public Administration, Hasanuddin University, Indonesia

Received: July 1, 2021

Received in Revised: July 24, 2021

Accepted: August 5, 2021

Abstract

This article analyzes and seeks to measure the quality of population administration services at the Makassar City Population and Civil Registry Office. The indicators used in this study refer to the van Meter and van Horn models using three indicators: policy interpretation, organization, program implementation. Thus, causing long service queues every day, especially at the check/verification counter for the administrative file completeness requirements.

Keywords: Service, Public Policy, Population Administration

Introduction

In Indonesia, the 1945 Constitution mandates the State to fulfill the basic needs of every citizen for the sake of their welfare, so that the effectiveness of a government system is largely determined by the good or bad implementation of public services. Services can be created by providing the right strategy, in today's competition. Service is expected to be one of the elements so that the community can feel satisfaction in the services provided, in response to this, Law No. 25 of 2009 was issued concerning public services and its implementing rules that can be applied so that the community gets services that are in accordance with their expectations and aspirations. - aspire to the State according to Law No. 25 of 2009 (Febriharini, 2017; Rukayat, 2017).

Public service is an activity or series of activities in the context of fulfilling service needs in accordance with statutory regulations for every citizen and resident of goods, services, or administrative services provided by the government. Various administrative services, such as KTP (Indonesian ID) services, birth certificates, land certification, and licensing, are services organized to guarantee the rights and basic needs of citizens. KTP and birth certificate services are very vital in people's lives because they guarantee their existence, identity and other civil rights. Such services are certainly very important and become part of public services that must be carried out by the state (Dwiyanto, 2010; Rohman, 2013).

Every population event and important event requires valid evidence for administration and recording in accordance with the provisions of the law. In accordance with the changes and developments that occur in Indonesian society, the Indonesian people are aware that one needs to have written evidence in determining one's status for events or events, for example: marriage, birth and death, child recognition, child ratification, divorce, death or death. name change. Meanwhile, to have this status, the person must register the event or incident with the Civil Registry Institution, thus that person will obtain written evidence in the form of a Civil Registration Deed (Asmar, 2017; Masrin, 2017).

The Makassar City Population and Civil Registry Office has made efforts to implement local government policies and also the central government, in improving and improving the public service process is the main task and function carried out. However, it seems that it is not fully

running optimally. Institutionally, it is necessary to improve the bureaucratic structure, systems and procedures, meet the needs of resources, leadership and relations with the community, in order to realize quality public services (Rofifah, 2015; Adriani, 2016; Wahid, 2018; Kasmila, 2019 Musabry; Burhanuddin & Haerana). 2021).

Empirically in the implementation of public service policies, the observations obtained by researchers from the Makassar City Population and Civil Registry Office are that the population data base in the Population Administration Information System has not been properly validated, such as; (1) Residents who are registered/registered in the database of more than one specific residence in the South Sulawesi region (a person registered/registered living in another regency within the area of South Sulawesi Province while also being registered as a resident of Makassar City); (2) Residents have moved in (from other districts to Makassar City) so that Family Cards and ID cards are issued in Makassar City, but online it turns out that the data is still on the old data (before moving); (3) Residents who are registered/registered in the Makassar City data base but actually live outside Makassar City, and vice versa residents who are registered/registered in the Other Regency database but actually live within the Makassar City area (because of work or attending education); (4) Residents who have died but are still registered/registered in the database.

In addition, there are still policies for the Population Administration service program that are not yet optimal, including; (1) There are still many residents of Makassar City who do not have an Electronic ID card. This can be seen from the total population of 1,444,718 people in 2019. Of this number, 988,000 people are required to have an Electronic ID card. However, only 941,204 people have Electronic ID cards. That is, 46,796 people who do not have an Electronic ID card; (2) The service of record issuance of birth certificates is still very low with various problems and obstacles that exist both from the community and the limited range of services, as well as the provisions of the applicable laws and regulations; (3) The service for issuing death certificates is minimal, so there are still many Makassar City residents who have died but their names are still recorded in the population administration; (4) Lack of socialization activities to the community in the important sense of population administration and civil registration so that public awareness is low in managing or owning population documents; (5) The quality of routine services is not yet optimal based on the community satisfaction index, such as speed of service, discipline of officers, and certainty of service schedules; (6) The lack of resources (lack of employees and low ability of employees) as well as the provision of inadequate facilities and infrastructure in the application of the Population Administration Information System (SIAK)

In several studies on the quality of population administration services in Indonesia. Many of them concluded that administrative services at the Population and Civil Registry Service were still not optimal. The conclusions of the study were stated by Wiryanto, 2020; Adelina & Martono, 2021; Aswatra, A., Suryadi, & Siswanto, 2021; and Sudrajat et al., 2021. They concluded that the public perceives the punctuality of employees in completing tasks, sometimes there are still jobs that do not go according to the time specified in the standard operating procedure, such as the completion time of work can be delayed from the specified time.

Looking at the empirical conditions regarding population administration services in Makassar City which are still facing many problems and several previous studies which almost all conclude about the poor performance of population administration services. So this study aims to examine the quality of population administration services at the Makassar City Population and Civil Registry Service

Methods

This study uses a qualitative research method with a descriptive approach. Data were collected through interviews and documentation. Documentation studies were conducted on data about the actual conditions in Makassar City in terms of population administration services, which were obtained from the Department of Population and Civil Registry and the results of previous research. The data analysis technique is explorative-qualitative, by analyzing policy implementation to see the quality of service adopted from van Meter & van Horn (1975) using three indicators: policy interpretation, organization, program implementation. The qualitative analysis carried out is supported by quantitative data. In particular, the development of population administration service conditions at the Makassar City Population and Civil Registry Office. In the last stage, the researcher concludes the results of the research on the findings in the field that have been processed based on the theory used.

Resulta and Discussion

Policy Interpretation

The Interpretation stage is the first step in implementing a policy. This stage is very necessary in order to fully understand the policy in question. Through an effective interpretation, it will certainly assist the implementor in implementing it in accordance with the aims and objectives of the policy.

Based on the results of interviews conducted with the Head of the Makassar City Population and Civil Registry Office that:

“The interpretation of policies made, both central and regional policies, is straight, sir (the line of command). We cannot get out of the policy because it has been regulated by the Minister of Home Affairs to technical matters” (Interview, 30 September 2020).

The results of the interview above show that the legislative system that is made basically must be linear or synchronous between the policies made by the central government and regional policies, even policies that are operational in nature. This is because the legislative system is systematic between the center and the regions or in other words the policy system that will be made will refer to a higher level so that the policies that are born do not overlap.

Based on the results of interviews with several informants both from the community and internal employees of the Makassar City Population and Civil Registry Office, it shows that there is still a lack of socialization from the Makassar City Population and Civil Registry Office related to administrative service policies in Indonesia in general and in Makassar City in particular. This can be seen from the number of statements of informants who said they did not know thoroughly related to population administration service policies in Makassar City.

In addition to the lack of socialization, it also shows that there is still a lack of coordination, both at the internal level of the Makassar City Population and Civil Registration Office, as well as between employees as service providers to the community as service users. This is indicated by the lack of information reaching the community so that the public does not know. Based on the results of interviews with several informants both from the community and internal employees of the Makassar City Population and Civil Registry Office, it shows that there is still a lack of socialization from the Makassar City Population and Civil Registry Office regarding with the policy of administrative services in Indonesia in general and in the city of Makassar in particular. This can be seen from the number of statements of informants who said they did not know thoroughly related to population administration service policies in Makassar City. In addition to the lack of socialization, it also shows that there is still a lack of

coordination, both at the internal level of the Makassar City Population and Civil Registration Office, as well as between employees as service providers to the community as service users. This is indicated by the lack of information that reaches the public so that the public does not even know.

Organizing

It has been explained previously that the birth of a good policy is of course through a good interpretation of previous policies both at the same level and the policies above. However, the best policies that are born are certainly influenced by one of them through the regulation or organization of these policies so that they can be implemented effectively. Therefore, policies related to population administration services at the Makassar City Population and Civil Registry Office need to be regulated and arranged or planned well by the leadership elements so that these policies can be implemented effectively in order to make it easier for the community as service users.

The statements of several informants indicated that the service arrangement system was actually created through the results of solving previous problems. Even in addition to proper room arrangement, it is also considered in advance related to the competent competencies that must be possessed by employees in providing the best service.

One of the service system methods created at the Makassar City Population and Civil Registry Office is to present a one-door system service system, namely by making a counter in front of the entrance in charge of the data verification section or complete file requirements based on the needs of the type of service. Of course, if one of the completeness of the file is lacking, it will be directed to complete it first before entering the service room because if you continue to enter the service room but the completeness of the file is lacking, it will still not be served.

The results of interviews with several informants from both the community and employees showed that based on the conditions that occurred, it caused input from one of the informants related to the arrangement of the service system at the Makassar City Population and Civil Registry Office. Therefore, it is necessary for the leadership to rearrange related to the arrangement of employees assigned to the requirements file verification counter so that it does not cause long queues.

Based on the results of the study on the results of interviews with informants as explained earlier, that the system for regulating or structuring employees assigned to the verification counter of the actual requirements file is not yet optimal. This is because the queuing service system that was created instead of speeding up the service, but actually hampering the service because of the length of the queue.

Program Implementation

As previously discussed, the policies that have been made can be implemented properly if they are accompanied by good arrangements or planning. However, we need to be aware that no matter how good the arrangements that have been made, of course they will also be influenced by aspects of their implementation. Therefore, in implementing the existing policies, a reliable implementer is needed.

Program implementation will certainly be more effective if it is accompanied by effective implementation standards. This is to ensure that the program to be carried out is carried out according to the previous plan. Therefore, an operational standard is needed as a reference in implementing program policies, especially the population administration service program at the Makassar City Population and Civil Registry Office.

The following presents data related to the implementation of the administrative service system for birth certificate purposes based on the existing Standard Operating Procedures (SOP). The stages include the counter officer receiving the form and completeness of the applicant's file. The counter clerk verifies the file, if the file is incomplete, it is returned to the applicant. If it is complete, then proceed with inputting the contents of the applicant form which is supported by the existing files. The counter clerk prints a draft of the birth certificate quote to be checked for correctness to the applicant. If it is correct then the applicant is given proof of reporting/registration receipt. The counter officer forwards the file to the Section Head for further verification. If the file is approved, it will be returned to the counter clerk for submissions for the printing of the Birth Certificate and Birth Certificate Quotation. If the file has not been approved, it will be returned to the counter clerk for repair. After submitting and verifying the electric signature through the application, the Birth Certificate Quotation and Birth Certificate are ready to be printed. The Head of Service will affix an Electronic Signature (TTE) via approved in the SIAK application for every submission of a birth certificate file. The counter clerk prints the Birth Certificate & Birth Certificate Quotation, then registers the file into the register book. The Birth Certificate Quotation is submitted to the Result Collection Counter Officer to be submitted to the Birth Certificate applicant & the application requirements file is submitted to the archive officer. The archivist receives and saves the Birth Certificate Register, application forms and files to the filing department.

The stages of the service flow as described above are of course the goal is to facilitate services, especially birth certificate services. For convenience, it is necessary to submit the requirements for completeness of the file. the following data is presented.

Meanwhile, the Electronic Identity Card (KTP El) administration service system based on Standard Operating Procedures (SOP) includes the counter officer receiving the form and completeness of the applicant's file. The counter clerk will verify the file. If it is complete, it will be forwarded to the operator for recording. Otherwise, it is returned to the applicant. The operator officer enters data into the population database and prints the Family Card. The register officer records the recording file in the register book, then forwards it to the Section Head. The Section Head receives and verifies the recording file. If you agree, give initials and forward to the Head of Division. If not, return it to the counter clerk or operator for repair. The head of the field receives and verifies the recording file. If agreed, provide initials and forward to the printing operator. If not, return to Section Head for repair. The printing operator will print the e-KTP. Then forward to the distribution officer to be given to the applicant. The distribution officer receives the e-KTP to be submitted to the applicant and submits the application form and files to the archive officer. The archivist receives and saves application forms and files to the filing department.

As the Standard Operating Procedure (SOP) for administrative services for managing Electronic Identity Cards (KTP El) above, of course, it is used as a reference in providing services at the Makassar City Population and Civil Registry Office. This is to make the service more focused. Furthermore, a standard for file completeness requirements is made as a standard in administrative services for Electronic Identity Cards (KTP El). Here is presented the data. Therefore, continuous and continuous socialization is needed so that the SOP can be understood by the entire community of Makassar City.

As previously explained, the recording of the El KTP data is carried out at the Head Office of each domicile, so of course the same information is also available at the sub-district offices throughout the city of Makassar. At the stage above, there is also an appeal not to give compensation in the form of goods first in the form of money to employees because it will have the potential to cause gratification so that it can ensnare employees who receive it. In addition

to dividing service zones as previously explained, specifically for the E- KTP service, it can also be carried out at the Makassar City One Stop Service (PTSP) office which is located at the Makassar City Hall Office. However, the service is carried out on working holidays (Saturday and Sunday) and is only valid for approximately 20 days (14 November-6 December 2020).

Since the outbreak of the Corona Virus Disease 2019 (COVID-19) pandemic, criticism of the administrative management mechanism, especially the Electronic Identity Card (KTP EL) at the Makassar City Population and Civil Registry Office, has been pouring in. This is because of the public's fear of contracting the virus as well as the implementation of health protocols by the Government which must maintain distance and avoid crowds. Therefore, as one of the steps taken by the leadership of the Makassar City Population and Civil Registry Office is to create a new mechanism related to the submission of Electronic Identity Cards (KTP EL). The SOP was made on November 30, 2020 and is effective on December 1, 2020 with the number SOP- DUKCAPIL-AK-03.

However, when the researcher opened the website as listed on the information board, it actually made him confused because it seemed as if the website was in maintenance (under repair) even though they had to click on the link provided to continue their service. If the link is not clicked, then the website will not open.

Table 1. Data on Birth Certificate Printing in Makassar City

No.	District	Sex		total
		Male	Female	
1	Mariso	13.498	13.026	26.524
2	Mamajang	12.639	12.538	25.177
3	Makassar	18.324	17.884	36.208
4	Ujung Pandang	5.126	5.087	10.213
5	Wajo	6.461	6.322	12.783
6	Bontoala	12.982	12.724	25.706
7	Tallo	36.710	35.475	72.185
8	Ujung Tanah	9.460	9.428	18.888
9	Panakukang	32.230	31.498	63.728
10	Tamalate	43.126	41.546	84.672
11	Biringkanaya	48.535	46.745	95.280
12	Manggala	35.565	34.840	70.405
13	Rappocini	33.044	33.043	66.087
14	Tamalanrea	23.486	23.167	46.653
15	Kepulauan Sangkarrang	3.960	4.129	8.089
Total		335.146	327.452	662.598

Source: Department of Population and Civil Registry, 2020

Based on the data in table 1 above, it shows that the number of birth certificates issued by the Makassar City Population and Civil Registry Office until 2020. The data was provided by the Makassar City Population and Civil Registry Office as the relevant agency (the agency authorized to taking care of population data and civil records in Makassar City).

Table 2. Data on Applicants and Printing of E- Resident Identity Cards (KTP) in Makassar City in 2020

No.	District	Sex		Total
		Male	Female	
1	Mariso	19.719	20.605	40.324

2	Mamajang	19.524	21.193	40.717
3	Makassar	27.864	29.795	57.659
4	Ujung Pandang	8.901	9.893	18.794
5	Wajo	11.256	11.401	22.657
6	Bontoala	18.338	19.520	37.858
7	Tallo	47.132	48.406	95.538
8	Ujung Tanah	11.902	12.281	24.183
9	Panakukang	46.970	49.262	96.232
10	Tamalate	59.077	61.580	120.657
11	Biringkanaya	65.980	69.118	135.098
12	Manggala	49.117	51.121	100.238
13	Rappocini	49.488	54.050	103.538
14	Tamalanrea	33.791	34.896	68.687
15	Kepulauan Sangkarrang	4.438	4.496	8.934
	Total	473.496	497.815	971.311

Source: Department of Population and Civil Registry, 2020

Based on table 2 above, it shows that in 2020 the people of Makassar City who take care of Electronic Identity Cards (KTP El) are 971,311 people divided into 15 districts. The amount has been accumulated from men and women.

Based on the results of interviews from informants and a review of supporting documents that have been obtained in the field, it shows that the application of population administration service policies at the Makassar City Population and Civil Registry Office is still marked by the number of complaints from the public as service users related to the service system that has been created. The length of the service SOP that is made results in long queues, especially at the check/verification counter for the completeness of the administration file requirements

Conclusion

The policy process for population administration and civil registration services at the Makassar City Population and Civil Registry Office based on the interpretation aspect has been running quite well. This is because the leadership element in making policies related to population administration services always reviews in advance every policy at the level above it (both central government and provincial government) so that the policies made will be traced to the bottom (systematic and integrated). Furthermore, in the organizational aspect, it has not been effective. This is because the regulatory system is still ambiguous (less clear) on the placement of apparatus resources (employees) carried out by the leadership. Through the placement of employees as many as two people every day of service at the integrated counter (the verifier section of the completeness of the requirements). Meanwhile, the implementation aspect has not been effective. This can be seen in the number of public complaints about the service SOPs that are too long, causing long service queues every day, especially at the check/verification counter for the completeness of administrative files.

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